

Eight members scoop prizes at Pharmacy Business Awards

It was a successful night at the Pharmacy Business Awards, with members taking home eight out of the fourteen prizes!

Pharmacy Business of the Year Award

went to Michael Ball, Broadway Pharmacy, Preston, for 'providing innovative services to meet the healthcare needs in his local community'.



Third & fourth from left: Vivienne and Michael Ball, Broadway Pharmacy

The **Community Award** went to Uma Patel, Dunns Pharmacy, Cranford, for his 'outstanding role in service to the community'.



Second from left: Uma Patel, Dunns Pharmacy

Prescriber of the Year Award

went to Stephen Newbury, SR Newbury Pharmacy, for 'using his qualification to great effect and demonstrating a positive impact on patient care within pharmacy'.



Third from left: Stephen Newbury, SR Newbury Pharmacy

Patient Services Award was won by Gareth Jones, Murray's Pharmacy, Barrow in Furness, for 'providing innovative services to meet the healthcare needs in his local community'.



Second from left: Gareth Jones, Murray's Pharmacy

All winners will receive a cheque to donate to the charity of their choice.

Winter health webinar: 27 November

Edward McReynolds, Training Manager McNeill Products, will be hosting a webinar on 'Winter Health' on Tuesday 27 November. The webinar is suitable for all pharmacy team members and will run from 7.00pm – 7.45pm.

By the end of the webinar you will be able to:

- Identify the issues for customers with winter symptoms
- Identify whether a customer has a cold or 'flu'
- List any additional questions needed (in addition to WWHAM)
- Confidentially recommend the appropriate OTC product
- Know when a pharmacist needs to be involved

Places can be booked via the member intranet: www.alphega-pharmacy.co.uk

Diwali greetings

At this time of year many of you are preparing for Diwali, the Hindu 'Festival of Lights'. I hope that you and your families enjoy this very special occasion.

On behalf of Alliance Healthcare, Alphega Pharmacy and our colleagues across the UK, I wish you a very happy Diwali and a healthy and prosperous New Year!

Jeremy Main, Managing Director,
Alliance Healthcare UK

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Pharmacy Business Leader of the Year Award

went to Graham Phillips, Manor Pharmacy, Letchworth, for his 'outstanding leadership in community pharmacy'



Second from left: Graham Phillips, Manor Pharmacy

Pre-reg Pharmacist Award

went to Sameena Ashraf, Manor Pharmacy, for her 'innovative approach to professional services and patient care'.



Third from left: Sameena Ashraf, Manor Pharmacy

Entrepreneur of the Year Award

went to Raj Rohilla, Midhurst Pharmacy, for 'demonstrating outstanding initiative and entrepreneurial skills'.



Second from left: Raj Rohilla, Midhurst Pharmacy

The Enterprise Award

was won by Nick Kaye, Nick Kayes Narrowcliff, for the 'most enterprising venture within any area of their pharmacy'.



Third from left: Nick Kaye, Nick Kayes Narrowcliff

Congratulations to all of our winners.

Online Pharmacy Toolkit

Dedicated support

The Online Pharmacy Toolkit (OPT) provides you with the opportunity to order a broad spectrum of products, both 'off the shelf' and personalised, with your own pharmacy information. These range from professional services support material, training literature, to signage and equipment. What's more, OPT is available to **ALL** members.

Helplines and emails are available should you need any help in:

- Finding out your Username and Password
- Logging onto OPT and placing orders
- Tracking any orders not yet received (allow four working days for delivery)
- Reporting any non deliveries or damaged items

The dedicated help lines and emails will provide you with instant support. You should use these contacts in preference to Member Support or your Business Mentor.

Contact details:

Adam Coulthard:

Tel: 0121 428 6351

Email: adam@caramba-marketing.co.uk

Michael Griffiths:

M: 07855 769 784

Email: michael@caramba-marketing.co.uk

Revised targets for additional monthly rebates on Almus your generics extra

We are pleased to announce that the tiers within the Almus your generics extra price list – exclusively for Alphega Pharmacy members – have been revised. The change came into effect from 1 November 2012.

What this means for you

Revised targets make it even easier for you to achieve more.

Old

Spend value	Additional rebate
£3,500 - £4,999	2%
£5,000 - £7,999	5%
£8,000 - £9,999	6%
£10,000+	7%

New

Spend value	Additional rebate	Cash value
£3,500 - £4,999	2%	£70
£5,000 - £5,999	4%	£200
£6,000 - £6,999	5%	£300
£7,000 - £7,999	6%	£420
£8,000+	7%	£560+

What's more, this is in addition to the published rebate prices. Please refer to the Almus your generics price list.

Telephone research – we welcome your opinion

As part of our commitment to you we are keen to continually improve the quality of our communications and provide tools to help you to get the most out of your membership. As such we are conducting some in depth telephone interviews to gain members opinions on communications, publications and events. This work will be carried out by an external research agency, Marmalade Consulting, an independent market research company who are members of the Market Research Society.

About 10 members will be chosen at random, from all membership levels, across the UK and will be asked if they are willing to speak to one of our researchers on the telephone. One of two people may call from Marmalade – Graham Griffiths or Andrea Thompson. This is completely up to you, but if you can help, all interview answers will be strictly confidential and used in aggregate.

Thank you in advance for your help; your views and experiences are valuable to us as we seek to meet your current and future needs.

Call for news

If you have any news that you would like to share with other members, please do let us know. Perhaps you've won an award, done something for charity, or maybe a member of your team has done something outstanding. Whatever your news, we'd love to hear about it. Please contact Emma Cooper at emma.cooper@alphega-pharmacy.co.uk.

New benefit: accumula+or *BOOST*

Working alongside Actavis, we are pleased to offer you the Accumulator BOOST scheme, which offers all of the simplicity, clarity and service of the current scheme, but with even greater discounts:

- Save up to 30% off our invoice prices
- Simplified discount bandings to reward your purchasing
- Exclusive Monthly Promotions via Alliance Healthcare
- New Product & Patent Expiry information
- A dedicated Actavis Account Executive & telemarketing support
- High quality service and consistency of supply from our UK based manufacturing site

Monthly Spend Levels	Accumulator <i>BOOST</i> Discount
£0 - £249.99	2.5%
£250 - £499.99	8%
£500 - £999.99	17%
£1,000 - 1,499	20%
£1,500 - £1,999	23%
£2,000 - £2,499	24%
£2,500 - £3,999	25%
£4,000+	30%

Helping patients newly diagnosed with hypertension webinar: 5 December

Neil Scobie, our Pharmacist Consultant, will be running a webinar on 'Helping patients newly diagnosed with hypertension' on Wednesday 5 December from 7.00pm 7.45pm. The webinar is aimed at pharmacists.

By the end of the webinar participants will be able to:

- Discuss the diagnosis of hypertension
- Describe the non pharmacological treatment of hypertension
- Summarise the pharmacological treatment of hypertension
- Provide newly diagnosed hypertensive patients with advice regarding their treatment

Places can be booked via the member intranet (www.alphega-pharmacy.co.uk)

Nick Kayes Narrowcliff donates to EORTC

Nick Kaye presented a £750 cheque, part of his Regional Award prize money, to Mike Smith (Chairman, Alliance Healthcare) at the customer forum held in Reading in October. The money will go towards EORTC (European Organisation for Research and Treatment of Cancer).



Nick was the Regional Award winner for the South West, presented at the UK Conference in June, as reported in a previous edition of news.