

Welcome to

EMPLOYEE OWNERSHIP BEST IN CLASS

ANNUAL CONFERENCE 2016

#EOAConference

Conference Sponsor

 **Capital**
for
Colleagues 
Advice Investment Growth

Welcome to Greenlight Healthcare

Facilitated by Mark Jenkins, The Coverdale Organisation

Presented by Sharon Hart, Greenlight Healthcare



#EOAConference

Conference Sponsor



Green Light Healthcare Ltd

Why EO?

- Founding partner, John Foreman, travelled widely
- Experienced EO in a number of different countries
- Worked as a pharmacist in a variety of traditional UK pharmacies
- Appreciated the impact of ownership on peoples lives
- Experienced the impact of EO on business growth
- Had a vision/ambition to make a difference in both the health and social circumstances of communities

The context

Specific to pharmacy

- Capitalist model where a few people at the top get richer
- Lack of engagement in the organisations
- Lack of focus on service & care
- No emphasis on 'community' in pharmacy
- Concerns about the future workforce for pharmacy – need to influence

The context

General concerns

- Limited routes out of poverty & opportunities for wealth creation
- Limited access to further education
- Limited access to health education

How is GL different?

- Innovative/entrepreneurial
- Responsive/nimble
- Dynamic
- Caring
- 'Family-like'
- Vision & a 'can do' attitude
- Collaborative
- Encourages a thinking organisation (Nancy Kline)
- Pharmacy model is around service provision in addition to dispensing

Why the award?

- Responsive, nimble & innovative
- Partnerships & symbiotic relationships
 - ‘Pharmacy Live’ - UCL
 - Apprenticeship charity (Communities Into Training and Employment – CITE)
 - ‘Bite-sized Leadership’



#EOAConference

EMPLOYEE OWNERSHIP
BEST IN CLASS



#EOAConference

Pharmacy Live



#EOAConference

What's different about Pharmacy Live?

- Increasing contact with patients
- Improving consultation skills
- Experience of a working pharmacy
- Feedback from students:
 - confidence in providing health promotion increased (from 36% to 64% agreement)
 - enough knowledge to talk to patients about health promotion (increased from 19% to 56% agreement)
 - Overall student satisfaction with their experiences was very high; they enjoyed having a taste of “gold-standard” pharmacy practice and the opportunity to talk to patients/members of the public

Judges Views

#EOAConference

So what else have we achieved?

- 7 pharmacies over 15 years with an emphasis on service including:
 - Development of Private services e.g. Travel Clinics, Road to Health - Vitality
 - Community Partnerships/Big Lottery Funding e.g. West Euston Healthy Community Project
- Involvement/influence in central policy e.g. White paper “Choosing Health through Pharmacy”, Pharmacy All Party report: ‘Future of Pharmacy’
- GP Connect
- Leadership Development  to accelerate the change
- Industry recognition e.g. Independant Pharmacy of the year 2016 - pharmacy Business Awards

So what else have we achieved?

Employees:

- Education & Training – protected time
- Very Low staff turnover - around 2% & geographical in the main
- Partnership working within the pharmacies
- Wealth creation & financial security:
 - 13% - average annual return on investment over 11 yrs
 - 208% increase in share value since employee ownership
 - Enabled first home purchases
 - Improving financial literacy in lower socio-economic groups

Questions and Discussions

#EOAConference

Thank you.

Now please make your way to the Pavilion Foyer
for refreshments.