

PIN ME
TO YOUR
NOTICEBOARD

The Independent Pulse

Winter has arrived and we are here to help you!



Christmas and New Year 2021/22 Bank Holiday Opening Hours *now available*

To help keep our customers informed of changes to our service, we have published our Christmas and New Year 2021/22 Bank Holiday opening hours.



View them on the
[myahportal here](#)

Alliance Healthcare UK Opening Christmas & New Year 2021-2022
For Pharmacy/Retail - England and Wales

Date	Working	Cut-off	Delivery
Sunday 23 December 2021	Normal Day	18:00PM	Standard delivery AM and PM deliveries
Monday 24 December 2021	Closed	N/A	Standard delivery AM and PM deliveries. Standard AM & PM cut off for all medical orders
Tuesday 25 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 26 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Thursday 27 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Friday 28 December 2021	Normal Day	Standard	AM delivery of orders placed up to standard cut off on Sunday 26 December 2021. Standard PM delivery
Saturday 29 December 2021	Normal Day	Standard	Standard AM and PM deliveries
Sunday 30 December 2021	Normal Day	18:00PM	Standard delivery AM and PM deliveries. Standard AM & PM cut off for all medical orders
Monday 31 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 1 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 2 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Thursday 3 January 2022	Normal Day	Standard	AM delivery of orders placed up to standard cut off on Sunday 2 January 2022. Standard PM delivery
Friday 4 January 2022	Normal Day	Standard	Standard delivery AM and PM deliveries

Alliance Healthcare keeping you informed
Over the Christmas and New Year holiday our service centre opening hours will be changing, but as always we offer emergency cover service whenever required. Please retain a copy of this information for your records.
Please see next page for standard prices.

Alliance Healthcare
Bringing healthcare closer

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Marie Evans appointed as new Managing Director of Alliance Healthcare UK

Marie has been with Alliance Healthcare UK for ten years, most recently as Commercial and Category Director. She brings a wealth of customer, leadership and retail experience to the role. Marie will succeed Julian Mount, who has made the decision to leave after five years in charge. As part of a planned transition Julian will remain as an Executive Advisor, supporting Marie in her role. Visit our LinkedIn to find out more.

Lateral Flow Tests - update from UKHSA

Message on behalf of UK Health Security Agency (UKHSA) for community pharmacy as part of its Pharmacy Collect service.

"Despite unprecedented demand, we are continuing to supply millions of rapid lateral flow tests every day.

"We are issuing record numbers of rapid test kits to people's homes across the country, and our delivery capacity has doubled to 900,000 test kits per day since Saturday 18 December so more people can order tests. Over the weekend of the 18th December over 7 million lateral flow tests were distributed to households ordering online.

"A temporary issue with UKHSA's supply chain has delayed supplies of rapid test kits to Alliance Healthcare and has, in turn, caused some disruption to the supply of these kits to community pharmacies. UKHSA is working with its partners to resolve this. Last week saw record numbers of rapid tests distributed by the wholesaler to pharmacies, with over 11 million test kits sent."

Additional background information

- In exceptional demand there may be temporary pauses in ordering or collecting tests, to ensure that distribution can be managed effectively across the system.
- The UKHSA and Royal Mail announced capacity for home deliveries for COVID-19 testing kits will double to 900,000 a day in response to a week of unprecedented demand.
- Healthcare workers can access LFDs from the usual routes that are open to the public (home delivery, pharmacy collection, and some community settings).



Collect free rapid lateral flow tests at most pharmacies

You can bring along a collect code to any of these pharmacies when you pick yours up. Get this online at gov.uk/get-collect-code

If you have symptoms visit nhs.uk/coronavirus



Order information from Alliance Healthcare

- You are advised to place orders as normal via your usual ordering systems. If sufficient product is available on the day you place your order, it will be supplied. Orders may take up to three days from order placement to delivery.
- **England only:** Please use pip code 8943995 to place your order which will automatically defer to which ever product is in stock at the time.
- You should only order 1 carton per day. Any orders above this quantity will not be supplied. Please continue to order via your normal ordering systems and the **myahportal**

Posters to support you with patient communications

The UKHSA has created a poster for pharmacies to download, print and display on premises, which you can find [here](#).

Zero tolerance posters are also available from the CRC as well which you can access [here](#).



Operational Readiness

As we near the end of December, we are now entering our peak Christmas period - the busiest time of year for our operations colleagues.

With that in mind, we have increased our resources to manage the additional workload over the busy period, as well as encouraging all of our customers to return their totes to us on a daily basis to support deliveries during this busy time.

To support our people and to avoid colleague absences this winter, Alliance Healthcare, via Alphega Pharmacy, made flu vaccines available for free to all of our team members.

If this winter sees any adverse weather across the UK, we have a number of contingencies in

place to ensure that we remain fully operational, including 4X4 all-terrain vehicles, yard grit, salt and snow shovels. To keep our drivers safe on the road, vehicles are being kitted out with de-icers, shovels, and where appropriate, winter tyres and snow chains. We also launched a winter driving safety video in 2020 that is mandatory for all drivers to watch to ensure they are well prepared to drive in heavy rain, snow, ice and fog. We are establishing contact with local emergency services to facilitate a coordinated response to maintain emergency supplies in the event of extreme weather. Winter clothing will also be provided to all drivers.

In preparation for any potential disruption to service, our customers will be receiving advance deliveries prior to the Christmas and New Year period. Our operating hours during this period will also be proactively shared with our customers.



Flu vaccinations news

Delivery of pre-ordered flu vaccines 2021

This flu-vaccine season is set to be the biggest on record and we are with our community pharmacy customers every job of the way. Earlier in 2021 we invited community pharmacy customers to pre-order flu vaccines for Autumn 2021 delivery.

If you were one of our customers who did pre-order stock for 2021 and you haven't yet requested delivery,

you should log in to the **myahportal**, and click on the orange "Flu Vaccines" icon on the dashboard. Please then click 'manage your pre-order', which will indicate how many vaccines are available to request* for delivery at that time.

*In order to provide the most equitable service for our customers, we have set a maximum request limit of **30 Flu Vaccine doses each day**, subject to availability.

Preparing for 2022 Flu Season

We will be arranging the 2022 season in the New Year and will communicate when the portal is ready for you to place orders.

Like last year, we will also be offering vaccination training and flu PGDs to all our customers. Please register your interest by contacting: Info@skills-in-healthcare.co.uk, or for Alphahega members: membersupport@alphahega-pharmacy.co.uk

For more information, please visit www.alliance-healthcare.co.uk/pharmacists/winter-readiness



Health and Beauty promotions

We're running regular promotions across our Health & Beauty category throughout this Winter Season to delight our customers and their patients.

Please be sure to visit the **myahportal** regularly for the latest offers.



COVID-19 vaccination distribution

We've delivered 37 million doses of the COVID-19 vaccination via our pre-wholesale partner, Alloga, as we continue to be a partner for the distribution of COVID-19 vaccinations.

Scan the QR code to watch



ALLIANCE HEALTHCARE PLEDGE TO ACHIEVE NET CARBON ZERO* BY 2030



We are united in our responsibility to create healthier futures

Alliance Healthcare UK's mission is to become the most sustainable pharmaceutical wholesaler in the UK. To do this we need to work in partnership with our industry and support their commitments as well as our own.

Who is doing what?

- **Alliance Healthcare UK pledge to be Net Carbon Zero by 2030 (scope 1 and 2)**

We are committed to efficient and responsible operations across our global supply chain.

- **The NHS pledge to be Net Carbon Zero by 2045 (scope 1, 2 and 3)**

We will work in partnership to deliver on the NHS Supply Chain net zero targets and drive transparency and social value through NHS spend.

- **The British Retail Consortium (BRC) aims to reach Net Carbon Zero by 2040**

Over 60 leading retailers are committing resources to delivering the new BRC Climate Action Roadmap, with stores and warehouses powered by net zero electricity by 2030.

* Scope 1 and 2



WHAT WE HAVE DONE SO FAR...

Getting drastic with plastic



- We will reduce our use of single-use plastic secondary packaging within the UK business by 60% by September 2022.
- We use 65,000 less invoice bags and we are moving from plastic bubble wrap to a paper alternative.
- We invest in reusable totes** which continue to reduce single-use plastic and cardboard by 2 million units each year.

** H&B totes forecast to replace 2m units of plastic bags and cardboard boxes per year

Reducing waste



- We will responsibly source materials, water and energy that we use.
- We will minimise impacts from emissions or wastes that cannot be avoided.

Recycling



- We've increased recycling by 6%, 170 tonnes more than 2019.
- We promote and encourage re-use and recycling wherever we can.
- 3,000 tonnes of cardboard is recycled annually.

Transport



- Using Mircolise telematics and Driving Styles with enhanced driver engagement and training to increase fuel efficiency.
- Continuing to replace our fleet with the latest vans with a euro 6 engine.
- Working with our suppliers to focus on vehicle efficiency.
- Reducing our overall 'miles per tote' through effective route reviews.
- Trialling the latest alternative fuel vehicles in the first half of 2022.

Energy



- We purchase all our electricity from renewable sources.
- We have switched to LED lighting across our main support centre office.
- Natural gas and the use of insulation are options currently being investigated.

What can you do to help support us in achieving our goal?

Think about how you can be more sustainable whether it be recycling, using less plastic, saving energy.... everything you do will have an impact, so please do your bit to help us achieve our Net Carbon Zero pledge!



Season's Greetings





Alliance Healthcare UK wishes you a wonderful Christmas and festive break and every best wish for the New Year!

