

# Guillimont News

The Badham Pharmacy Company Newsletter

SUMMER 2016

THE NUMBER ONE FAMILY BUSINESS IN GLOUCESTERSHIRE!†

## Protect your local pharmacy

**Y**ou may have seen the NPA petitions we've had on our counters, opposing government cuts to the sector. Local pharmacies stand to take a hit of about 6% this October which will directly affect our bottom line.

Historically, pharmacies have an integral part in a community which extends beyond healthcare. Pharmacies provide employment, alternative products, and most pharmacies have consultation rooms to ensure absolute confidentiality and privacy for you, offering complete peace of mind. 13,000 pharmacies across the UK have been committed to providing you, your family and your community to quality healthcare for many, many years, and Badham Pharmacy is no different. For 76 years we have loyally served Gloucestershire and worked hard to deliver quality service. We have grown with and learned from the communities we support. We are committed to providing the very best advice, products and customer experience we can offer.

As the government moves to favour online pharmacy, many local community pharmacies will be forced to close which will reduce accessibility to healthcare. Even more pressure will be placed on GPs and hospitals and patients will face longer waiting times for medication that could



have been dispensed or prescribed in pharmacies. We ask that you stand with us against the government cuts to help protect not only the bright future of Badham Pharmacy, but multiple pharmacies across Britain. You can help by signing the petition found on the counter of our stores (please ask our store staff if you can't find one) or sign online through the following link: <http://supportyourlocalpharmacy.org>

*Thank you for your continued support and patronage of Badham Pharmacy.*

Scan the QR code with your smartphone and support the NPA campaign



### NOW DISPENSING NHS ELECTRONIC PRESCRIPTIONS

Ask in store or visit our website to find out how the NHS Electronic Prescription Service can benefit you.

[www.badhampharmacy.co.uk/eps](http://www.badhampharmacy.co.uk/eps)

### ST PAUL'S PHARMACY OPEN LATE UNTIL 10PM

Did you know? Our pharmacy at 118 Swindon Road, Cheltenham is open **Monday to Saturday 7am until 10pm & Sundays 9am until 7pm!**



Visit our new website: [www.badhampharmacy.co.uk](http://www.badhampharmacy.co.uk)

Social:



@badhampharmacy



Facebook.com/badhampharmacy

† As recognised in 2015 by Gloucestershire Business Awards & Cotswold Life Magazine.

# 1926 Trivia

The year her majesty the Queen was born

**2 January** – Contributory old age pensions payable to those between 65 and 70 years of age under the provisions of the Widows', Orphans', and Old-Age Contributory Pensions Act of 1925.

**16 January** – BBC radio play about worker's revolution causes a panic in London.

**27 January** – John Logie Baird demonstrates a mechanical television system in London.

**31 January** – British and Belgian troops leave Cologne.

**9 February** – Flooding of London suburbs.

**6 March** – The Shakespeare Memorial Theatre in Stratford-upon-Avon is destroyed by fire.

**1 May** – Coal miners' strike begins in Britain over planned pay reductions.

**3 May** – General Strike begins in support of the coal strike.

**4 May** – The BBC broadcasts five news bulletins a day as no newspapers are published due to the General Strike.

**9 May** – Martial law in Britain because of the General Strike.

**10 May** – Talks between government and strikers begin.

**12 May** – The General Strike ends.

**24 July** – First greyhound track in Britain opens in Manchester.

**6 August** – American swimmer Gertrude Ederle becomes the first woman to swim the English Channel from France to England.

**7 August** – The first British Grand Prix held at the Brooklands circuit near Weybridge.

**18 August** – The Miners' Federation of Great Britain begins negotiations with the government.

**30 August** – Cricketer Jack Hobbs scores 316 runs at match at Lord's, the highest individual total scored at that ground.

**12 October** – British miners agree to end their strike.

**2 December** – The Prime Minister Stanley Baldwin ends the martial law that had been declared due to General Strike.

**3 December** – Agatha Christie disappears from her home in Surrey; on 14 December she is found in a Harrogate hotel by journalist Ritchie Calder.



## A right royal affair

### The Bishops Cleeve Street Fair Sunday, 12<sup>th</sup> June from midday

**The Bishops Cleeve Street Fair returns this year with all your favourite stands and games.** The Teddy Bear Parachute Jump will be taking place again and loads of fantastic local vendors and charities will be out showcasing their wares and all their great work. This year the theme is the Queen's Birthday, celebrating 90 years of her life.

The Street Fair has a long history in Bishops Cleeve, coming up on its 18th year! It's a huge community event which brings the entire village together, and over 30,000 people attend every year. The fair also raises considerable money for local charities (over £50,000) and it's always great fun. Money raised this year will be going back in to the community to improve the Bishops Cleeve Christmas lights. It's everything that's good about summer rolled in to one, and we at Badham Pharmacy are very excited for it.

throughout the fair, including the dog show, car show and multiple stalls, as well as an art exhibition taking place in the Tithe Barn, alongside some more unusual displays. The unveiling of the village's new defibrillator, for example, will take place at 12pm – so if anyone gets in to trouble, they'll be in the right place to get immediate help!

**This year the theme is the Queen's Birthday, celebrating 90 years of her life**

Peter Badham said *"The Street Fair is a really special community event and we're very excited to showcase our lovely village once again."*

Arguably the biggest community event of the year, the Street Fair relies on the village and surrounding areas to be a success. If

there's anything you can donate to the fair, either for stalls or a monetary donation, the committee would be incredibly grateful, and you'll have the satisfaction of knowing you've helped a local tradition stay strong for another year.

Visitors can expect to see their favourite staples

*We look forward to seeing you there!*



## Keep safe in the sun this summer

For the next few months, Badham Pharmacy are focusing on keeping you safe in the sun. We'll have special offers on selected cooling sprays, sun creams and after-sun lotions (just in case).

**Nivea After Sun  
Bronze 200ml  
£3.00**



**Nivea Protect &  
Refresh 30  
Spray 200ml  
£6.00**



**Nivea Sun  
Kids 50+ 200ml  
Spray £8.00**

**Nivea Sun  
Kids 50+ 200ml  
Lotion  
£8.00**

**Nivea Sun  
50+ Roll On  
50ml £4.00**

## Jungle formula

Make sure you're also stocked up on insect repellent to keep away the pests – we've got three new Jungle Formula products for you (Jungle Formula Kids, Jungle Formula Aero, and Jungle Formula Strong Pump) at competitive prices. Pop in to your local Badham Pharmacy to pick up your Summer Sun Survival Kits and have a chat with our friendly staff about which products are right for you.

## COMING SOON: A REPEAT PRESCRIPTION MOBILE APP

Soon you'll be able to securely order your repeat prescription from Badham Pharmacy via your Apple or Android device. You will also be able to check on the status of your prescription with your nominated pharmacy. **Look out for details in store or register your interest online at...**



[www.badhampharmacy.co.uk/app](http://www.badhampharmacy.co.uk/app)



# Minor Ailments scheme extended to Cheltenham & Bishops Cleeve Pharmacies

Following a successful pilot in Gloucester, the NHS Minor Ailments scheme has now been extended to Badham Pharmacy branches in Cheltenham and Bishops Cleeve. If you don't pay for prescriptions you are now able to receive advice and be given medicine for a range of minor ailments, free of charge on the NHS, without having to see your doctor first.

Visit your nearest Badham Pharmacy today to find out more about this innovative service.

## Common ailments that can be treated at the pharmacy

**Back ache, sprains and strains**  
**Haemorrhoids**  
**Minor fungal infections of the skin**  
**Coughs & Colds**  
**Hay fever**  
**Mouth ulcers**  
**Conjunctivitis eyes**  
**Head lice**  
**Nappy rash**  
**Constipation**

**Headache and fever**  
**Sore throat**  
**Heartburn and indigestion**  
**Teething**  
**Diarrhoea**  
**Insect bites and stings**  
**Threadworm**  
**Earache**  
**Mild eczema and dermatitis**  
**Thrush**



## Head Office move

**Working for Pete and Lin is never boring. Following a discussion about the need for a larger office to cope with the ever increasing number of Badham Pharmacy shops, Pete asked me what I thought about The Old Farmers Arms (An ex public house) as a possible solution.**

Events soon took over, and in August 2015, following one or two of the usual problems that happen with purchases, Badham Pharmacy became the proud owners of The Old Farmers Arms, Evesham Road, Bishops Cleeve. Planning permission was sought for change of use from a pub to an office with a flat above. Only two objections (both from CAMRA were received by Tewkesbury Borough Council) and permission was granted.

Over the next 6 months the run down pub was transformed by Tower Construction into bright new offices. The general structure of the building has been maintained and the bar still remains in situ (although the beer pumps below

bar level have been removed). A bright new airy and light office space has been created so that the Head Office Team can all be in one place: Pete, Lin and Charles have their own office called the "Founders Room": a new training room/kitchen has been created from the old pub kitchen and christened "The Jean Badham Training Room" in memory of Mrs Jean Badham, who sadly passed away in January 2016. Finally the old lounge area has been converted into the "Guillimont Board Room" in honour of Richard Guillimont Badham, the founder of the company.

Floors have been stripped back to wood where possible, and new flooring laid in the offices and in the kitchen by Winnens Furnishing Ltd. Additional furniture was bought from Ardent Office Supplies who provided a helpful service as ever. A state of the art Voice Over IP telephone system has been installed by OutsourceVoice Ltd, who have also installed CCTV systems and provided all the network cabling. TechOp moved the servers and ensured a virtually uninterrupted email

service, in conjunction with Ilyparkmedia. The paperwork was moved by the staff at the office and the Directors to save money, and the furniture was moved by Harrow Green, who proved very helpful and reliable.

Apart from the above mentioned companies, I would like to thank the office staff who worked so hard over the 3 days of the move and in unpacking everything so promptly. Not a word of complaint was heard despite the upheaval and everyone mucked in. I also would like to thank Rob Williams for putting up blinds, and Steve Ireland for putting together furniture.

We are now happily ensconced in our new abode which has the added advantage of ample parking. We all now have direct dial numbers (see "SpotLight on Head Office") and look forward to many happy years at The Farmers Arms.

*By Catherine Morgan*

# Spotlight on head office

As the “backroom Girls and Boys” of the organisation we thought this would be a good time to re-introduce the Head Office Team, tell you a little about their roles and responsibilities, as well as asking them a few questions about themselves.



**Cathy Morgan**  
Chief Finance Officer



**Cherie Andrews**  
Head of HR



**Carlie Brewer**  
Payroll Clerk

Cathy has been with the company since September 2006 having previously worked at UCAS. Cathy is a Fellow of the Institute of Management Accountants.

## Responsibilities:

Cathy heads up the office team, looks after the Finances (budgets, forecasting, acquisitions), liaises with accountants, solicitors, auditors etc, oversees the Retail Buying, is first line technical support for IT and has recently been asked to take a special interest in the Mobility Shop at 121 Swindon Road. Cathy co-ordinates the pharmacist rota and locum cover with Lin and Carlie, (although this will shortly be moving completely into HR.) Cathy also organises the annual Christmas Party and other company wide social events and picks up anything else which needs doing.

What do you like to do in your spare time – Spend time with my dogs, son and husband. Spend time in France.

What is your favourite food – Cheese, Seafood and Fish (although not together)

If you were given the chance, would you be on a Big Brother or Strictly? – Absolutely not. I don't watch them either! In fact, I don't watch a lot of television

If I gave you an elephant, where would you hide it.? – In a trunk

Cherie joined the company in June 2012 from The National Star College. Cherie is a Chartered Fellow of the Chartered Institute of Personnel and Development.

## Responsibilities:

Cherie heads up the Human Resources team with special responsibility for Recruitment, Training, Health & Safety, Policies and all things HR centred as well as Payroll. Cherie leads on liP accreditation and writes and submits the companies award applications. Cherie is also responsible for co-ordinating driver holiday cover.

What do you like to do in your spare time – I don't have any spare time with seven grandchildren!

What is your favourite food – Lobster

If you were given the chance, would you be on a Big Brother or Strictly? – Strictly – I would love to dance with Anton or Kevin

If I gave you an elephant, where would you hide it.? – In a my Elicopter

Carlie is one of our most recent recruits and joined the company in November 2015. Prior to joining Badhams she worked at Creed Food-service Ltd.

## Responsibilities:

Carlie works mornings only, and is responsible for inputting payroll, as well as undertaking the HR admin work. She assists Cathy and Lin with organising locum cover and the pharmacist rota.

What do you like to do in your spare time – As and when I get spare time I like to go shopping, catch up on tv programmes and pamper myself

What is your favourite food – Don't specifically have a favourite. ....Love food in general. Have a bit of a sweet tooth and partial to a nice slice of cheesecake.

If you were given the chance, would you be on a Big Brother or Strictly? – No. ....never

If I gave you an elephant, where would you hide it.? – Do I have to hide it?



# Spotlight on head office *continued...*



**Carol Butler**

Purchase Ledger Clerk

Carol has been with the company for over 30 years (since 28th April 1986) and recently celebrated her 70th birthday.

#### **Responsibilities:**

Carol works Wednesdays, Thursdays and Fridays. She is part of the team who check all invoices received should be paid, inputting these onto Sage (our Finance System) and ensuring that payments are made when due.

What do you like to do in your spare time - Drink Wine (in moderation) – play Skittles and socialise. Look after my grandson. Sometimes I might even do a bit housework (only joking)

What is your favourite food – Salmon

If you were given the chance, would you be on a Big Brother or Strictly? – Strictly

If I gave you an elephant, where would you hide it.? – Depends on its' size



**Caitlin Dalton**

Apprentice Retail Buyer

Caitlin joined us in January 2016 as Apprentice Retail Buyer, and is currently completing her NVQ3 in Retail Buying and Merchandising. She previously worked in hospitality.

#### **Responsibilities:**

Caitlin is full time. She works closely with Cathy and the Shop Managers to ensure that the correct products are on sale. She organises the monthly Numark promotions and liaises with reps.

What do you like to do in your spare time - My family would probably tell you I like to complain but that's not all I enjoy. I also like to sleep and train my puppy in agility.

What is your favourite food – There's this teeny tiny food stall in Chinatown, London, where you can get chicken and vegetable filled steamed buns for £1.25. They're amazing. I buy two every time so I can bring one home.

If you were given the chance, would you be on a Big Brother or Strictly? – Strictly. I'm always dancing.

If I gave you an elephant, where would you hide it.? – In the room (bad om tish) (this is my favourite joke)



**Megan Danter**

Apprentice Office Administrator

Megan started her career at Badhams as a Medicine Counter Assistant in the Church Road Branch while she was still at school in 2013. She moved over to a full time role in the Head Office team in August 2015 and is currently completing her NVQ2 in Office Administration.

#### **Responsibilities:**

Megan is full time. She supports Cathy in her role, co-ordinates the stationery ordering for the company as a whole, raising Sales Invoices for account customers and our Commercial Tenants. Megan also helps the whole Head Office team with any admin work.

What do you like to do in your spare time – Go out with friends

What is your favourite food – BBQ pulled pork burgers.

If you were given the chance, would you be on a Big Brother or Strictly? – Big Brother

If I gave you an elephant, where would you hide it.? – In the garage

## **30 Years at Badham Pharmacy** *by Carol Butler*

I joined the company in April 1986 as a part time sales assistant at Church Road, Bishops Cleeve. At that time, Badham Chemist (as it was then called) had four shops (Church Road, SixWays, Whaddon Road and Pittville). The company was beginning to get "computerised". The office was above the shop then, and Peter soon discovered that before I had had my daughter, I had worked in an office. He soon got me inputting data into the computer – hence I was working more in the office than the shop. In 1989 the office moved to bigger premises with

a large warehouse on Shaftesbury Avenue. At that time I didn't have a car, and when asked if I would work in the office, I jokingly said that if I had a moped I would (even though I had never ridden one before). After a few weeks of Peter transporting me back and forth between Cleeve and the new office, he handed me a set of keys to a shiny new moped, with the words "there you are Carol" and promptly expected me to jump on the new company moped which he had specially bought for this purpose. I did, and used it for 4 years in all weathers.



**Val Green**

Purchase Ledger Clerk



**Graham Hill**

Company Cashier



**Sarah Morrison**

Purchase Ledger Clerk

Val has been with Badham Pharmacy since 1st September 1987. She started her career as a Medicine Counter Assistant at the Gloucester Road branch. When this closed she worked in the SixWays, Whaddon and Pittville branches until finally moving to the Head Office team about 12 years ago.

**Responsibilities:**

Val works Mondays and Tuesdays. She is part of the team who check all invoices received should be paid, inputting these onto Sage (our Finance System) and ensuring that payments are made when due. Val is also responsible for making sure personal expenses claims for the staff are paid accurately.

What do you like to do in your spare time – Gardening, walking with my dog, meeting up with friends and family

What is your favourite food – Chinese.

If you were given the chance, would you be on a Big Brother or Strictly? – I would hate to be on either, but if I really had to choose it would be Strictly (my partner would probably never walk again though)

If I gave you an elephant, where would you hide it.? – In Mistys kennel – she could teach it a lot while hiding it!

During my time with the company I have “worn many hats” – from the shop to the office to helping in the warehouse to helping in the other shops when needed to relief driver taking stock from the warehouse to the shops (it was the big van in those days – K12BAD)

There is lots more I could say but there isn't enough room. What I would like to say though is that I have a great respect for Peter and Lin. They work very hard and they don't ask their staff to do anything they wouldn't do themselves.

Graham joined the company in March 2015, having previously been self employed.

**Responsibilities:**

Graham makes sure that the payments and receipts are lodged against the correct accounts. He reconciles the bank accounts, ensures that the shop takings are banked correctly and flags up possible instances of theft. He also helps Lin Badham co-ordinate the company vehicle fleet and ensures MOTs and Services are in place.

What do you like to do in your spare time - With a large garden I do not have much “spare time” although I do enjoy an hour or two with the Sunday paper.

What is your favourite food - My wife's cooking

If you were given the chance, would you be on a Big Brother or Strictly? No

If I gave you an elephant, where would you hide it.? In my shed

Sarah joined the company in June 2015, having had previous experience with Swiss Re.

**Responsibilities:**

Sarah is part of the team who checks all invoices received should be paid, inputting these onto Sage (our Finance System) and ensuring that payments are made when due. Sarah is also holder of the office petty cash and looks after payments to locums as well as assisting Cathy in the monthly Management Accounts process.

What do you like to do in your spare time - Relax

What is your favourite food - Fish

If you were given the chance, would you be on a Big Brother or Strictly? Strictly

If I gave you an elephant, where would you hide it.? In Daves (My husbands) man shed



# HR UPDATE

from Cherie Andrews, Head of HR

## IIP SILVER SUCCESS

Investors in People (IIP) is a nationally recognised framework that helps organisations to improve their performance and realise their objectives through the effective management and development of their people.

Badham Pharmacy was first awarded the standard in 1999 and has been successfully re-accredited every 3 years since. The late Mrs Badham senior was instrumental in first gaining and then the re-accreditation of the standard up until 2010. It is widely recognised and supported as an excellent tool by Peter and Lin Badham in helping to develop the business and its people.

During the last four years we have been working towards gaining the enhanced IIP awards. First bronze and the Health and Wellbeing Award in 2014 and in March 2016 we gained Silver with excellent feedback from the assessor.



I really wanted the Company to achieve this award in recognition of all the work that Mrs Jean Badham had put into achieving the IIP previously.

We were all very sad when she passed away in January 2016 and it is fitting that we should gain an award which puts us in the top 2% of organisations in the country that are assessed against the IIP Standard. As a Company we see staff development as the catalyst for customer satisfaction and continuing business success. We have an excellent staff team that values the investment that is made in them and in return provides the best service to our patients and customers that they can.

Peter Badham, Managing Director said *"We are delighted that we have attained IIP Silver status and confirmed that as a Company we are focused on achieving results through our staff. Staff are fundamental to our success as they provide the excellence in customer service that makes us stand out from the rest. Mum would have been very proud"*.

Thank you to all staff that were interviewed by the assessor Barbara Marsh. She said that everyone she spoke to showed that they understood the importance of customer satisfaction, and that they thought Badham Pharmacy was a great place to work!

## Introducing our new branch at Stow on the Wold

We are pleased to welcome the staff of Stow Pharmacy to the Badham team. Stow-on-the-Wold became our 17th pharmacy when it came into the fold on Monday 9th May. I went to meet staff and I was warmly welcomed by them especially when they found out I was responsible for making sure they were paid!

The pharmacy is set in the square of this delightful Cotswold Village and I am sure many of you will have visited Stow in the past. If you are there in the future don't forget to pop in and say hello.

Heading up the team is someone many of you will already know. Abdalla Ashraf has previously managed the Rikenel branch in Gloucester. He said, *"I have really enjoyed my first week here at*

*Stow. It's a great shop and enthusiastic staff. It's good to have a large retail section in the branch as we didn't have this at Rikenel. Being involved in the over the counter sales provides me with the chance to interact with more customers.*

*This is a great opportunity for us to promote the Badham brand in the Cotswolds and build our reputation for first class services with the patients and customers coming first."*

The rest of the Stow team are: Caroline Chamberlain, Lorraine Fowler, Maureen Heath, Louise Hill, Georgina Longstaff, Deborah Radley, Birgitta Stout and Elizabeth Tabor. Katie Fifield also helps out in her holidays from College. We wish them all great success.



### STARTERS

Bev Dowling (Filwood)  
Kate Pearce (Blacksmith Lane)  
Warren Capener (Rikenel)  
Caitlin Dalton (Head Office)  
Sagal Hassan (Rikenel)  
Stephanie Howell (St.Pauls)  
Gerald Portman (Relief Driver)

### LEAVERS

Daisy Butcher Smith  
Tina Ellard  
Dave Sollis  
Bob Tremlett  
Ruth Berry  
Hannah Andrews

### BIRTHS

JANUARY TO 31ST MARCH 2016

CONGRATULATIONS TO SARAH REIS DE PONTE; HAMED AMIN, TERRI BROCK; EMMA AND THEIR PARTNERS ON THE BIRTH OF THEIR BABIES.

Emma of Blacksmith Lane had a baby girl in the early hours of 25th Feb 2016 (which just happens to be Emmas birthday too!). Aria Louise was 8lb 7oz at birth and mother and baby are doing well.

Solomon Amin born 11/03/17 weighed 5.4kg

### MARRIAGES

Emma Spackman and Tom Gyde on 21st April 2016