

RSG Ballot Participation Outbound Call Script

Calls made by third party using non-voter information supplied by Civica – 15th to 17th June 2022 to drive participation

Hello, please can I speak to the pharmacy owner or manager?

(note for call handlers – if unavailable or offered the ‘locum pharmacist’ terminate – list for email follow up.)

I’m calling to make you aware of important changes that are being proposed by the Review Steering Group for Local Pharmaceutical Committees (LPCs) and for the national pharmacy negotiator, PSNC (Pharmaceutical Services Negotiating Committee)

Pharmacy owners or authorised representatives are being asked to vote on the proposals: this is an important vote about the future representation of community pharmacy and the Review Steering Group are encouraging all contractors to exercise their vote and ensure their voice is heard.

Did you receive the emails sent to you regarding this?

IF YES – Within the email is your voting code with the vote closing at 11.59pm on Friday 17th June 2022. Will you be casting your vote today?

IF UNSURE OR HAS NOT RECEIVED THE EMAILS – OK I can get your specific code and details on how to vote emailed over to you? (Check email address) Once received will you be casting your vote today?

IF NO – May I ask why? (Capture reason with notes)

(note for call handlers – if not authorised to vote please record a head office / or senior decision maker contact)