

Thursday 13 Jul 2017

## Just 28 full responses to financial survey

**RESEARCH** into the finances of Australian pharmacies commissioned by the Review of Pharmacy Remuneration and Regulation garnered just 28 complete responses, despite an extensive engagement strategy which aimed to communicate the need for, and value of participating in, the project.

Released yesterday by the Review Panel in the interests of transparency, the 104-page report prepared by Hall & Partners Open Mind details the "unforeseen challenges", which meant the study fell short of its 300-pharmacy target.

Although almost 150 pharmacies started the survey, just 38 completed it, and only 28 of those gave permission for their PBS data to be linked to their responses.

The Pharmacy Guild specifically urged members to be wary about participating in the financial survey (**PD** 08 Dec 2016) - see the report at [www.health.gov.au](http://www.health.gov.au).

## King urges review input

**STEVEN KING**, the chair of the Review of Pharmacy Remuneration and Regulation, has reiterated a call for the pharmacy sector to provide submissions on its recently released interim report "to ensure that your views on the reform options are conveyed to the Panel".

In an update issued yesterday, King noted that since the report was released, the Panel has met with a number of peak bodies and industry stakeholders, including the Guild, PSA, Consumers Health Forum, Professional Pharmacists Australia, National Pharmaceutical Services Association and Chemist Warehouse.

"These meetings were very helpful to the Panel's understanding of the potential implications of the reform options put forward in our Interim Report," he said, with each group providing feedback on issues of particular concern to each group.

King said written submissions on the interim report could be

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## 'Clinical focus' call

**CONSUMERS** have an appetite for "a pharmacy environment that reflects a more clinical focus", according to one of the four reports commissioned by the King Review of Pharmacy Remuneration and Regulation.

The consumer market research said almost half of those surveyed believed "creating a health care atmosphere (instead of a retail feel) should be a requirement of pharmacists given they receive government payments to dispense PBS medicines".

Supermarkets were considered unlikely to provide suitable pharmacy services by 66% of respondents, while there was a strong emphasis on after-hours and weekend access to pharmacy.

Of pharmacists participating, 80% were not in favour of the \$1 PBS co-payment, and about 52% of pharmacists responding considered there ought to be more parties involved in dispensing remuneration than just the Guild.



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## Qld pharmacy women get together



THE Queensland Branch of the Pharmacy Guild of Australia hosted a 'Leading Women of Pharmacy' networking event earlier this week, with a panel presentation including Guild branch committee member-elect Lucy Walker, owner of TerryWhite Chemmart Samford Karen Brown and Jill Reilly, owner of Kensington Village Pharmacy.

Participants shared their experiences of working in community pharmacy while also juggling the demands of owners and family, according to Walker.

"The event provided an opportunity to network with like-minded colleagues, and discuss different options to get involved and strengthen the industry," the Pharmacy of the Year owner said.

Brown added that the key takeaways of the evening were for women to have a dream, back themselves and to call on their resources when they need help.

"It was great to make new connections to enable us to work together and overcome the

obstacles we all face in business."

Prospective attendees for future events are invited to contact the Queensland branch via email on [caroline.wallace@qldguild.org.au](mailto:caroline.wallace@qldguild.org.au).

More pics from the evening at [facebook.com/pharmacydaily](https://facebook.com/pharmacydaily).



## Northern Territory

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## Mystery shop slams pharmacy

A "SECRET shopper" study conducted by the University of Sydney found that pharmacy staff appropriately referred patients to general practitioners in only 66% of cases, and providing feedback on incorrect referrals did not improve the performance over time.

The results were published this month in the *International Journal of Clinical Pharmacy* ([CLICK HERE](#)) collating the results of fieldwork between Mar and Oct 2015 in which pharmacy students visited 13 Sydney community pharmacies.

Each of the 158 visits analysed included an "assigned scenario" such as asthma, dyspepsia or diarrhoea, with audio recordings of the interactions made and later used to provide feedback to staff.

Pharmacy staff were scored by the mystery shoppers according to a standardised scoresheet, with the key outcome being whether the students were appropriately referred to a GP based on the presenting symptoms.

Almost half of those who requested OTC salbutamol with symptoms of uncontrolled asthma were sold the product without referral to a doctor.

Increased questioning and involvement of a pharmacist in the interaction were significant predictors of referral to a medical practitioner occurring, the authors concluded.

The Pharmaceutical Society of Australia responded to reports of the research in *Australian Doctor* which highlighted the missed opportunities for referrals to GPs, with national president Shane Jackson saying "the time for criticism is over...we should be working together to support

## FDA speeds generics

FULFILLING its promise to hasten the approvals for generic drugs to increase downward pressure on branded drug pricing, the US Food and Drug Administration (FDA) said it approved 96 generic drugs in May and 100 in June.

Commissioner Scott Gottlieb said he had singled out generic approvals as an agency priority.

evidence-based practices that improve quality of care".

He noted that healthcare challenges were not limited to pharmacists, citing reports this week of inappropriate antibiotic prescribing by GPs "contributing to the problem of antimicrobial resistance and even deaths".

Jackson said Australians would continue to seek health advice from pharmacists, given their expertise and accessibility.

"At PSA our door continues to be open to RACGP and other GP groups to develop collaborative protocols that avoid the type of problems highlighted today and deliver cost-effective health outcomes to consumers," he said.

## Win with LANÁTE

This week Pharmacy Daily and LANÁTE are giving readers the chance each day to win a LANÁTE prize pack including Body Cream and Face Cream.



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To win, be the first person from SA or NT to send the correct answer to the question to [comp@pharmacydaily.com.au](mailto:comp@pharmacydaily.com.au)

What is Keratosis Pilaris often referred to?

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Congratulations to yesterday's winner, Leanne Gayle.

