



Language barriers push pharmacists

PHARMACISTS should look to professional translation services rather than asking colleagues to act as interpreters, when dealing with patients from non-English speaking backgrounds, a study recommends.

The research found Australia's rich multicultural heritage created a number of challenges for pharmacists working in the community setting, with language barriers and differences in cultural attitudes significant barriers when interacting with patients.

The study found pharmacists "invested considerable effort into overcoming the language barriers and ventured well beyond the expected scope of practice to attempt to communicate effectively with patients", with one reporting they tried to brush up on their Spanish, in order to communicate with customers, while another used the linguistic skills of an intern to translate into Afrikaans

when consulting with a South African patient.

"It may be useful to have someone in the pharmacy speaking the same language as the customers, however, as professional pharmacists should be using professional interpreters rather than using staff or students untrained in professional interpreting techniques," the authors said.

The need to explain cultural differences between the way pharmacies operating in different countries was also identified as a challenge for pharmacists in Australia, with people from different cultures expecting different services.

The study flagged pharmacists



exposure to racism from both patients and from within the profession, with one pharmacist of Middle Eastern origin reporting "I am sometimes told positions are filled when they are not", while another said, "I am Asian and fully aware of the multicultural diversity and the existing racism in the community".

Pharmacists also identified religious issues, such as the need to know if the gelatine used in capsules was halal, as challenges when speaking with patients.

The authors concluded that pharmacy schools needed to focus on this challenges in their curricula.

"To ignore the complex influence of culture on practice, would, to borrow Oberg's metaphor, constitute ignoring the very medium in which we swim," the authors said.

Today's issue of PD

Pharmacy Daily today has three pages of news plus a full page from Z Software.

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Superbug killer

LISTED cannabis company Botanix has announced that new research with its BTX 1801 product has demonstrated it can rapidly kill gram-positive organisms - see asx.com.au.

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Pharmacy's ECP apology

A BRITISH pharmacy group has been forced to apologise to a 41-year-old customer who pre-ordered and paid for emergency contraception online, only for a pharmacist to refuse to dispense it.

Having been told she could collect the emergency contraceptive pill (ECP) at any of Lloyds Pharmacy's network of stores, the patient went to a branch in Brighton, where the pharmacist informed her that the product was ready, but declined to provide it due to "personal reasons".

The *Guardian* reported that the pharmacist was the only staff member in the store at the time, and advised the woman to go to an alternative store or visit the store the following day.

In a statement Lloyd's Pharmacy said it was investigating the incident, adding the pharmacist could have done more for the patient.

Under the General Pharmaceutical Council guidelines, pharmacists are entitled to "recognise their own values and beliefs but...not impose



them on other people", while they must also "take responsibility for ensuring that person-centred care is not compromised because of personal values and beliefs."

A spokesperson for the Women's Equality party called for the pharmacist to be disciplined over the incident.

"I would expect the pharmacist to be sanctioned in the same way as if they denied any other health treatment or medicine," she said.

A petition has since been launched to prevent pharmacists from refusing to dispense medication on the basis of personal beliefs.

VetMATES sleep

VETERANS' MATES has issued its Jun Therapeutic Brief, this one relating to helping veterans learn how to sleep well.

The brief explains that "unique military-specific factors and post-deployment mental and physical health issues, including post-traumatic stress disorder (PTSD), contribute to many veterans experiencing sleep disturbances".

Struggling to fall asleep and waking earlier than intended lead to "distress, tiredness and impaired daytime functioning".

The article further describes how health professionals can contribute to improved sleep health.

The Veterans' Advice section encourages veterans to pursue the issue of insomnia with their health professional to improve day to day functioning - see veteransmates.net.au.

New iron deficiency Guild training

GUILD Learning and Development has partnered with Care Pharmaceuticals in the launch of a new online course titled *Managing paediatric iron deficiency*.

The course, accredited for one hour of Group 1 CPD (or 1 CPD credit) is intended to assist pharmacists in identifying patients who may be at risk of iron deficiency, and recognising where referral or iron supplementation is appropriate.

Iron deficiency is the most common cause of paediatric anaemia worldwide, with the prevalence highest among pre-school aged children.

"As the most accessible point of health advice in Australia, the community pharmacist is uniquely placed to assist in the management of paediatric iron deficiency," the Guild noted.

Pharmacists can enrol in the course at myCPD.org.au - for more information contact the Guild on 03 9810 9930.

APC accredited for five more years

THE Pharmacy Board of Australia and the Australian Health Practitioner Regulation Agency have signed a new five-year accreditation agreement with the Australian Pharmacy Council (APC).

Brett Simmonds, Pharmacy Board of Australia Chair, said he was delighted to have the agreement in place, highlighting the importance of the work of the Council.

"The APC plays a crucial role in protecting the public through their job of accrediting programs of study against the accreditation standards approved by the Board.

"The new accreditation agreement will provide the public with greater transparency and accountability and will enable us to improve public protection."

The APC pact is one of ten new accreditation agreements being established by AHPRA.

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Dispensary Corner

A BOSTON bulldog clearly needed comforting, with vets investigating why the pooch was in pain finding he had swallowed 19 pacifiers.

The Angell Animal Medical Centre said the owner of three-year-old Mortimer brought the beast in for a check-up because he was constantly vomiting.

Initially the dog was diagnosed with an acid reflux-related syndrome, but treatments didn't improve things so the animal was re-admitted for an X-ray which revealed the tummy full of baby dummies.

An endoscopy removed the offending items and Mortimer has reportedly made a full recovery - talk about spitting the dummy!

URINE doesn't usually cause head injuries, but an unfortunate incident in Berlin, Germany last week saw four tourists taken to hospital.

The sightseers were on a boat in the river Spree when a miscreant on the Jannowitz Bridge above them decided to urinate on the crowd.

A panic ensued aboard as passengers scrambled to avoid the splashback, and four people hit their heads on the low clearance bridge during the rush.

Emergency services were called, with 16 paramedics and firefighters coming to the rescue of those affected who were all discharged after receiving treatment for minor injuries.

Police described the incident as "abnormal," with the offender still on the fly.

CHP convenes leaders



CONSUMER Healthcare Products Australia (CHP) convened a meeting of leading manufacturers of consumer healthcare products last Fri "to network, discuss industry-wide issues and develop action plans".

More than 30 industry leaders attended with consumer healthcare product manufacturers from across the country well-represented, CHP noted.

Workforce development, navigating overseas regulatory systems, energy costs and

environmental sustainability were the agreed areas of focus.

CHP Australia said it would consolidate the issues raised from the forum and source further input from members and the Board.

Following that, CHP will consult with key stakeholders and make representation to the relevant departments, agencies and government bodies to ensure the key issues are progressed.

Consumer healthcare products manufacturers can get involved via phone at 02 9922 5111.

Win with skinb5

This week **Pharmacy Daily** & **skinB5** are giving away each day, their NEW Extra Strength Acne Control Vitamins 120 Tablets valued at \$65.90.

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suitable for all stages of acne (treatment and maintenance) including blackheads, whiteheads, teenage acne, adult acne and scarring. Easy-to-follow directions of 2 tablets twice a day (day & night). NEW PDEs, NEW look, NEW Next-Gen training module available on iTherapeutics.com.au.

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Congratulations to yesterday's winner, Tony Soffer.



What is the key vitamin that all skinB5 next generation acne control products contain?

Symdeko for six

THE US Food and Drug Administration has expanded the indication for Symdeko (tezacaftor/ivacaftor) tablets for the treatment of cystic fibrosis in paediatric patients aged six and up who have certain genetic mutations.



Guild Update

PA2019

THE peak educational and networking event for pharmacy assistants, the Pharmacy Assistant National Conference (PA Conference), is relocating to the heart of Brisbane's CBD in 2019.

Pharmacy Guild Queensland Training Manager Deb Scholz said that this year's conference (PA2019) would be an asset for employees and employers.

"The information provided at PA2019 will maximise your pharmacy assistant's performance as they will be provided with a platform that supports growth in product knowledge, personal and professional development, and management skills," Ms Scholz said.

The conference will feature the Pharmacy Assistant of the Year Award (PATY), which recognises the outstanding work of pharmacy assistants in community pharmacy.

Registration and accommodation bookings for PA2019 are now open at www.pharmacyassistants.com.



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