



Woolworth's NZ stores offer free Rx

WOOLWORTH'S New Zealand subsidiary, Countdown, is continuing the roll out of its free prescriptions strategy, extending the service to three Bay of Plenty stores.

The program had previously been introduced to the supermarket chain's in-store pharmacies in Auckland.

Countdown's head pharmacist, Jeremy Armes, said the introduction of the supermarket's free script plan in three pharmacies in the Tauranga region, in Fraser Cove, Bayfair and The Valley, could save local patients more than NZ\$135,000 *The New Zealand Herald* reported.

"We've trialled free pharmacy prescriptions in our Auckland stores and the feedback was extremely positive," he said.

"We're pleased to now be able to extend this offer to more of our



Countdown pharmacies, including here in Tauranga.

"Our in-store pharmacist expertise will continue to focus on patient care, while at the same time providing customers with lower prices and free prescriptions for their pharmacy needs."

Armes said Countdown was committed to improving access

to healthcare and making it more affordable, through its pharmacies, adding that the roll out of free prescription services in Tauranga was a logical step to achieve that.

The supermarket chain gained access to the community pharmacy sector in New Zealand in 2012, and now has 30 pharmacies in its stores across the Shaky Isles.

Today's issue of PD

Pharmacy Daily today has three pages of news including our weekly **Health & Beauty** feature plus a full page from **TerryWhite Chemmart**.

PA2019 program

THE Pharmacy Guild of Australia has unveiled its program for the 2019 Pharmacy Assistant National Conference, 11-13 Oct.

Now in its 20th year the three-day event will provide pharmacy assistants with the latest information on a number of key issues including, leadership, community engagement, mental health, digital health and sales strategies.

Pharmacy Assistant of the Year will also be announced.

NEW



The NEW* moderate strength topical corticosteroid ^{1,2,3}

- ▶ Clobetasone butyrate 0.05%
- ▶ Provides relief of inflammation and itch³
- ▶ Suitable for first line use on the limbs and trunk²
- ▶ Indicated for short term treatment of milder forms of eczema, dermatitis and other steroid responsive skin conditions³
- ▶ Chlorocresol free
- ▶ Moisturising base³

*New from Ego Pharmaceuticals.

References: 1. Australian Medicines Handbook (online). Dermatological drugs. Tables. Comparison of potency and uses of topical corticosteroids [Internet]. 2018 [cited 2018 July 25]. 2. Dermatology Expert Group. Therapeutic Guidelines: Dermatology, version 4. Dermatitis: Atopic dermatitis. Therapeutic Guidelines Ltd [Internet]. 2018 [cited 2018 July 25]. 3. Kloxema Cream Approved Product Information, 12 September 2017. Before recommending please review full Product Information [here](#).



Hospital spending out of whack

PUBLIC hospital spending is growing faster than increases in beds and staff, new data reveals.

The Australian Institute of Health and Welfare's (AIHW's) *Hospital resources 2017-18: Australian hospital statistics* report found recurrent spending on public hospital services increased by 3.3% to \$71 billion in 2017-18, with about 62% of this being spent on wages and salaries.

The report showed full-time

equivalent staff numbers grew by 1.1% in 2017-18, while hospitalisations increased by 2.1% during the same period.

The number of public hospital beds has grown by an average of 1.3% a year since 2013-14.

The report revealed there are 62,000 hospital beds available through the public hospital system nationally, with a further 34,300 private hospital beds.

The full report is available for download at aihw.gov.au.

Could your business benefit from our proven pharmacy growth programs?

Proud partners of

PHARMACY OF THE YEAR FINALISTS

every year for the past 5 years.

instigo



To find out more, contact us 02 9248 2600 & visit us at www.instigo.com.au



PDL issues steroid update

PHARMACISTS should have a “contemporary knowledge of the drugs that are subject to abuse or misuse,” according to Pharmaceutical Defence Limited, which has released a bulletin providing details of off-label use of steroids and hormone therapies.

PDL said many individuals source anabolic steroids from coaches, friends, teammates or gym employees - as well as health workers such as doctors, veterinarians or pharmacists.

Injectable steroids subject to abuse include Sustanon, Primoteston and Reandron, but PDL also noted the potential for diversion of tamoxifen and arimidex/anastrozole, to prevent gynaecomastia associated with the use of anabolic steroids.

Other potential medications in this class include pregnyl/human chronic gonadotrophin (to stimulate the testes when withdrawing from exogenous androgens) and clomid/clomifene (to raise testosterone levels).

Pharmacists presented with prescriptions for drugs which are susceptible to misuse or abuse are being told to treat such requests “circumspectly,” because of manipulative behaviour by individuals seeking these drugs for inappropriate purposes.



MEANWHILE PDL's latest update also highlights several common issues with the provision of medicines via staged supply.

“While the benefits are apparent for the patient, prescribers and pharmacies, there are also challenges for pharmacists responsible for managing the supply process,” PDL noted.

Themes included requests for early supply, unclear or inconsistent instructions from the prescriber, patient financial difficulties and allegations of mismanagement of remaining stock on hand.

PDL urged that patients be provided with a very clear understanding of prescribers' directions, including the supply interval, adding that “it should be agreed that it's the patient's responsibility to contact the prescriber and seek approval for any change to the prescription”.

More details available by contacting PDL on 1300 854 838.

Retail pharmacy business analysis

AN EXPLANATORY list of nine key performance indicators (KPIs) used in the general retail environment are equally applicable to community pharmacy retail endeavours according to Pharmacy Accountants Director of Peak Strategies, John Thornett.

Writing in a Pharmacy Guild of Australia blog, Thornett said these were often overlooked in pharmacy, but help owners review their pharmacy practice “in a different way”.

In what amounts to a brief Retail Business Analysis 101 course, he identified Average Customer Spend/Basket Size calculated as sales divided by the number of transactions, but pointed out that Gross Profit Per Transaction was more useful and more accurate and is calculated as Gross Profit divided by the number of transactions.

Sell Through Rate can be measured by units sold divided by opening units on hand.

Cash Conversion Cycle is a formula: Debtor Days + Stock



Days – Creditor Days and Thornett defined each element.

Other key elements to this analysis are Customer Loyalty Program KPI's which include the Members to Non-Member ratio, Active vs Non-Active Members, Net Member Growth, Average Transaction Values Member to Non-Member and the Percentage of Transactions that involve a loyalty card.

The pharmacy blogger recommended setting up a monthly self-reporting framework to track trends.

See details at guild.org.au.

PDL Local Advisory Committee search

PHARMACIST professional indemnity insure, Pharmaceutical Defence Limited is seeking nominations to join its Local

Advisory Committee for NSW and the ACT.

For more information or to nominate, **CLICK HERE**.

US pharmacy chain steps up security

CVS Pharmacies is taking steps to combat robberies in its Michigan stores, and improve the security of its opioid medications.

On Mon the group announced it had completed the roll out of time delay safes across its 318 pharmacy stores across the state.

The company first introduced the safes in Indianapolis in 2015, in response to a surge in robberies in the city.

CVS Pharmacy reported the time delay safes were a deterrent for robbers, with the company seeing a 70% drop in robberies following their installation in



stores across Indianapolis.

The Detroit Free Press said that Michigan's Attorney General, Dana Nessel, also believed the safes would help slash pharmacy robbery rates.

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.

Next Generation Extra Strength Vitamins are

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 the iTherapeutics website.

For more info see www.skinb5.com.

To win, be the first person from WA to send the correct answer to comp@pharmacydaily.com.au

Congratulations to yesterday's winner, Scott Newby.



Does skinB5 decrease congested skin pores?

Dispensary Corner



PHARMACY is the first port of call for most people when they're feeling out of sorts, or struggling with minor injuries.

Well, it appears the local community pharmacy is also a destination of choice for independent-living wildlife.

A Turkish pharmacist has become an internet sensation after a video of her treating a stray dog who hobbled into her store with a cut paw, went viral.

Animal-loving pharmacist, Banu Cengiz, said the poorly pooch stood expectantly at the door of the pharmacy waiting for help.

Cengiz cleaned the wound with antiseptic and took the liberty of dispensing an antibiotic, with no prescription.

"When I was done, she laid down as if to thank me," the pharmacist said.

"She was saying, 'I trust you.'"

While the stray seeking treatment was out of the ordinary, dogs calling to the Istanbul store is far from unusual, with Cengiz providing beds and food for strays outside the pharmacy.



HEALTH & BEAUTY

Suppliers wanting to promote products in this feature should email newproducts@pharmacydaily.com.au



Ultra Hydrating face Moisturiser

Originally developed for QANTAS Business Class passenger amenity kits to help counteract the drying conditions of air travel, ASPAR's **Ultra Hydrating Face Moisturiser** is now available to retail. Easily absorbed into the skin, this moisturiser is rich in plant nutrients and rejuvenating essential oils that help to replenish the skin's hydration levels and restore a youthful glow. Green tea extract provides essential antioxidants to protect the skin from free radical damage. Rosehip, rich in Omega 3 and 6, along with vitamin-packed grapeseed oil, help to soften the appearance of fine lines and wrinkles while balancing your complexion to a silky smooth, beautifully hydrated finish.

Stockist: 03 9646 7433

RRP: \$34.95

Website: www.aspar.com.au

ecostore ULTRA SENSITIVE Body Wash

Give your customers the Sensitive Choice this winter with ecostore's **ULTRA SENSITIVE Body Wash**. ecostore's ULTRA SENSITIVE Body Wash is dermatologically tested, fragrance-free, colourant-free and soap-free for sensitive skin. It also excludes cocamide DEA/MEA, cocamidopropyl betaine (CAPB), sodium laureth sulphate (SLES), synthetic colourants or perfumes for a low-irritant formulation. Approved by Sensitive Choice, ecostore's ULTRA SENSITIVE range has been reviewed by an independent panel of experts to identify the range as a safer solution that may be better suited for sufferers with asthma, allergies and sensitivities. For the millions of Australians living with asthma, and the one in three with allergies, the Sensitive Choice Blue Butterfly identifies products that have been rigorously assessed by an independent panel of health professionals. We developed our Ultra Sensitive fragrance free range to be extra gentle and just as effective.

Stockist: 03 9015 6873

RRP: \$8.99

Website: www.ecostore.com.au





that's *real* chemistry

Welcome to our newest pharmacies across the network



Welcome to the teams from  KORUMBURRA  INVERLOCH  LEONGATHA



Welcome to the teams from  MONT ALBERT  LENNOX HEAD

"The decision to change brands was made a lot easier with the support provided by TerryWhite Chemmart. From the initial planning stages to the implementation of the fit out, the effort provided was above and beyond what was expected. All queries were answered in a timely manner and unforeseen events dealt with in a timely manner. It was a pleasure going through the process with the support team"

David Ngo, TerryWhite Chemmart Mont Albert

**If you'd like to find out more about joining the TerryWhite Chemmart family,
you can call any one of our dedicated team:**

OLD/NT: Richard Jensch 0401 560 712
NSW/ACT: Fiona McKenzie 0437 599 920

SA/WA: Brenton Milewski 0417 719 826
VIC/TAS: Peter O'Brien 0427 352 902