



PAs build loyalty

PHARMACY owners are being urged to train pharmacy assistants to play a critical role in patient retention.

Former Pharmacy Guild of Australia National President, Kos Sclavos, announced an additional workshop focused on building patient loyalty behind the dispensary, will be held after the Pharmacy Assistant National Conference in Brisbane next month.

"Many of the administrative tasks to foster patient stickiness and loyalty in the dispensary can, and should be, facilitated by pharmacy assistants," he said.

"This workshop will showcase to your pharmacy assistants the importance of the dispensary in pharmacy and will detail systems to put in place to business patient loyalty."



Opioid-harm on the rise

PRESCRIPTION medications including codeine, oxycodone and tramadol, are fuelling a surge in hospitalisations linked to opioid-related harm, new research reveals.

Data from the Monash University Accident Research Centre (MUARC), showed a 3.1% increase in the number of opioid-related presentations to emergency departments in Victoria over the last 10 years.

Researchers found the trend was most pronounced among men aged 45 to 54, with an average annual increase of 7.9% over the course of the decade.

Between 2015/16 and 2017/18 more than half of emergency department presentations linked to opioid use were coded as "intentional self-harm" the researchers said, with 26.1% categorised as "unintentional" while the remaining 22.7% were deemed to be "other and undetermined intent".

Intentional self-harm was highest among 15 to 19-year-old women (71.4%), who were also the largest group for overall opioid-related emergency department presentations.

"During this three-year-period,



there were 2,618 ED presentations relating to opioids," they said.

"The most common opioid types were codeine and oxycodone, followed by tramadol."

The researchers said the availability of the recently Pharmaceutical Benefits Scheme listed "overdose-reversal" medication, naloxone, could help reduce fatalities, while urging the roll out of prevention strategies.

A Pharmacy Guild of Australia spokesperson told **Pharmacy Daily**, that the organisation supported the use of naloxone in line with real-time monitoring systems.

"This historical data paints a bleak picture of the rise in harm from misuse of opioids and reinforces the need for national uniform real time recording – in line with the SafeScript system that has thankfully already been introduced in Victoria," the spokesperson said.

"The Guild also supports the report's recommendation on improving accessibility of the anti-overdose drug naloxone."

Today's issue of PD

Pharmacy Daily today has two pages of news plus full pages from:

- eze Allergy
- Healthed

TGA alerts

THE Therapeutic Goods Administration (TGA) warns that Ballerina Anti-Obesity capsules pose a serious health risk, containing banned substances phenolphthalein and sibutramine.

A second alert advises concerns over liver toxicity have seen Arthrem capsules withdrawn from the market.

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Dispensary Corner

ENSURING patients can access critical medicines is a key function of the pharmacy profession.

Usually that means having a well dispersed network of community pharmacies, but even then there can be gaps in the system.

For one Irish patient with diabetes, Marion Hernon, who lives on the Aran Islands, accessing her local pharmacy usually means a short boat trip through the Atlantic Ocean to Galway for medication.

However, a ferry ride may no longer be required after a team from the National University of Ireland Galway successfully delivered her insulin by drone from Connemara Airport (outside Galway city) to Hernon's home in Innismore, 18km away.

Pharmacist, Pauline Forde, from Staunton's Allcare Pharmacy in Galway, told *The Irish Times* it was, "extremely important that we have a way to deliver fridge medications such as insulin in emergency situations, which this drone delivery system allows us to do".

The team behind the successful project believe drones could be used to deliver medicines when other channels are not operating.



Records tumble in Sydney



MORE than 1,500 Blackmores employees, family members and friends took part in a record-breaking edition of the Blackmores Sydney Running Festival.

The healthcare brand has been the major sponsor of the Sydney Olympics legacy event, for the last 16 years.

The 2019 edition of the event saw more than 40,000 people run, jog, walk or wheel their way across the Sydney Harbour Bridge in the annual Marathon, Half Marathon, 10k Bridge Run and 5k Family Run.

Both the men's and women's course records fell, with Kenyan Filix Kiprotich crossing the line in less than two hours 10 minutes, while his compatriot, Stellah Barsosio, took out the women's title in two hours 24 minutes 33 seconds, knocking more than three minutes off the previous record set in 2017.

Pictured, Blackmores' South Australia and Western Australia Sales Manager, Russell Coughlan, after completing his first marathon on Sun in four hours 36 minutes.

H2RA impurity

THE European Medicines Agency (EMA) is to review ranitidine (a H2RA) medications after tests revealed some brands contained the carcinogenic N-nitrosodimethylamine.

The Therapeutic Goods Administration has issued a statement about Australian brands - tga.gov.au.



Events Calendar

WELCOME to *Pharmacy Daily's* events calendar, opportunities to earn CPE and CPD points.

If you have an upcoming event you'd like us to feature, email info@pharmacydaily.com.au.

09 Oct: 2019 Annual Conference & 20th Annual Industry Awards; Doltone House, Sydney; register here: www.cmaustralia.org.au

11 - 13 Oct: Pharmacy Assistant National Conference; Sofitel Brisbane Central; for more info and to register see: www.pharmacyassistants.com

27 - 30 Oct: Pharmacy Alliance Members' Forum; Pullman Cairns International; for details visit: www.pharmacyalliance.com.au

14 - 16 Nov: SHPA Medicines Management 2019 (MM2019); GCCEC, Gold Coast; register now at: www.mm2019shpa.com

Win with Plunkett's

Everyday this week Pharmacy Daily and Plunkett's are giving away the pictured prize pack valued at over \$60.

Aloe Barbadensis 'Natures medicine plant' is renowned for its soothing, cooling and hydrating properties. Plunkett's Aloe Vera is fragrance and colour free and contains pure certified organic Aloe Vera extracted from Aloe Barbadensis Leaf - rich in vitamins, minerals, amino acids and anti-oxidants to restore dry and damaged skin all year round. Visit: www.Plunketts.com.au for more.

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Congratulations to yesterday's winner, Graham Stevens.



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WA*	7:00 – 8:30pm

*Special delayed session for WA viewers



**ACCREDITED FOR PHARMACISTS
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CLICK HERE TO REGISTER FOR THE FREE WEBCAST

Implementing the New Therapeutic Guidelines for Mild Asthma



Prof Peter Wark

Senior Staff Specialist, Respiratory and Sleep Medicine, John Hunter Hospital, Newcastle; Conjoint Professor, the University of Newcastle

Accreditation Number: A1909HED1*

Asthma is the most common chronic respiratory condition, affecting over 2.5 million Australians of all ages, yet serious problems still exist in managing it. Poor or only partial asthma control is seen in more than half of those with asthma, and many still suffer from exacerbations that require oral corticosteroids. Important changes have occurred in asthma management, with a focus away from the relief of symptoms alone. This webcast will cover asthma diagnosis in primary care, the role of anti-inflammatory treatment, and the new treatment options for people with mild to moderate asthma.

*This activity has been accredited for 1.5 hrs of Group 1 CPD (or 1.5 CPD credits) suitable for inclusion in an individual pharmacist's CPD plan which can be converted to 1.5 hrs of Group 2 CPD (or 3 CPD credits) upon successful completion of relevant assessment activities. All Australian pharmacists can convert their group one credits to group two credits by completing the assessment component of this activity on the Australian College of Pharmacy (ACP) website: <http://www.acp.edu.au>. The assessment will be accessible via the ACP website once registered as a complimentary member (non-member) for free.

Anaphylaxis in Infants and Young Children



A/Prof Richard Loh

Paediatric Clinical Immunologist, Perth Children's Hospital; Clinical Associate Professor, UWA; Co-Chair, National Allergy Strategy

Accreditation Number: A1909HED1*

This presentation will address the early signs and symptoms of anaphylaxis in infants and young children and advise on how to treat anaphylaxis in infants and young children. The presentation also covers the effectiveness of using adrenaline as an anaphylaxis treatment.

COPD – Inhaler Devices - Common User Errors



Dr Christopher Worsnop

Respiratory Physician, Austin Hospital, Melbourne; Fellow, Royal Australasian College of Physicians

Accreditation Number: A1909HED1*

This workshop will describe how each of the inhalers prescribed for COPD patients are used, including various tricks to make sure that patients are getting the drugs from the devices into their lungs. The positive and negative features of each inhaler will be discussed so that the most appropriate inhaler for each patient can be chosen.