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## Dispensing 30k packs a day

CHINESE publications are reporting that individual staff at a pharmacy in coronavirus-ravaged Wuhan, are dispensing upwards of 1,000 orders containing close to 30,000 packs of medicines a day.

Website, *Xinhuanet*, said pharmacists at the Hankou pharmacy were working from early morning to late at night to cater for demand from patients in the beleaguered city.

## HMR cap change no silver bullet

EASING restrictions on the number of Home Medication Reviews (HMRs) a provider can conduct on a monthly basis will not resolve medicines safety issues in aged care facilities, Pharmacy Guild of Australia NSW Branch President, David Heffernan warns.

Responding to the Federal Government's decision to increase the monthly cap on HMRs from 20 to 30, Heffernan said the move would not address issues and recommendations included in the Aged Care Royal Commission's interim report.

"Without in any way disputing the merits of HMRs, the fact is that increasing the monthly cap on HMRs from 20 to 30 per provider will be of negligible benefit to residents of aged care facilities," he said.

"Let's be clear - whatever problem the HMR cap is intended to address, it is certainly isn't a problem identified in the Royal Commission.

"The fact is that only about 10% of HMR providers in Australia go anywhere near reaching the monthly cap of 20 services...70% of providers only do between one and five HMRs per month, so lifting the cap is immaterial to them, and will not lead to any significant increase in services for aged patients."

Heffernan urged the Government to focus on amending patient eligibility criteria for Residential Medication Management Reviews (RMMRs), to incorporate patients in residential respite and transitional care, provide funding for pharmacist involvement in case conferencing arrangements and focus on compliance and audit activity on RMMR services.

He added RMMR program rules



should be amended to allow for more than one service provider to be contracted for a single facility to provide patient choice and enable RMMRs to be conducted locally and more responsively to patient need.

It is believed this is under active consideration by the Department of Health.

### Today's issue of PD

*Pharmacy Daily* today has three pages of news, a front cover wrap from **Pharmacy Sleep Services** plus full pages from:

- WholeLife Pharmacy & Healthfoods

## Sunburn? DermAid!

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What is your pharmacy's risk of cyber attack? **FRED**

## Workforce maldistribution persists

**EFFORTS** to overcome Australia's pharmacy workforce maldistribution need to be strengthened to boost pharmacist numbers in rural and remote areas, a study reveals.

Research from James Cook University, published in the *Journal of Multidisciplinary Healthcare*, found barriers to pursuing a career in rural practise persisted, despite pharmacists working in regional and remote areas reporting higher job satisfaction than their peers in metropolitan areas.

The study noted that rural pharmacy had high turnover rates, with pharmacists experiencing higher workloads than their city-dwelling counterparts, and issues around short staffing and difficulties attracting locums exacerbating that burden.

The practice environment, with a lack of access to professional development opportunities and conferences was also identified as a barrier.

However, the study noted that "pharmacists generally view rural practice positively, particularly enjoying the challenges of an expanded scope of practice



and working as part of a multidisciplinary team".

"Rapport and familiarity with patients and feeling valued and respected are also consistently cited as drivers for staying in rural and remote practice," the authors said.

The study also found that having a rural background was associated with a willingness to live a work rurally, as perceptions of personal and social isolation were seen as factors driving pharmacists away

from remote practice.

The authors concluded that addressing the current motivators and challenges faced by pharmacists considering rural practice were needed to strengthen health services and improve outcomes for Australians living outside metropolitan areas.

## ATO myGovID

**PHARMACY** owners and other sole traders are being urged by the Australian Taxation Office (ATO) to set-up their myGovID before 27 Mar, when the AUSkey and Manage ABN Connections will officially be retired.

Anyone who uses the ATO's Business Portal or a range of other government online services will need to download the myGovID app onto their smart device.

Users will then need to link myGovID to their business using the authorisation, service Relationship Authorisation Manager (RAM), and authorise employee access.

"We've had over five million logins to the ATO Portals using myGovID so far and that's because it's simple, secure and flexible," said ATO Chief Digital Officer, John Dardo.

**CLICK HERE** to find out more information.

## Webstercare unveils new website

**MEDICATION** management industry leader Webstercare has launched a new website, which it claims will "enhance the experience of its customers, registered aged care facilities, community carers and general practitioners".

Webstercare Managing Director, Gerard Stevens, said the website "is designed around the needs of our various customer groups, focusing on content that is tailored to their needs.

"We really want to provide everything at our customer's finger tips, enabling them to

explore what is happening in their sector, plus product updates and promotional materials."

The new website includes a pharmacy section providing tips and resources to help them grow their business with the Webster-pak range, automation and software; there are also dedicated sections for aged care, doctors, community carers and the general public.

The revamped website also features 'how-to' guides, tips and videos on Webstercare's latest product releases and medication management solutions.

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## Dispensary Corner

**AFTER** more than a decade of sitting in a garage, Irish band The Blizzards may finally be able to off-load some merchandise it commissioned to go with its hit single "Trust Me, I'm a Doctor".

While the coronavirus has proven to be a curse for Mexican brew, Corona Extra, it has come as a "blessing" of sorts for band, as front man Niall Breslin, dug up some branded face masks.

Posting a photo of the surgical masks on Twitter, Bressie, as he's known locally, said "Couldn't sell it back in the day...reckon [I could] get a few quid for them now #TrustMelmaDoctor #coronavirus".

Responses from fans ranged from "I'll take everything you got", and "I'll trade you 16 100ml hand sanitisers for them", to a warning that "masks are hugely overrated for individual personal protection".

Given Irish pharmacies have been struggling to keep up with demand for masks, it is unlikely the band will have any leftover to ship to Australia.



## Gov saves pharmacy, ACF

**QUESTIONS** are being raised over the motives behind the Federal Government's decision to issue a \$120,000 grant to keep an aged care facility (ACF) in regional Victoria, and associated health services, including a pharmacy, open, with Australian Labor Party Senator, Kimberley Kitching, suggesting it may have been made in the interests of politics than health care.

Speaking in the Senate on Thu, Kitching questioned whether the Prime Minister, Scott Morrison, had used taxpayer money to "buy a vote inside the Nationals party room to prop up his preferred Nationals leader", in the recent spill, which saw Deputy Prime Minister, Michael McCormack, retain his position as party leader.

Kitching suggested the \$120,000 grant may have been used to secure the vote of Nationals MP, Damien Drum, by shoring up health services in his constituency.

However, Liberal Senator, Richard Colbeck, denied the implication that the funding, which came on top of \$400,000 the Government



had previously allocated for the Murchison Community Care facility, which went into liquidation late last year (**PD 14 Feb**).

"The concern of the government is for the people in the community of Murchison and to ensure that they continue to receive the services that are important to them," he said.

"As I've indicated, the aged-care facility was supporting a doctors surgery, a pharmacy and a community house.

"The concern for the Government is to ensure that the community of Murchison has the capacity to retain those facilities, if we can assist them to do it."

## Pharmacist accused of vaccine mix-up

**OKLAHOMA** pharmacist, Dr James Sutterfield, has had his license suspended "indefinitely" after allegedly giving nine patients insulin shots instead of the flu vaccine at a Bartlesville medical centre last Nov.

The vaccine mix-up resulted in each of the patients ending up in hospital.

The Oklahoma Board of Pharmacy ordered Sutterfield to pay a \$23,400 fine, in addition to attending law seminars and continuing education classes for

the next two years.

"This is the first infraction that he's come upon," said Oklahoma Board of Pharmacy, Executive Director, Marty Hendrick.

"Bad decisions and sometimes accidents do happen... we have to take into account all those things that revolve around it."

Sutterfield also allegedly discarded some of the vaccine in attempt to cover up his mistake, which contributed to the Board's decision to ban him from dispensing medicine.



## Weekly Comment

Welcome to Pharmacy Daily's weekly comment feature. This week's contributor is **Chris Campbell, Professional Practice Manager, TerryWhite Chemmart.**



### ONGOING PHARMACIST EDUCATION IS KEY

**THIS** week I am excited to be heading into our 6th annual Masterclass event which is the pinnacle pharmacist education event on the TWC calendar.

Healthcare is rapidly changing and training programs like Masterclass are essential to equipping our most accessible frontline health professionals – the pharmacists – with all the knowledge and skills they need to build deeper connections with their patients.

This year's Masterclass event is jam-packed with information ranging from the latest in influenza vaccinations to the language of diabetes to multidisciplinary pain strategies delivered by Carol Bennett CEO of Pain Australia.

We set an extremely high standard at Masterclass because we are 100% committed to ensuring our pharmacists are provided with best in industry training.

Each year we host over 400 Pharmacists who leave not only wiser and more empowered than before but armed with a deep connection to like minded primary care pharmacists from all around the country.

I am proud of the network of pharmacists we have, especially how they nurture each other and advance their practice together through Masterclass and I can't wait for it to kick off tomorrow. If you want to know more about Masterclass or how TWC can help grow your business, visit [www.realchemistry.com.au](http://www.realchemistry.com.au).



# WHOLELIFE

PHARMACY & HEALTHFOODS

## IS 2020 THE YEAR THAT YOU ARE GOING TO MAKE A CHANGE FOR THE BETTER?

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1. Worried that your pharmacy isn't standing out in the ever-crowded pharmacy sector?
2. Concerned that you don't seem to be tapping into the latest trends in the health and wellness market?
3. Keen to introduce new categories and products for the changing market, but don't know where to start?
4. Looking for the next big thing in pharmacy?

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We are inviting interested pharmacy owners who are passionate about holistic health, retail excellence and leading positive change to join us for a detailed information session on the WholeLife concept at the APP Conference on the morning of the 21st March 2020.

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