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**COVID hits FIP**  
 THE International Pharmacy Federation (FIP) is reviewing plans for its 80th World Congress of Pharmacy and Pharmaceutical Sciences, as a result of COVID-19.

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## Public behaviour concerning: PDL

**PHARMACISTS** are becoming increasingly concerned about the rise in aggressive behaviour of patients coming into their stores, Pharmaceutical Defence Limited (PDL) Professional Officer, Gary West, reports.

Speaking at the Australian Pharmacy Professional (APP) Conference online, on Sat, West, said it was “pretty clear that there’s a lot of conflict out there” and complaints against pharmacists were on the rise, and have been exacerbated by concerns fuelled by the COVID-19 pandemic.

“The pharmacy professional officers at PDL are aware of the increasing number of complaints and threats that pharmacists are receiving and obviously this has escalated significantly with the COVID crisis,” he said.

“This kind of behaviour is occurring in community pharmacy and hospital pharmacies, and we believe you need to have strategies in place now to deal with these sorts of situations.”

West urged pharmacists to take steps to de-escalate incidents, noting that “saying sorry isn’t an admission of liability”, but could help to defuse a situation.

He also encouraged pharmacists to focus on their own health and

**Today's issue of PD Pharmacy Daily** today has two pages of news plus a full page from **Wizard Pharmacy Services**.



to get rest, saying that having a clear head could help deal with challenging patients.

During the presentation, West noted that PDL had also seen an increase in conflict between pharmacists and prescribers.

“If you have to have a difficult conversation with a prescriber make it about the wellbeing of the patient,” he said.

“It’s not about the prescriber, it’s

not about the prescribing per se it’s about your concerns about the wellbeing of the patient and/or your legal obligations.

“And if you have these conversations with a prescriber about a patient [we would advise] that you document it.”

West noted the Pharmacy Guild of Australia and PDL had last month jointly released an updated rights and responsibilities charter.

When your customers reach out to you for a stronger eczema treatment, reach for Kloxema.

- ▶ Contains clobetasone butyrate 0.05% w/w, a moderate potency topical corticosteroid.<sup>1</sup>
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**References:** 1. Dermatology Expert Group. Therapeutic Guidelines: Dermatology, version 4. Topical corticosteroid preparations (Appendix 4.1). Therapeutic Guidelines Ltd [Internet]. 2019 [cited 2019 June 28]. Available from: <https://nlc.library.toronto.edu/doi/10.1177/0000725619850000>  
 2. Kloxema Cream Approved Product Information, 12 September 2017.

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## Dispensary Corner

**TOILET** paper panic has reached fever proportions in the city of Redding in northern California, where officials have put out a call urging residents not to use old T-shirts in their ablutions.

The local wastewater authority confirmed it had responded to a "sewer backup from shredded T-shirts being used in place of toilet paper," warning that just because something will flush it doesn't mean it will make it through the system.

"Remember, if you use anything other than toilet paper, bag it, don't flush it," is the tagline, with the city even producing a special video - see [pharmacydaily.com.au/videos](http://pharmacydaily.com.au/videos).

**AND** on the same topic, one of the many humorous takes on the situation has a video circulating on social media showing how to annoy your neighbours while in lockdown.

The suggested technique involves downloading images of stacks of toilet rolls, printing them out and sticking to the inside of a window, to simulate a giant stockpile of the precious toilet paper.

Get some tips by clicking on the image **below**.



## Wholesale biz surging

### PHARMACEUTICAL

wholesalers, Sigma and Australian Pharmaceutical Industries (API), have issued statements to the Australian Securities Exchange (ASX) today, highlighting a surge in demand for prescription and non-prescription medications, as a result of the COVID-19 pandemic.

API Chairman, Mark Smith, and CEO, Richard Vincent, told investors that the group had "witnessed unprecedented demand for Pharmaceutical Benefits Scheme (PBS) and other medicines" from pharmacies since the outbreak of the virus.

"Demand during Mar was in excess of 50% more than usual for this time of year," they said in a co-signed letter posted to the ASX.

Sigma CEO, Mark Hooper, also noted an "abnormally high demand [for services] flowing from the COVID-19 pandemic", while reporting and underlying earnings before interest, tax, depreciation and amortisation (EBITDA) of \$46.7 million for the year ending 31 Jan 2020.

"It has been a challenging time with the bushfire crisis and now COVID-19 placing significant



pressures on the supply chain," he said.

"While we have seen a significant increase in demand for medicines and fast moving consumer goods for the first seven weeks of this financial year, it is impossible to predict how this will unfold for the remainder of the year.

"One thing I am certain of however, is the determination of our team, suppliers and pharmacists, to continue to serve the community during this difficult period."

Hooper added Sigma's business transformation plan was on track with more than \$62 million of annualised benefit achieved by year end.

## Rego exams

**THE** Pharmacy Board of Australia is assessing the potential impacts of the COVID-19 pandemic on its oral and written exams scheduled before 30 Jun.

In a message to members the Board said it will advise all candidates and interns intending to apply to sit these exams of any new arrangements or changes.

## Could you do with some help?

Click here for details.



## Win with Munch Mitt

Everyday this week *Pharmacy Daily* and the Dale Group are giving away a 3 piece Malarkey Munch Mitt kit valued at RRP \$57.

### The Malarkey Munch Mitt

is the world's first silicone wearable teething mitten, made of 100 per cent food-grade silicone and BPA, latex and phthalate-free and offers three-way sensory stimulation. It's also machine washable. Malarkey Kids are leaders in fun and functional kids products. Stockist Enquires: [helen@powerhousepharmacybrands.com.au](mailto:helen@powerhousepharmacybrands.com.au) or [orders@dalegroup.com.au](mailto:orders@dalegroup.com.au)

Submit your answers to [comp@pharmacydaily.com.au](mailto:comp@pharmacydaily.com.au)

Congratulations to yesterday's winner Amanda Seeto

Question 3:  
What sensory stimulation does it offer?

# WIZARD *pharmacy*

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