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Increased workload induces burnout

INCREASED workload combined with the challenges of tackling medicines shortages during the COVID-19 pandemic has sparked burnout amongst Australian pharmacists.

Research published in the *International Journal of Clinical Pharmacy* conducted by the Australian National University and the University of Sydney, found male pharmacists experienced burnout as depersonalisation, including cynicism and feeling disconnected more than their female colleagues.

Based on an online survey of 647 pharmacists working in hospital and community pharmacy settings, conducted between Apr and Jun 2020, the researchers found 96.3% reported a change in their role as a result of the pandemic, with more than half of respondents saying they were working overtime.

The survey found the main factors affecting pharmacists included medication supply (40.9%), increased workload (35.4%) and patient incivility (24%).

"Pharmacists have experienced changes to their lives and work during the global COVID-19 pandemic, with higher than previously reported rates of



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Burnout

burnout affecting the profession," the authors said.

"High workloads, overtime, medication supply and patient behaviour have affected pharmacists' work during the pandemic.

"These factors, and the increased depersonalisation of male pharmacists requires further study to inform both the recognition

and treatment of burnout in pharmacists."

The authors added that appropriate governance and systemic management of personal protective equipment, infection control recommendations and medication supply needed to be addressed to reduce the risk of burnout amongst pharmacists in future pandemics.

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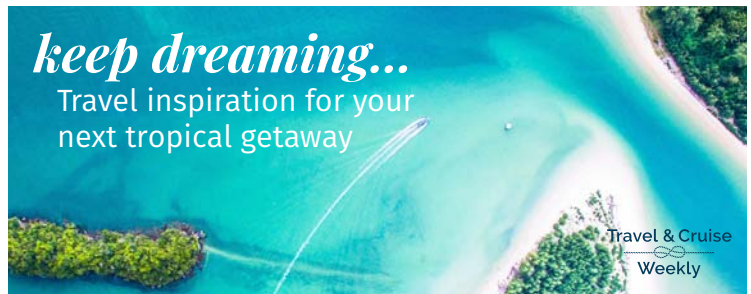
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Guild monitors NSW wage theft laws

PHARMACY owners in NSW who fall foul of the State's tax collectors could face penalties in excess of \$100,000 as part of new legislation being proposed by the Berejiklian Government to combat wage theft.

NSW Finance Minister, Damien Tudehope, said the legislation will be put to the State Parliament next month, the *Sydney Morning Herald (SMH)* reported.

A Pharmacy Guild of Australia spokesperson told **Pharmacy Daily** that the organisation "will monitor NSW Government developments and update members as required".

Under the proposed laws employers who lie to Revenue NSW officials, or make false records to evade tax will face maximum penalties of \$110,000 per breach.

Revenue NSW will also be empowered to name and shame offenders, and to pass on information relating to wage theft to the Fair Work Ombudsman.

"The NSW Government is committed to playing its part



in tackling wage theft as the underpayment of wages is not only unfair but completely unacceptable," Tudehope said.

"Those who engage in wage theft deprive workers of their due wages and also minimise their payroll tax liabilities while gaining a competitive advantage over those who do the right thing."

Tudehope added that the Federal

Government "needs to show leadership in this space", and put the issue of wage theft back on its agenda.

Unions NSW Secretary, Mark Morey, told *SMH* that Revenue NSW was not sufficiently equipped to monitor employers appropriately, and called for changes to empower unions to inspect businesses' books to check for wage theft.

FIP webinar

AUSTRALIAN pharmacists, Nam-Anh Nguyen and Jonathan Penm will discuss medicines reconciliation as part of an International Pharmaceutical Federation webinar on 19 Apr.

CLICK HERE for more.

Please explain

UP TO 1,000 GPs have been contacted by the Federal Department of Health to explain alleged inappropriate billing of the Medicare Benefits Schedule (MBS) for telehealth items.

GPs have been asked to review each claim and "consider providing an explanation" to the Department, *Australian Doctor* reported.

Headache tops COVAX adverse reaction

HEADACHE, muscle pain and fever are the most commonly reported adverse reactions linked to COVID-19 vaccines (COVAX), the Therapeutic Goods Administration (TGA) reveals.

In its latest COVAX weekly safety report for the week to 11 Apr, the TGA said a total of 7,442 adverse events following immunisation reports have been received, after more than 1,178,300 doses of COVAX had

been administered.

Commenting on adverse events of special interest, the TGA reported that in the period to 04 Apr, there had been 39 reports of anaphylaxis for the Pfizer vaccine - 14 of which met the case definition criteria for anaphylaxis - and 30 among patients who received the AstraZeneca shot - three of which were judged to be anaphylaxis.

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Vax centres no use to remote Aussies

PLANS for State and Territory Governments to set up mass vaccination centres to accelerate the Federal Government's COVID-19 vaccine rollout, are of limited use, the Pharmacy Guild of Australia believes.

A Guild spokesperson told **Pharmacy Daily** that the organisation was in "ongoing talks with the Government" about the proposal, and the role pharmacies could play in the campaign.

"We are highlighting that a mass vaccination centre in a football stadium in a capital city is of no use to communities in regional, rural and remote areas of Australia," the spokesperson said.

"We also are pointing out that the accessibility of community pharmacies offers opportunities for maximum uptake of vaccinations.

"Some 51% of community pharmacies are open extended hours – after normal business hours, at weekends and some even operate 24 hours a day."

Guild National President, Trent Twomey, voiced criticism of the NSW State Government's plan to open a centre at Sydney's Olympic Park, last week (**PD** 09 Apr).

"We don't accept the mass vaccination in footy stadiums idea as announced this week by the NSW Government," he said.

"It doesn't make sense to send thousands into a footy stadium increasing the risk of community transmission, as opposed to patients booking at their local pharmacy down the road from home.

"That's a lot safer and more convenient for everyone."

Twomey also flagged the



successful role that pharmacies have played in COVID-19 vaccination campaigns in the US.

"We've seen in the US that the most successful rollout has been in West Virginia where they've gone with the local pharmacy option as the vaccination provider," he said.

Dispensary Corner

JUSTICE has been served after a 53-year-old British man was ordered to pay £100 compensation for smashing a Perspex screen at a pharmacy in Salisbury last year, a spokesperson for the Well Pharmacy Group said.

Cameron Loadman pleaded guilty to charges relating to damage he caused at a pharmacy on two separate occasions last year.

Loadman was given a conditional discharge for 12 months, and ordered to pay compensation by Salisbury Magistrates Court.

"Loadman pleaded guilty and justice has been served," the Well Pharmacy Group spokesperson told *Chemist and Druggist*.

"We don't tolerate abusive behaviour in our pharmacies and have worked with our property team and the police to ensure the safety of our patients and colleagues."



The Pharmacy Guild of Australia

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APP set to be the 'best so far'

NEXT month's Australian Pharmacy Professional Conference on the Gold Coast is set to be the best ever, Convenor, Kos Sclavos, says.

The speaker line-up includes Federal Health Minister, Greg Hunt, Shadow Health Minister, Mark Butler, and Queensland's Chief Health Officer, Dr Jeannette Young.

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