

Growing online

DISCOVER the upside of building your pharmacy's e-commerce capabilities with Storbie.

The digital pharmacy specialist is hosting a free webinar on Tue 03 Aug at 7pm (AEST) to help pharmacy owners lay the foundations to support a growing omnichannel business.

See **page four** for more.

Pharmacy hits 1m flu vax

CALLS to accelerate community pharmacy's involvement in the administration of COVID-19 vaccinations is being strengthened by the sector's successful influenza vaccine campaign, Pharmaceutical Society of Australia (PSA) National President, Associate Professor Chris Freeman, believes.

The PSA President noted that as of Sun 18 Jul pharmacists had administered more than one million doses of the flu vaccine this year, based on data from the Australian Immunisation Register (AIR).

"Year-on-year local pharmacists are continuing to make a significant contribution to immunisation against seasonal influenza, protecting their communities against this potentially deadly



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disease," he said.

"Recent data from the AIR shows that pharmacist-administered flu vaccinations have now surpassed the one million mark since the start of this season.

"I know how grateful the public is to conveniently receive their vaccination from their local pharmacist.

"This data from the AIR is indicative of the impact that local pharmacists can have on achieving national immunity and provides concrete justification that community pharmacist involvement will expedite completion of the vaccine rollout.

"According to a report released by the McKell Institute on Mon (**PD** 19 Jul), activation of 4,000 community pharmacies would allow Australia to reach its vaccination targets roughly two months faster than at the current rate.

"All jurisdictions must take action and allow all COVID-19 vaccines to be available through the entire vaccinating pharmacist network.

"All Australians should have the option to go to their local pharmacist for their recommended vaccine because it is so easy and convenient to do so."

Guild joins retail's COVID-19 plea

RETAIL groups, including the Pharmacy Guild of Australia, are calling on shoppers to follow health advice, wear face masks and check-in with QR codes whenever they shop.

The Guild, alongside the Australian Retailers Association, the National Retail Association and the Shop, Distributive and Allied Employees Association launched a five-point plan to support retail during COVID-19 outbreaks.

As part of the plan security guards will monitor customer compliance with health guidelines and to ensure they treat retail workers with respect.

Employers will have daily check-ins with staff to ensure they have access to relevant information and personal protective equipment, while enforcing social distancing and maintaining safety measures.

The groups also reiterated calls for shoppers to treat staff with respect, noting "essentials are in good supply".

Focus on health

SIGMA Healthcare is inviting pharmacy owners to join its award-winning Guardian group.

With a nationwide presence the Guardian brand supports pharmacists to deliver one-to-one care without too many retail distractions.

Sigma said the group delivers pharmacists the freedom to express and maintain their personality, while providing the buying and service support of the Sigma Healthcare network.

See **page five** to learn more.

Today's issue of PD

Pharmacy Daily today features three pages of news, plus full pages from:

- Storbie
- Sigma Healthcare

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Inability to plan stymieing change

AN OVERARCHING inability for pharmacists to adapt to change rather than a lack of time, is often the biggest barrier to implementing new services in community pharmacies, research reveals.

The study published in *Implementation Science* by researchers from the University of Technology Sydney (UTS) involved 19 pharmacies from across Australia in a two-year change program, with six facilitators allocated to the stores.

While many pharmacy teams have identified a “lack of time” as a major barrier to implementing professional services, the authors said the facilitators had found the “inability to plan for change” was the most frequent factor limiting innovation in pharmacies.

“The consistency of this barrier in pharmacies across Australia alludes to an overarching inability for pharmacists to adapt to change,” the authors said.

“The ability to plan for change

allows pharmacy teams to become more adaptable, which is a major factor in ensuring the sustainability of innovation such as professional services in community pharmacy.

“For pharmacists in practice, this can be addressed by governing pharmacy bodies and by pharmacy owners equipping their teams with the right capabilities to plan for change and become more adaptable, this is crucial because if pharmacy practice is to survive as an active participant in emerging healthcare systems, pharmacy practice must change along with the rest of healthcare.”

The facilitators found that equipping stakeholders by creating ownership of the change, and providing training to pharmacy staff were crucial to overcoming barriers to implementing new services.

“A growing body of evidence highlights that performance can be enhanced when actions are taken that result in empowering individuals,” the authors said.



“Empowering employees can encourage risk-taking, innovation and initiative.

“High levels of empowerment are also more likely to promote individual team members’ motivational states even when there are minor relationship conflicts within the team.

“Such knowledge can be used to educate pharmacy students, pharmacists and pharmacy owners to empower their teams during the implementation of innovations such as professional services.”

Pharmacists get extended stretch

US PROSECUTORS have successfully secured extended sentences for two pharmacists who dispensed medications which caused a fatal fungal meningitis outbreak in the US in 2012.

Both New England Compounding Center founder, Barry Cadden, and supervisory pharmacist, Glenn Chin, were convicted of fraud, racketeering and other crimes, but were acquitted of second-degree murder.

Cadden was originally sentenced to nine years imprisonment in 2017, but is now set to serve an extra five and a half years following a US Circuit Court of Appeals hearing earlier this month.

Chin’s eight year stretch handed down in 2018, was extended by two and a half years yesterday, following the prosecutors’ appeal.

PSA21 shifts to interactive online format

THE Pharmaceutical Society of Australia’s National Conference - PSA21 - is set to go ahead as scheduled next week in an interactive virtual format.

The annual three-day event had been due to get underway in Sydney on Fri 30 Jul, however multiple COVID-19-induced lockdowns around the country have seen it shift online.

Organisers have confirmed Commonwealth Minister for Health, Greg Hunt, and Liberal Party backbencher, Dr Katie Allen, will address the opening plenary session.

The conference’s keynote



address, Medicines safety: Championing Change, will be delivered by US pharmacist and activist from the *Netflix* docuseries *The Pharmacist*, Dan Schneider, and Monash Addiction Research Centre Deputy Director, Associate Professor Suzanne Nielsen.

CLICK HERE for more.

Tocilizumab shortage hits Australia

HOSPITALS treating patients with COVID-19 are set to be prioritised when supplies of Actemra (tocilizumab) are being distributed, after manufacturer, Roche notified the Therapeutic Goods Administration (TGA) of shortages of multiple preparations of the drug.

While treatment of COVID-19 is not a registered indication for tocilizumab in Australia, the TGA noted it has been recommended for treatment of certain critically ill patients by the World Health Organization.

Tocilizumab has been registered for use in certain

types of arthritis, giant cell arteritis and cytokine release syndrome.

“The TGA has met with Roche, the Australian Rheumatology Association and Arthritis Australia to discuss potential clinical management options during the shortage of Actemra pre-filled syringe and ACTPen autoinjector,” the TGA said.

“We are working closely with Roche to manage the shortages and minimise the impact on patients in Australia.

“Wholesalers are constraining stock to facilitate equitable supply of these medicines.”



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Have pharmacists forgotten their role?

PHARMACISTS need to focus on engaging with patients and play an active role in their patients' health care, Melbourne-based pharmacist and master-herbalist, Gerald Quigley, believes.

Speaking on the latest episode of the Raven's Recruitment's *Your Pharmacy Career Podcast*, Quigley stressed the key position pharmacists have in the health of the people they care for.

"I've always thought that pharmacists in their younger days could learn an awful lot by heading to the bush, and being quite involved in a person's health," he said.

"I sometimes wonder whether we've become so clinical and so physiological that we've forgotten our role as a team member in a person's health... engagement is very important."

Reflecting on "the old days" Quigley noted "a person who was on insulin you took special care of, a person on warfarin, straight away you were aware of".



"Now all of these things perhaps have been forgotten, because there is so much dispensing being done now it's become so mechanical," he said.

"In many cases with interactions we forget there's a real-life person in front of us that's looking for help, often totally confused about what is going on and what they've been told if they've just come from the GP or a specialist.

"That's our role, to get involved

in - pity we don't get paid for it, but to get paid for something you've got to earn the respect, and we've still got a long way to go to do that in my view."

Quigley added that the pharmacy profession presented "enormous opportunities" for people to specialise in "many different things".

CLICK HERE to listen to the latest episodes in series two of the *Your Pharmacy Career Podcast*.



Dispensary Corner

FOOTAGE from a pharmacy's CCTV cameras has landed a Utah-based pharmacist in hot water after he was caught supplying a COVID-19 vaccination card to a patient without administering a shot.

A Utah Division of Occupational and Professional Licensing disciplinary hearing was told Bruce Whatcott admitted providing the card as the patient's employer had requested proof of vaccination as their position required travel.

The hearing was also told that Whatcott had allowed a pharmacy technician to counsel the patient - with the tech advising the patient that the vaccine could cause infertility, an error he failed to correct.

Whatcott then spoke to the patient out of sight of the store's cameras, before leaving a counselling room and returning with a vaccine vial.

The pharmacy's CCTV camera then recorded Whatcott noting down the vial number and preparing the vaccination card, which he gave to the patient without administering the vaccine.

The pharmacist subsequently admitted that he had issued completed vaccination cards to a "handful of others" when he felt they were "apprehensive" about having the shot.

Whatcott has been forced to surrender his license to practice as a pharmacist in the state and ordered to pay a fine of US\$2,000 for his "unprofessional" and "unlawful" acts.

Win With Dermal Therapy

Dermal Therapy and Pharmacy Daily are this week giving away 1 of 5 \$50 Woolworths Gift Cards.

Dermal Therapy's Lip Balm Original is a highly concentrated formula that is specially designed to hydrate and soften severely dry lips.

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*IQVIA™, RMS/Sell Out Service, 'Skin treatment & Beauty products', Australian Pharmacy, Total value sales and units, MAT to 29/8/2020

Name the medical condition that is associated with dry and chapped lips?

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



Order PBS Safety Net cards online

FROM 01 Jan 2022 all orders for Pharmaceutical Benefits Scheme (PBS) Safety Net cards will have to be made online, rather than using an order form.

Services Australia announced that from 14 Dec pharmacists will no longer be able to order the cards using the PBS Safety Net stationery order for pharmacies form, and the organisation will not be sending out a PBS Safety Net kit at the end of the year.

CLICK HERE for more details.



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