

Today's issue of PD

Pharmacy Daily today features two pages of news plus a full page from **Discount Drug Stores**.

DDS satisfies

PHARMACY group, Discount Drug Stores (DDS), has claimed the 2021 Roy Morgan Customer Satisfaction Award for Pharmacy of the Year.

DDS Head, Patrick Stoll, said the brand, which has more than 120 stores, was "thrilled and humbled" with the award. See **page three** for more.

Blackmores flags price rises

BLACKMORES Group has announced it will increase wholesale prices of its products from 01 Sep.

The company said that throughout the pandemic it has "made every effort to absorb rising costs", but "a combination of factors" mean it will be passing on price increases on some products.

MSD aims to ensure Lagevrio supply

MSD is partnering with PharmaPrograms to create a national network of pharmacies stocking its COVID-19 oral therapy, Lagevrio (molnupiravir), to ensure patients have timely access to the medication and follow-up support.

PharmaPrograms Systems Architect, Kos Sclavos, told *Pharmacy Daily* that the program was designed to help ensure pharmacies have Lagevrio in their dispensaries to minimise delays in patients commencing treatment, and to deliver patient support beyond the traditional dispensing process.

"Because a lot of people have fear about the potential impacts of COVID-19, this is a scheme where we're trying to make sure that there's a national network of pharmacies that have stock in place," he said.

"The program allows for pharmacists to go above and beyond normal dispensing, and that's why there's a remunerated fee for service for pharmacists to participate."

Sclavos noted that pharmacists have a crucial role in providing guidance on dosages to ensure patients use Lagevrio effectively.



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"It's supposed to be taken every 12 hours, so depending on the exact time the medication is presented to the patient, we encourage [pharmacists] to follow up with a call to make sure somebody has started therapy and from there take it until the end of therapy every 12 hours for five days," he said.

"Pharmacy has done an amazing job stepping up during COVID-19, and this is another program that will hopefully ensure that there is a national network, because the last thing we want to see is blogs saying, 'I'm looking for the medicine desperately for my Mum and Dad and can't find it anywhere, no pharmacy is stocking it' - that's what's occurred in some jurisdictions around the world.

"Before this program, if somebody presented at a pharmacy on a Fri afternoon you would have a situation where the pharmacist would say, 'well I can get it in, it'll be in on Mon', that's certainly not good enough, we're talking about someone with COVID-19."

Sclavos said the program, which is being run alongside MSD's sale and return policy allows pharmacies to return unused stock of the medicine, which has a wholesale price in excess of \$1,000 per course of treatment.

"We'd encourage pharmacists to at least review the program's details, terms and conditions, and if they've got any issues they are encouraged to contact PharmaPrograms," Sclavos said.

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Tired staff create vax incident risks

PHARMACIST immunisers are being urged to follow protocols as surging demand for influenza vaccines has coincided with a rise in vaccination-related incident reports to professional indemnity insurer, Pharmaceutical Defence Limited (PDL).

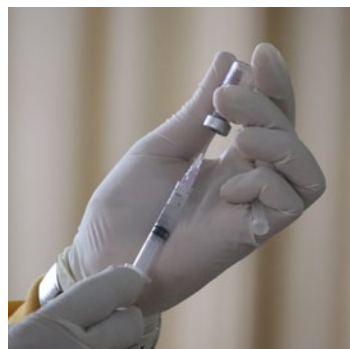
In a practice alert issued to PDL members, the insurer noted that "this increase may be associated with some pharmacists experiencing vaccination fatigue or making assumptions that past high numbers of this service mean that process review is unnecessary". "Such conditions may increase the risk of error or complaint," PDL said. "While these incidents equate to a very small proportion of all vaccines being administered, they do highlight several areas of practice that may benefit from review and staff meetings."

With pharmacies participating in the rollout of free flu and COVID-19 vaccination programs, PDL is encouraging pharmacy owners and managers to ensure their stores are appropriately staffed to meet demand for services.

The insurer also recommended pharmacy teams "consider separating influenza and COVID-19 vaccine services to different days".

Pharmacists are also being advised to check the Australian Immunisation Record (AIR) before vaccinating each patient, and to avoid dealing with multiple vaccine patients at once, "as confusion between different vaccines has been reported".

PDL noted that pharmacists should "follow Australian Technical Advisory Group on Immunisation (ATAGI) guidance, as wilful disregard for guidelines may leave



a pharmacist at risk if an incident occurs, or a complaint is received".

Pharmacists should also be aware of differing regulations regarding the minimum age of patients they can administer vaccines to, with PDL stressing that "some jurisdictions don't allow children under 10 years to receive an influenza vaccine" from a pharmacist.



Dispensary Corner

BRITAIN'S first female pharmacist, Fanny Deacon, is set to be honoured by Leicestershire County Council, almost 100 years after her death.

The daughter of a pharmacist, Deacon worked in her father's store, where she discovered the Royal Pharmaceutical Society's syllabus, and decided to sit the registration exams.

She initially registered with the Society in 1869, but was barred from joining what was then a "boys' club" for a decade until its memberships were amended to allow women to join the profession.

Announcing the plan to place a plaque outside the building where Deacon ran her own pharmacy in the village of Fleckney 14km south of Leicester, from 1875 until her death in 1930, the Council's Chair, Dr Kevin Feltham, described her as a "true pioneer and trailblazer".

"By qualifying as a pharmacist at a time when the profession was dominated by men and female chemists were few and far between, she helped to break down the traditional barriers and pave the way for other women in the medical and scientific field," he said.

Anticholinergic burden: reducing the impact on older people

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TGA launches beta DAEN

THE Therapeutic Goods Administration (TGA) has launched a new beta version of its Database of Adverse Event Notifications (DAEN) for medicines.

The new version enables users to interact with search results through dynamic tables, filters and graphs.

CLICK HERE for more.

Viartis is rebranding. Many bottles will now be blue.

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Pharmacy Daily is part of the Business Publishing Group family of publications.

Pharmacy Daily is Australia's favourite pharmacy industry publication.

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A Pharmacy with a difference



Congratulations to Discount Drug Stores (DDS) who have won the **2021 Roy Morgan Customer Satisfaction Award for Chemist/Pharmacy of the Year.**

These annual awards celebrate Australia's best of the best. Customer satisfaction ratings are collected from Roy Morgan's Single Source survey of approximately **60,000 Australians each year** and happen to be the world's largest ongoing single source survey.

It is a testament to the continued commitment and dedication **Discount Drug Stores** provides to retail service excellence and the health of local communities, especially through some of our most difficult times. DDS customers have been at the heart for **over 20 years**, and it is extremely humbling to be recognised for it.

"We are thrilled and humbled to be named Pharmacy of the Year in Roy Morgan's Customer Satisfaction Awards. Teams from over 120 Discount Drug Stores wake up every morning, go to work and promise to deliver value and convenience for every customer who walks through our doors.

*No more has this commitment to healthcare been as important than throughout the pandemic, where the critical role of **Discount Drug Stores pharmacists** and their **dedicated teams** helped Australian communities through some of our most challenging times.*

We always knew that our pharmacy teams were the best in the business but it's nice to have this formally recognised."

– **Patrick Stoll**
Head of Discount Drug Stores



**Discount
Drug Stores**