

## Today's issue of PD

Pharmacy Daily today features two pages of news plus a full page from TerryWhite Chemmart.

## Thriving in WA

**WESTERN** Australian pharmacy owner, Eric Chim, has seen his business thrive since joining the TerryWhite Chemmart network last year. See **page three** for more.

## Papal backing

**POPE** Francis is backing pharmacists to play a greater role in the health system.

Addressing a meeting of Italian pharmacists yesterday, the Pontiff said that while the profession could not replace other health professionals, they could compensate for "certain deficiencies".

# Guild slams AMAQ's 'disgraceful lies'

**THE** Australian Medical Association Queensland (AMAQ) is being urged to stop "continually perpetuating lies" about pharmacist prescribing.

Pharmacy Guild of Australia Queensland Branch President, Chris Owen, said it was "not surprising" that the AMAQ would use the announcement of the NSW Government's 12-month pharmacist prescribing trial (**PD** 14 Nov) "to fabricate information and misinform patients".

In a statement released last night, Owen said the AMAQ had manufactured lies about the North Queensland Community Pharmacy Scope of Practice Pilot, the non-complex Urinary Tract Infection Pharmacy Pilot - Queensland (UTIPP-Q) and now permanent UTI health service, following the NSW Government's announcement.

"If AMAQ had a clear understanding of the North Queensland Pharmacy Pilot, they would realise that pharmacists are

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not replacing general practitioners, as falsely stated," he said.

"But are working collaboratively as primary healthcare professionals for the betterment of patients.

"AMAQ's labelling of pharmacists as untrained is appalling and downright degrading.

"The need to continually rebut AMAQ's statements about community pharmacists' education and training is tiring but necessary."

Owen said that with reports of patients being unable to access bulk-billing GPs making headlines, the AMAQ and the Royal Australian College of General Practitioners (RACGP) needed to collaborate with other health professions to improve patient access to primary healthcare services.

"Time and again, AMAQ and RACGP have cried out about over-worked and burnt-out GPs who are at tipping point," he said.

"Community pharmacists can and should provide more primary healthcare services to Queensland.



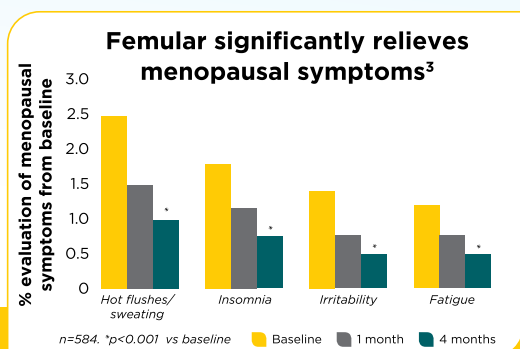
"AMAQ and RACGP can't keep talking about a GP crisis and then object to solutions put forward just because it's not their idea.

"The North Queensland Pharmacy Pilot is one solution amongst many to begin reforming public healthcare services in Queensland and improve access to GPs, decrease ambulance ramping and reduce emergency department presentations."

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## Dispensary Corner

WITH COVID-19 restrictions a thing of the past, it appears Britons have been getting up close and personal with each other, resulting in sexual health services being stretched to their limits.

The UK's Local Government Association (LGA) has reported that a combination of funding cuts and rising demand for care - particularly among retirees - had services "at breaking point", the *Independent* reported.

A report from the LGA revealed there were more than four million sexual health appointments in 2021 in England and Wales, almost half of which were for diagnostic tests for chlamydia, gonorrhoea, syphilis and HIV.

A total of 300,000 new sexually transmitted infections (STIs) were detected in 2021, with the number of positive cases among the over 65s increasing by 20%.

With British Chancellor of the Exchequer, Jeremy Hunt, to issue his "autumn statement" on Thu, the LGA's Community Wellbeing Board, David Fothergill, called for increased funding for sexual healthcare.

"To ensure councils can continue to meet the sexual and reproductive health needs of their communities, they need to see long-term increases in the public health grant at the upcoming autumn statement," he said.

"Cuts to spending on sexual health, as with other areas of public health expenditure, are a false economy."

## ACT should follow NSW

CANBERRANS deserve the same access to basic healthcare as residents living in NSW, Pharmaceutical Society of Australia (PSA) ACT Branch President, Olivia Collette, believes.

Following the NSW Government's decision to launch a 12-month state-wide pharmacist prescribing trial for urinary tract infections (UTIs), oral contraceptives and medications for minor skin conditions and ear infections (PD 14 Nov), Collette has called on the ACT Government to implement a similar pilot.

"Canberrans deserve better access to medicines, whether it's antibiotics for an infection or oral contraceptives," she said.

"Forcing a patient who has been on oral contraception for years, for example, to wait for a GP appointment to get their script renewed significantly limits the accessibility of contraception and basic healthcare.

"Pharmacists are Canberra's most accessible health care providers, we are ideally placed to support patients to access to contraception



and basic healthcare."

Collette said that allowing pharmacists to provide treatment for minor ailments would help bridge the access gap caused by GP shortages.

"When a patient has a painful infection and can't see their GP, they're going to go to the emergency department to seek treatment," she said.

"This is only putting more pressure on our already stretched hospitals.

"We know that GP shortages are not going to be fixed overnight.

"The ACT Government should take immediate action to allow pharmacists to support community health.

"The Government must put patients first."

## WA intern program sets regional record

A RECORD number of pharmacy graduates will go to remote and rural areas under the Western Australian Country Health Services' Pharmacy Intern Program in 2023.

The program will provide nine graduates with accommodation subsidies, travel allowances and equipment to complete their mandatory intern year in regional parts of the State.

WA Health Minister, Amber-Jade Sanderson, said the program aims to boost the

number of pharmacists working in regional and remote areas.

"This is just one of the many ways we are working to attract and retain healthcare professionals across the health system," she said.

"It is hoped this program will drive graduates to consider a long-term career in country WA.

"In return, country communities will benefit from greater access to regional pharmacists in both hospital and community settings."

## Guild Update

### 50<sup>th</sup> edition of Guild Digest

THIS year marks the 50<sup>th</sup> edition of the Guild Digest, the publication examining the operation and financial performance of Australian community pharmacies.

The Digest 2022 presents a snapshot of Australian pharmacy business conditions for the 2020-21 financial year.

National President of the Pharmacy Guild, Trent Twomey, said the success of the Digest was due to the participation of community pharmacists.

"This is a crucially important annual survey, particularly this year during a period of transition to the seventh Community Pharmacy Agreement," Twomey said.

"Without their contribution and support, this Digest edition would not have been possible.

"The insights provide vital intelligence from which we can have a deeper understanding of the issues that members face.

"The Guild also recognises the strong support of the pharmacy accounting firms that have provided tangible assistance by contributing de-identified information to the Digest on behalf of their pharmacy clients."

The 50<sup>th</sup> Guild Digest can be accessed **HERE**.

# “See the magic happen”

## We asked Eric Chim what he has experienced since joining the TerryWhite Chemmart network.

TWC gives us regular industry updates to ensure we are on top of changes and can maximise opportunities for our business. We have a Joint Partner Plan, that is designed to grow the business and my Business Development Manager works with me to help drive outcomes. We have a whole team of people in the support office to call upon, who are experts in their field; category managers who know their business and IT and service teams who are very responsive.

### “Customer numbers and basket sizes have increased.”

Health services has been a huge opportunity for us to acquire new customers. There’s been so many strategies, resources, and services we’ve rolled out. I did have some initial concerns that my business would lose identity when the new sign went over the door, but it’s been the opposite of that.

### “We had been in the area for 10 years and changing to TWC immediately brought new faces into the pharmacy.”

Some patients have told me they used to pass through our area, but now stop when they see my pharmacy sign. I also see other TWC customers who aren’t regulars but seek out TWC pharmacies. I think customers are more confident about the range and pricing. Some ranges we didn’t stock before, and they have proven to be our best sellers. Exclusive brands have performed well for us too.

### “The first time we got an online order was exciting for us.”

At the start of COVID-19 I was thinking my pharmacy had to go online but there was no way I could launch ecommerce and click and collect on my own. It was a piece of the business I have been wanting to get off the ground for years that finally happened. I’m relieved that we are online now as its important to future proof the business.

### “This is the opportunity to make a difference with your pharmacy and patient services.”

All the things you dreamed of you can put into action with the right team behind you. I can’t put in words the difference it’s made to me. Join and see the magic happen.

“ I now have enough strategies and tools in the chest to not only survive but to thrive in the years ahead. ”

Eric Chim  
Network Partner at TerryWhite Chemmart  
West Leederville, WA  
(Joined TWC in December 2021)



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