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Today's issue of PD

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

- TerryWhite Chemmart
- Sigma Healthcare

TWC boost

WESTERN Australian pharmacy owner, Eric Chim, has seen new faces coming into his pharmacy and increased basket sizes since he joined the TerryWhite Chemmart network.

For more go to **page four**.

Take a Leapp

PHARMACISTS looking to advance their skills and boost the quality of patient engagement can sign up for Sigma Healthcare's Leapp Dispensary Excellence Program. See **page five** for more.

Sigma focused on rebuilding trust

DELIVERING consistency and restoring consumer trust will be critical to pharmaceutical wholesaler Sigma Healthcare's success, the company's new CEO, Vikesh Ramsunder, says.

Speaking with *Pharmacy Daily*, Ramsunder said that over the last six months the business has transformed its operational performance.

"I have to believe it's just going to get better every single month, as we improve," he said.

"The big job for me is not necessarily focusing on the delivery, it's winning back the trust and confidence with customers that I can continue delivering - that takes time.

"I'll be the first to admit there's certainly been some confidence lost in our ability over the last year.

"You can't talk that up, you have to deliver it.

"[And] as you consistently deliver good execution on operational

performance customers then feel confident to return, but you've got to prove to them that you've sorted your issues out and that's really what I'm busy with at the moment."

Ramsunder said that Sigma was taking a long-term approach to expanding its pharmacy franchise network, noting that building confidence in the wholesaler's ability to deliver would be key.

"[Once] they trust your service delivery and then as your brand strategies start to come to fruition, and you are able to talk to your customer in a more relevant way, then your franchise members become your greatest spokespeople and you can attract more brand members," he said.

"It's a long-term play, you're not going to get massive change overnight, but if you do all the right things and you do it well, you have to believe over the long-term you're going to win."



With Sigma unveiling plans to consolidate its pharmacy brands under the Amcal and Discount Drug Store banners last month, Ramsunder confirmed that 50% of Guardian Pharmacy franchisees have committed to transitioning their stores to Amcal (*PD* 27 Sep).

Ramsunder told *Pharmacy Daily* that the company will convert its first Guardian store to Amcal next week, as it seeks to disband the brand by the end of 2023.

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Greens contraceptive access push

SHORTAGES of GPs across Australia are behind the Australian Greens push to empower pharmacists to provide women with access to oral contraceptives.

Greens Senate Leader and Spokesperson for Women, Senator Larissa Waters, has called on the Community Affairs Reference Committee to conduct an inquiry into barriers to achieving universal access to sexual and reproductive health information, treatment and support for women.

Waters told *Pharmacy Daily* that the party wanted to boost access to contraceptives.

"There are clear benefits to making contraceptives available under pharmacist or nurse-led care," she said.

"It can help promote regular and consistent use of contraceptives and prevent inadvertent breaks in contraceptive administration because you can't get to the GP. "The Therapeutic Goods Association (TGA) in 2021 found



on an interim basis that the risks of making the contraceptive pill available over-the-counter outweighed the benefits.

"The Greens are very keen to explore this and any other way of making contraceptives more accessible."

Waters added that "improper access to sexual and reproductive health services, and appropriate sexual health literacy, is a serious healthcare issue and must be addressed as such".

"Empowering healthcare

professionals, whether that's pharmacists, nurses or culturally safe frontline services, to engage with people about sexual and reproductive health will improve access," she said.

"An inquiry allows us to look at ways to do that, while maintaining quality of care.

"The Australian Greens will continue to demand better support and care for those who need any sexual health or reproductive service whenever, wherever, and however they want to access it."

Two weeks to go

THE Pharmacy Assistant National Conference will return shortly after its COVID-19-induced hiatus.

The event runs from 28 to 29 Oct at Brisbane's Sofitel.

CLICK HERE to register.

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To read T&C's, please click here

McMillan talks rural pharmacy

PHARMACEUTICAL Society of Australia Pharmacist of the Year, and Deputy National Rural Health Commissioner, Professor Faye McMillan, discusses her experiences of working in rural and remote areas on the Australian Health Practitioner Regulation Agency's new podcast.

CLICK HERE to listen now.

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Dispensary Corner



ADMINISTERING a vaccine to a high-profile individual may be a daunting task for some.

However, when US National Institute of Allergy and Infectious Diseases (NIAID) Director, and the international face of the COVID-19 pandemic, Dr Anthony Fauci, showed up at a Walgreens store in New York for a COVID booster, he had the added distraction of *The Late Show* host, Stephen Colbert, and a crew of cameramen.

As the pharmacist was preparing the vaccine, Colbert asked Fauci, "do you think he's nervous to give Anthony Fauci a shot?"

"I'd say he is," the doctor said. "I hope he doesn't blink!"

However, when Colbert asked the pharmacist how he felt about immunising the 81-year-old health expert, the response was not what the TV host had expected.

"I've done this plenty of times," the pharmacist said.

"He's actually only the third most famous person I've ever vaccinated."



College backs call for Rx standards

THE Pharmacy Board of Australia's decision to authorise the Australian Pharmacy Council (APC) to develop accreditation standards for pharmacist prescribing training, is being welcomed by the Australasian College of Pharmacy (PD 07 Oct).

College President, Michelle Bou-Samra, said the move was a positive step forward for the profession.

"This announcement is a positive development for pharmacists to provide greater healthcare services to patients and deliver better health outcomes for all Australians," she said.

"As a leading education provider for the pharmacy industry, the College will support pharmacists across Australia with their education needs as they continue on their journey to full scope of practice."

"This is evident with our recently



announced complimentary urinary tract infection training for Queensland pharmacists, following the permanency of the UTI health service in community pharmacies across the state from 01 Oct."

"Our mission is to provide high-quality education and training to ensure pharmacists are practising

to their full scope, in the areas of practice they choose, to provide more for their patients."

"The College looks forward to working with the Pharmacy Board of Australia and the APC to ensure timely development and implementation of pharmacist prescribing education programs."

HEALTH & BEAUTY

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“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)



Want to grow your business? Call today:

Richard Jensch (QLD) – 0401 560 712
Gary Flynn (SA/NT) – 0488 223 155
Fiona McKenzie (NSW) – 0437 599 920
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TO FIND OUT MORE CONTACT

health.services@sigmahealthcare.com.au

“After more than two decades as a pharmacist, I was still surprised by some of the things that I learnt during LEAPP. Since completing the Program, I still use those tips on a daily basis to help get the most out of my dispensary, team and customer interactions.”

Karen

- Amcal Wilsonton

