

Ramsay Pharmacy

RECONNECT & REIGNITE CONFERENCE 2022

Ramsay Pharmacy Group was delighted to welcome our key leaders and managers to our first conference since borders and isolation rules changed how we met! We celebrated 15 years of the Ramsay Pharmacy team, our *Better Award* Winners and team members who celebrated over 10 years of service.

Congratulations to our Award Winners for 2022:

- **Better Care** (Community Pharmacy)
Ramsay Pharmacy Ovens Street
- **Better Care** (Hospital Pharmacy)
Strathfield Private Hospital Dispensary
- **Better Together Team**
Noosa Hospital Dispensary
- **People Caring for People**
Rayana Alawie – Professional Care Pharmacist
- **Excellence in Leadership**
Mariella Castro – Pharmacy Manager and Franchisee
- **Intern of the Year**
Charlie Wang – Intern Pharmacist



Our team had the opportunity to reconnect with each other while hearing from inspirational leaders both within the Ramsay Pharmacy Group and the wider Ramsay Health Care business. We cannot wait to reconnect with you again in 2023 as we continue to deliver #bettercare together.



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Today's issue of PD

Pharmacy Daily today features three pages of news, a cover wrap from Ramsay Pharmacy and full pages from:

- TerryWhite Chemmart
- Sigma Healthcare

Ramsay connects

RAMSAY Pharmacy Group marked its 15th year in operation with its first conference in three years.

The event provided an opportunity for the group's leaders and pharmacy managers to reconnect, and celebrate the brand's star performers through the Better Care Awards program, with Wangaratta's Ramsay Pharmacy Ovens Street taking the Community Pharmacy title, and Stratfield Private Hospital Dispensary winning the hospital award.

See **cover page** for more.

College ready for journey to full scope

AUSTRALASIAN College of Pharmacy President, Michelle Bou-Samra, has pledged the organisation will be there to meet the training needs of pharmacists as the profession's scope of practice expands.

Welcoming the Queensland Government's decision to support the North Queensland Pharmacy Scope of Practice Pilot, Boa-Samra said the College

would be providing pharmacists "the additional training needed for them to offer more primary healthcare services for their patients".

"As more states and territories commence the journey to full scope of practice, the College will offer the appropriate training and education to all pharmacists, taking the profession to the next level," she said.

RACGP still says 'no' to NQPSPP

GENERAL Practitioners are once again raising concerns about the controversial North Queensland Pharmacy Scope of Practice Pilot (NQPSPP), which is set to start late in 2023.

Queensland Health Minister, Yvette D'Ath, officially gave the trial the green light at the Pharmacy Guild of Australia Queensland Branch's annual Parliamentary Reception on Wed (**PD 13 Oct**), after months of planning.

Royal Australian College of General Practitioners (RACGP) Vice President, Dr Bruce Willett, told *NewsGP* that he was "very disappointed and concerned for patients" following the announcement, saying the trial would see North Queenslanders receiving "second-class treatment".

"Patients deserve to be diagnosed and treated by medically trained doctors," he said.

"These decisions are disappointing, particularly after we saw common sense prevail when

the RACGP successfully advocated on behalf of patients for COVID-19 anti-viral agents to remain a Prescription-Only item."

Willett said the Queensland Government's decision appeared to be focused on supporting the Guild rather than patient care.

"This is an obvious conflict of interest to boost drug sales," Willett said.

"It is completely against the aims of the Commonwealth Government's medicines policy, which is supposed to protect patients by separating prescribing and dispensing.

"The Queensland Government should be dealing with the issues in its own hospital systems that impact ambulance ramping, instead of investing time and money in band-aid solutions like this – which will ultimately worsen ramping.

"We should be addressing this by improving access to doctors."

Representatives of both the RACGP and the Australian Medical



Association (AMA) walked away from the NQPSPP Steering Reference Group earlier this year, citing their concerns about patient safety (**PD 14 Feb**).

Guild Queensland Branch President, Chris Owen, has previously described attacks on the trial by the RACGP as "unhinged", saying the organisation's claims that the NQPSPP would "fragment care and lead to poorer patient health outcomes" were not backed by evidence.

"It's clear that the RACGP wants to control patients not produce better patient outcomes," Owen said.

APP super early bird deal countdown

THE clock is ticking for pharmacists planning to attend next year's Australian Pharmacy Professional Conference (APP) to secure a 10% discount on early bird registration rates.

The first 200 delegates to register for the annual pilgrimage to the Gold Coast using the discount code - FIRST200 - will be able to access the special offer.

The deadline for accessing early



bird rates is 31 Jan 2023.

APP organisers are also offering flexible cancellation and refund policies.

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NEW

Sigma unveils Amcal, Guardian PotYs

SIGMA Healthcare's Amcal and Guardian banners honoured their top-performing pharmacies and staff at the group's National Retail Conference on the Gold Coast earlier this week.

Amcal and Guardian Brand Lead, David Preston, said the event marked a special moment where teams from across the two brands could come together to reflect on and celebrate their achievements, while looking towards the future following Sigma's announcement that it aims to disband the Guardian banner by the end of 2023.

"This year's Amcal and Guardian Conference was a welcome chance to bring our teams across Australia together to engage in professional development sessions, peer-to-peer workshops and to better understand our brand strategy as we join forces in 2023," he said.

"Most importantly, the conference provided the opportunity for us to celebrate the

hard work of our pharmacy and retail teams over the past year.

"While we know that every single team member contributed to the critical role of delivering expert healthcare services and assistance to their communities throughout the pandemic, it was a pleasure to recognise and celebrate the exceptional work of this year's award recipients."

Nagel's Amcal+ Pharmacy Leongatha, Victoria, landed the Amcal Pharmacy of the Year (PotY) crown for "embodying excellence in every aspect", while Mooloolah Valley Guardian Pharmacy in Queensland took home the Guardian PotY title, "for their strong community engagement, customer-centric focus, proactive business planning and for their commitment to continuous improvement".

Pharmacy Guild of Australia 2022 Excellence in Business Management Award winner, Amcal+ Life Clinic



Donnybrook, WA, landed the Amcal Professional Service award, while Clermont Guardian Pharmacy, Queensland claimed the brand's Community Engagement title.

ACT-based Amcal+ Pharmacy Salamander Bay's Liz Howarth, and Beaconsfield Guardian Pharmacy, Victoria's Megan Beadle, took out their respective brand's Pharmacy Assistant of the Year awards.

Amcal+ Pharmacy Kempsey, ACT's Leah Ryder, and Queensland Caroline McCreery from Maryborough Guardian, won the Retail Manager of the Year titles. See **page five** for more.


FIP focuses on cancer care

THE International Pharmaceutical Federation's (FIP's) Practice Transformation Program on Non-Communicable Diseases is turning its focus to cancer with the launch of two new support tools for pharmacists.

The *Knowledge and skills reference guide for professional development in cancer care*, aims to highlight key considerations for educators in the area of cancer to support pharmacists' professional development.

The *Cancer care - a handbook for pharmacists*, provides information for pharmacists about supporting patients through all stages of cancer care from prevention and screening, to treatment management, complications and end-of-life care.

CLICK HERE for more.

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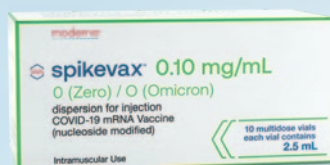
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Moderna's SPIKEVAX BIVALENT Original/Omicron COVID-19 vaccine has provisional approval as a booster for active immunisation to prevent COVID-19 caused by SARS-CoV-2 in individuals 18 years of age and older.¹ The use of these vaccines should be in accordance with official recommendation.¹

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▼ This vaccine is subject to additional monitoring in Australia. This will allow quick identification of new safety information. Healthcare professionals are asked to report any suspected adverse events at www.tga.gov.au/reporting-problems.

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Reference: 1. Spikevax Bivalent Product Information, August 2022.



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Dispensary Corner



GIVING loyal customers a freebie may be a good strategy to keep them coming back for more - if you're a baker.

However, as a pharmacist doling out extra pills discovered it's not such a good idea, as US pharmacist, Richard Boahene, discovered.

The 40-year-old from Lancaster County, Pennsylvania, was charged last week following an investigation into his dispensing habits, which claimed he gave customers more pills than they had been prescribed, and he also doctored prescriptions.

Investigators alleged Boahene also got money from medical insurers for prescriptions that were never picked up by the patients.

Boahene who owns a Quik-Med Pharmacy is also accused of filing fraudulent prescriptions for himself and other medical assistance patients - worth in excess of \$125,000 - over a two-year period.

Modeus lands WA deal

HEALTHCARE software provider, Modeus, will roll its HS8 Controlled Medication Register app out across the Western Australian health system, after securing a tender with the State Government.

The application integrates with many hospital systems, removing duplication and making workflows more accurate and efficient.

Modeus CEO, Carl Zufi, said the firm was thrilled to be partnering with WA Health following the successful electronic medications registers and compatible remote locking devices tender.

"Modeus initially presented HS8 to the WA Health Chief Pharmacists back in 2017 and since this time our company has been on a journey to continually improve the product with new integrations, new features and design enhancements," he said.

"We are delighted that WA hospitals will be implementing a product that is truly the first of its kind anywhere in the world.

"I personally couldn't be prouder of the Modeus team and would like to thank WA Health for putting its faith in our company.

"We acknowledge this as a fantastic opportunity for our



company, and we can't wait to get started."

The application will initially be rolled out to Perth's King Edward Memorial Hospital, before being implemented across the broader public hospital system.

King Edward Memorial Hospital Chief Pharmacist, Michael Petrovski, said Modeus's HS8 would help prevent medication errors.

"WA Health are looking forward to partnering with Modeus to deliver HS8 to Western Australian public hospitals.

"Improving medication safety and governance throughout our hospital network has been at the forefront of our thinking to meet the needs of a digital health system."

Caring beyond the dispensary

TERRYWHITE Chemmart (TWC) has donated more than \$800,000 worth of baby products to six children's and community organisations.

TWC Executive General Manager, Nick Munroe, said it was important for the pharmacy network to come together to make a difference to families experiencing hardships, beyond the provision of health services.

"Our TWC network partners have a deep sense of connection to our local communities and are extremely supportive of community organisations," he said.

"We want to commit our resources the best way possible to create long-lasting change for children and families in need in Australia."

TWC's donations will be distributed by The Central Aboriginal Congress, Vinnies, Coast Shelter, The Village Co, Boondall Lions Club and Lifeline Darling Downs.

The Emergency Locum Service (ELS) provides support to community pharmacies in rural and remote regions of Australia via direct access to pharmacist locums in emergency situations.

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TOGETHER



AMCAL AND GUARDIAN AWARDS GALA

Honouring our top pharmacies

Some of the country's top pharmacies were honoured on Tuesday night at the annual Amcal and Guardian Retail Conference Gala Awards Dinner on the Gold Coast. The big winners of the night include **Nagel's Amcal+ Pharmacy Leongatha - VIC** taking home 'Amcal Pharmacy of the Year' and **Mooloolah Valley Guardian Pharmacy - QLD** named as 'Guardian Pharmacy of the Year'. Our pharmacies play a pivotal role in providing health solutions to our community. That is why we recognise their contributions to the brands and communities they serve.

The conference was a great opportunity to celebrate, recognise and honour the award winners. Congratulations to all the winners and thank you to all pharmacy teams across Amcal who continue to create a strong network together.

Other award winners on the night included:

Amcal Pharmacy of the Year - Professional Services
Amcal+ Life Clinic Pharmacy Donnybrook - WA

Guardian Pharmacy of the Year - Community Engagement
Clermont Pharmacy - QLD
New Norfolk Guardian - TAS

Amcal Retail Manager of the Year
Leah Ryder - Amcal+ Pharmacy Kempsey - NSW/ACT

Guardian Retail Manager of the Year
Caroline McCreery - Maryborough Guardian - VIC

Amcal Pharmacy Assistant of the Year
Liz Howarth - Amcal+ Pharmacy Salamander Bay - NSW/ACT

Guardian Pharmacy Assistant of the Year
Megan Beadle - Beaconsfield Guardian Pharmacy - VIC

The awards were part of the Amcal and Guardian Retail Conference which included a mix of professional and industry speakers, retail workshops, plenary sessions and supplier exhibits.

