

“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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**TerryWhite
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Today's issue of PD

Pharmacy Daily today features three pages of news, a front cover from TerryWhite Chemmart, plus a full page from Floridis.

Thriving in WA

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

Penisole warning

THE Therapeutic Goods Administration (TGA) has issued a safety advisory for Penisole (ayurvedic). The warning came after high levels of lead were identified in the product, which has not been approved for supply in Australia.

Scope not defined by AMA: Twomey

AUSTRALIAN pharmacists' scope of practice should be set in comparison to pharmacists in other developed nations, not the medical profession, Pharmacy Guild of Australia National President, Trent Twomey, believes.

Speaking at the Guild's Pharmacy Industry Roadshow in Sydney on Mon, Twomey said efforts to extend pharmacists' scope of practice, and plans to boost pharmacists' qualifications to a Doctor of Pharmacy (**PD 06 Sep**) were not designed to see the profession "encroach" on the Australian Medical Association's (AMA's) "turf".

"We don't define the practice of community pharmacy relative to another profession," he said.

"They will say we are trying to cut in on their turf, we're trying to encroach on what it is that they do.

"Of course nothing could be further from the truth.

"What we're doing is defining the practice of community pharmacy in Australia based on international



community pharmacy standards.

"The community pharmacy profession in other highly developed countries has evolved and we have not - out of 38 [OECD] countries we have the second lowest scope of practice.

"The funny thing is that they're talking about scope of practice relative to them, we're talking about scope of practice relative to the patient.

"Quite frankly, there are no doctors in general practice anyway, and it's getting harder and harder to get one.

"I feel sorry for them, because I love my GPs - I think they should be properly funded, properly remunerated and properly looked after, but pharmacy does not define itself relative to the medical profession, we define ourselves relative to our peers."

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Co-pay cut to make big difference

LEGISLATION cutting the maximum general co-payment for Pharmaceutical Benefits Scheme (PBS) listed medicines is to go before the Federal Parliament today.

The proposed legislation will enact Labor's pre-election pledge to cut the cost of PBS medicines from \$42.50 to \$30 (PD 04 May), from 01 Jan 2023.

Announcing the \$12.50 reduction, Prime Minister, Anthony Albanese, said the move "will make an enormous difference to millions of Australians, their out-of-pocket costs, [and] to their health as well".

"This decision that we're announcing, that we're introducing into Parliament, will make a difference," he said.

"When you hear stories about people coming into pharmacies with multiple scripts and asking for advice about what can be delayed, what medicine that they need... that can make an absolutely enormous difference to their lives.

"There are so many drugs that

are required that if you miss them out for a day you might or mightn't notice, but for two days, three days, four days, it has a real impact."

Speaking from experience, the Prime Minister said that he had "ended up" at Royal Canberra Hospital due to reflux, which he said was "fixed" using a "very simple medication", with "no cost to the health system".

Pharmacy Guild of Australia National President, Trent Twomey, described the cut to the general co-payment as the most significant change to the cost of and access to medicines since the PBS was established, adding that it will boost medication adherence.

"As primary healthcare workers, community pharmacists have increasingly been hearing patients say they simply cannot afford their medicines, often faced with deciding who in the family will go without in order to put food on the table or pay their bills," he said.

"The Guild and community



pharmacies have advocated strongly on behalf of patients for a reduction of the cost of medicines and today we thank the Federal Government for taking action.

"Making medicines cheaper will help reduce medicine non-adherence which directly contributes to higher healthcare costs, including preventable hospital admissions and readmission.

"In addition to increasing the universality of the access to medicines, this is a big step in addressing cost of living pressures and I congratulate the Government on acting so quickly to fulfil this election promise."

New ACP Fellow

NSW-BASED pharmacist, Raymond Li, has been made a Fellow of the Australasian College of Pharmacy (ACP).

Presenting the honour at Pharmacy Connect last week, ACP President, Michelle Bou-Samra, praised Li's contribution to the College and pharmacists' education, saying the Fellowship was recognition of his achievements as a pharmacist.

Li, who was named as an Associate Fellow of the College in 2018, said the process of becoming Fellow was "a rewarding experience".

"I encourage all pharmacists to build their portfolio and showcase their contributions in an application to the College," he said.

"Becoming a Fellow of the College provides important recognition for all the contributions I have made to the pharmacy profession."

Early bird rego opens for APP2023

DELEGATES planning to attend the Australian Pharmacy Professional Conference (APP) next year can save \$120, if they are among the first 200 to register for the event.

Conference Convenor, Kos Sclavos, confirmed that the event will once again be backed by a COVID-19 refund guarantee should government restrictions prevent them from attending.

"We know that this guarantee was a welcome option for delegates during the continued uncertainty of 2022," he said.

"The conference theme for APP2023 is 'evolve, engage, explore', which perfectly sums up the APP experience."

The event will be held on the Gold Coast over 23-26 Mar 2023.

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Dispensary Corner



ALCOHOL should be consumed in moderation, but every now and then even the most sensible amongst us overindulge, with traumatising side effects.

The morning after the night before many of us have gingerly wandered around the house desperately searching for a cure to alleviate the horrific combination of a pounding headache and an unsettled stomach, mixed with a subtle sense of amazement at waking up at home.

While hospital doctors may recommend a saline IV drip to help rehydrate after a night of excess, it simply is not an option for most.

However, former US Army infantry officer-turned-pharmacist, Dr Chris Jackson, has shared his hangover treatment on social media platform, TikTok.

Jackson's simple option requires nothing more than a bowl of ice-cold water and a little bit of courage.

The "alternative treatment" requires the "patient" to plunge their head into the bowl to trigger the "mammalian diving response", which sees blood redistributed to vital organs, limiting oxygen consumption among non-essential muscle groups.



HEALTH & BEAUTY

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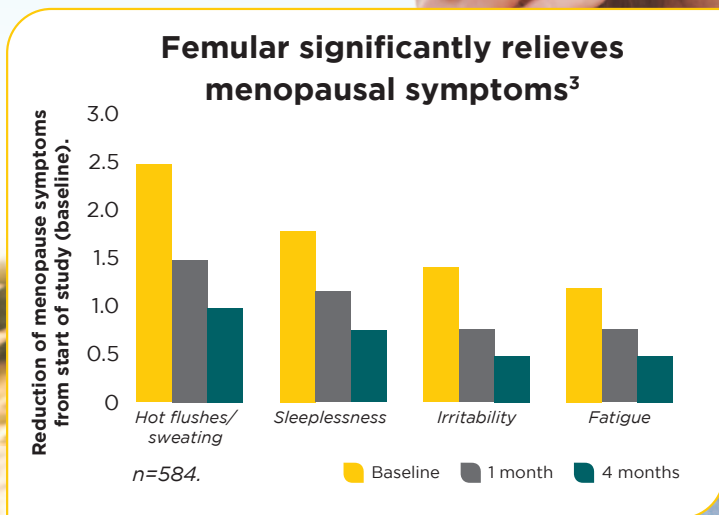
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