

Guid Update

This week's update from the Pharmacy Guild

QCPP

Is your pharmacy Quality Care Pharmacy Program (QCPP) accredited and are you looking for ways to improve your bottom line?

One of the most effective ways to improve business outcomes is to gain a deeper understanding of what your customers want and how they perceive your pharmacy so that you can better meet their expectations.

The QCPP supports pharmacies to achieve excellence in many areas, including customer care.

As such, QCPP is offering accredited pharmacies the opportunity to participate free of charge in a patient feedback survey conducted by highly regarded health care surveying specialists Client Focused Evaluation's Program (CFEP).

But places are limited – only the first 600 pharmacies to register before Friday 21 January will be able to participate.

All materials required for the survey will be delivered free to the pharmacy in early February.

CFEP will collate the survey data and participating pharmacies will receive de-identified data regarding what their patients think of the service received.

Most importantly, you will also receive a report with suggestions regarding use of the data to help you achieve improved results.

The de-identified aggregate results of the survey will be presented at Australian Pharmacy Professional (APP) Conference in March 2011, which will provide value for the whole industry.

For further information call the QCPP helpline 1300 363 340.



The Pharmacy Guild of Australia

PSA launches a new guide

A NEW '2011 Guide to PSA Programs' has been released this week under the authorship of the Pharmaceutical Society of Australia.

The PSA professional development and practice support Guide, according to the PSA, is designed to aid pharmacists in maintaining and growing their professional practice by helping them to plan their professional and business development program for the entire year well ahead of time.

The Guide features details of all the activities, programs and events offered throughout 2011 under the PSA banner.

"These offerings enable pharmacists to develop and improve their knowledge and skills base through activities tailored to their particular practice and professional needs," said National

Wound approval

THE US Food and Drug Administration has granted marketing approval to B. Braun Medical Inc's new ready-to-use Prontosan Wound Management Gel as an over-the-counter treatment.

The Gel has a 28 day shelf life after opening, and works to prevent infection by aiding in the removal of dirt and debris from chronic wounds, skin ulcers and abrasions, including those located in skin folds, fissures and wound pockets.

The gel also works to moisten and soften encrusted wound coatings, and is non-toxic and biocompatible.

Prior to the approval the Gel was only available for use in healthcare settings and via prescription.

See www.fda.gov for details.

1+1+1=414 Member Pharmacies



Choose the membership that best suits your business & lifestyle goals.

President of the PSA, Warwick Plunkett.

"It is important for members to examine the updated guide for 2011 as PSA is constantly developing and refining its programs to deliver the best possible resources and information to members," he added.

The new Guide is now accessible to members under the 'What's New' section of the PSA's website (www.psa.org.au), whilst a hard copy will also be delivered to members over the next few weeks along with the January edition of the PSA journal 'Australian Pharmacist'.

Mental health boost

AUSTRALIANS suffering mental health problems are set to benefit from the Federal Government's \$113.2m investment in the mental health sector.

Available from 01 January 2011, the funds will be funneled into targeted mental health initiatives including: Mental Health First Aid training for community workers to better identify and respond to people at risk of suicide or who have attempted suicide; as well as online mental health and counselling services.

Other initiatives benefiting from the funding include *beyondblue's* National Workplace Program and its new men's mental health and suicide awareness campaigns; as well as the *KidsMatter* program designed to promote mental health and improve children's resilience.

Triad prep recall

TRIAD Group alcohol prep pads, swabs and swabsticks have been recalled in the US due to potential contamination with *Bacillus cereus*.

PSA intern training

THE Pharmaceutical Society of Australia is advising pharmacy students that they have until 24 January to enroll in its National Intern Training Program (NITP).

Accredited by the Australian Pharmacy Council (the independent accreditation body for the Pharmacy Board of Australia), the program has been developed after consultation with pharmacists and students, and has a "special focus on workplace relevance".

See www.psa.org.au/intern.

Fentanyl approval

WATSON Pharmaceuticals' has received US Food and Drug Administration approval for its generic Fentanyl Buccal tablets, USP, in the 0.1, 0.2, 0.4, 0.6 and 0.8 mg strengths, for the management of breakthrough pain in cancer patients aged 18 years and over.

The move marks the first generic version approval for the drug, and as such may entitle Watson to a 180-day market exclusivity period.

Cephalon, maker of the original Fentora tablets, is still however holding out hope that it will win its current lawsuit against Watson regarding the new generic, and claims that it infringes several existing Cephalon patents.

At present a verdict on the case is still pending in the US court system, and Watson has been ordered to hold off on launching the generic until a decision has been handed down.

Soliris is Life Saving

SOLIRIS is now listed on the Life Saving Drugs Program, not the PBS as printed in yesterday's PD.

Pharmacy Daily
Pharmacy Job
of the Day!

Jobs4Careers is Australia's leading source for pharmacy jobs ... click here to find out more and see the Pharmacy Daily Job of the Day ...

jobs4careers.com.au

APP2011

17-20 March

Gold Coast Convention & Exhibition Centre, Queensland

"Community Pharmacy: Innovation in Healthcare"



The Pharmacy Guild of Australia

REGISTRATION
NOW OPEN!

www.appconference.com



PSA's eye refresher

SPECIALIST eye doctor, Dr. Peter van Wijngaarden, has joined the line-up of expert speakers for the 2011 PSA Offshore Refresher Conference to be held in Venice and Salzburg from 1-10 May 2011.

Wijngaarden is a research fellow at the Royal Victorian Eye and Ear Hospital in Melbourne, and returns to the conference stage after his hugely popular foray at last year's PSA Refresher Conference.

At this year's European Refresher, Wijngaarden will present on topics including 'Ophthalmic Surgery and An Eye on the Future: Advances in Sight Restoration, Drugs and the Eye, Emergency Ophthalmology for Pharmacists', as well as 'Contact Lens Care' and 'OTC Eye Drops'.

He will also join the pre-conference tours in Milan and Verona, where he will discuss case history studies.

For information see www.psa.org.au/conference.

FDA's new tobacco power

TOBACCO companies in the US will, for the first time ever, have to disclose all information regarding tobacco products introduced or changed after 15 February 2007, following a ruling by the FDA after it was granted authority over tobacco products marketed in the US.

The new regulations cover cigarettes, roll-your-own tobacco and smokeless products and require tobacco companies to provide the FDA with full ingredients and additive lists for each product.

As part of its new powers, the FDA can also now order the withdrawal of products whose make-up was changed after 15 Feb 2007, if it deems the changes "raise different questions [relating to] public health".

The new rules also give the FDA the power to "require changes" to existing and new tobacco products including a reduction in both

harmful chemical and nicotine levels.

"No known existing tobacco product is safe, and a market order issued by the FDA for these products should never be interpreted as such" said Lawrence Deyton, director of the agency's Center for Tobacco Products.

"One of the FDA's missions required by this new law is to ensure new products do not pose an increased threat to the American public.

"These products will not be safer, but we are required by this law to not allow even more dangerous products to cause further harm to those Americans who use tobacco products," Deyton added.

For details see www.fda.gov.

Terry White appeal

TERRY White Chemists is urging its 160 member stores and 4,500 pharmacy employees to dig deep and donate to its flood relief fund.

Created to provide funds to those affected by the Queensland floods, the collection will be given to the Queensland Premier's Flood Relief Appeal for distribution.

"The reports from our stores, particularly our Rockhampton store are that the situation on the ground is dire," said company Chairman Terry White.

"It doesn't matter if you've only got a dollar to give, it all adds up," White added.

Terry White employees who wish to donate can do so via their intranet.

Stirling enters Canada

STIRLING Pharmaceuticals is set to sure up its Canadian presence, following license approval for a manufacturing plant in Nova Scotia.

"We are pleased to finally achieve full licensing of our pharma manufacturing plant, which now positions the company to pursue contract manufacturing revenues, as well as to commence formulation and production of a unique suite of Stirling Health branded products," said Stirling Products md, Peter Boonen.

Plans are now underway for the new plant to feature capability to manufacture Stirling branded OTC, prescription and natural therapies.



DISPENSARY CORNER

THE saga continues...

The pharmacist, Tim Lopez, who supplied Michael Jackson's doctor, Conrad Murray, with 255 vials of propofol during the three months leading up to the King of Pop's death, has taken the stand in court to testify that he was unaware that Jackson was Murray's only patient.

Lopez's testimony is part of a prosecution case against Murray who is facing manslaughter charges over Michael Jackson's 2009 fatal overdose.

According to Lopez, he believed that the propofol was destined for Murray's practice, and at one stage offered to personally drop it off whilst on a trip nearby the 'practice' address but was told by Murray to just "Fed Ex it the way we normally do".

As it turns out the drug was being delivered to Murray's apartment where his mistress lived.

IF that's a micro, what does a macro look like?

A piglet bred and sold as a designer 'micro pig' has surprised its owner by growing into a massive 18 stone beast.

The trend of selectively breeding pigs the size of teacups has gathered momentum in the last few years, particularly with inner city dwellers who would like a pet that can be accommodated in smaller residences, doesn't shed hair and can be house trained.

The owners of the now 18 stone 'micro' pig named Nessa have had to re-home their beloved porker after she outgrew their dog!

THE price of freedom = one kidney. Two sisters, Jamie and Gladys Scott, who were gaoled for life for their part in a robbery which netted them US\$7, have been released from a Mississippi gaol, after Gladys offered to donate one of her kidneys to Jamie.

The release comes after 16 years behind bars and will save the state US\$202,493 per year in dialysis fees for the daily treatment required by Jamie.

IT'S NEVER TOO EARLY TO THINK ZINKE

Every day this week, *Pharmacy Daily* is giving 2 lucky readers the chance to win a KeySun Zinke Pack, courtesy of KeySun.

Each pack is valued at \$26.93 and contains 3 products for babies and toddlers: Clear Zinke Roll on, Stick & Lotion.



The NEW Clear Zinke for Babies and Toddlers by Key Sun is:

- ✓ Dermatologically tested
- ✓ Fragrance free
- ✓ Non irritating, gentle formula
- ✓ Suitable for sensitive skin
- ✓ 4 hours water resistance
- ✓ Broad Spectrum UVA & UVB protection
- ✓ Very high sun protection SPF 30+
- ✓ Formulated by Australians, specifically for the Australian sun

For your chance to win this great pack, simply send through the correct answer to the daily question below:

KeySun Zinke Babies & Toddlers is great for young delicate skin and is tested.

Email your answer to: comp@pharmacydaily.com.au

First 2 correct entries received will win!

Hint: Visit: www.keysun.com.au

Congratulations to yesterday's lucky winners, Ferha Husain from Regional Health Care Group and Michael Bereszkowski from The Royal Victorian Eye and Ear Hospital.