

The future of integrated pharmacy management has arrived – Fred NXT

FREDNXT



Aust loves Amcal

SIGMA pharmacy chain Amcal has for the second year in a row taken out the Reader's Digest Quality Service Award.

The award is based on the consumer Quality Service Index score, which this year out-ranked all other pharmacy brands.

Amcal has previously won the Canstar Blue Most Satisfied Customers award for 2013 and 2014, as well as the International Customer Service Professionals outstanding Customer Service Award for 2014.

Sigma chief operating officer Gary Dunne said, "The consistency of Amcal's ability to win this consumer service award shows how well the brand lives up to its commitment to provide expert advice for all Australians."

See the full story on **page four** of today's *Pharmacy Daily*.

GP clinic phcy model call

THE Australian Government should follow the United Kingdom to provide funding support to integrate pharmacists into general practice clinics, according to the peak national organisation for pharmacists, the Pharmaceutical Society of Australia (PSA).

NHS England, the mouthpiece of the British Department of Health, has announced a £112m (AU\$211m) investment in new roles for pharmacists in general practice, which is expected to lead to an extra 1,500 pharmacists in general practice over the next five years.

PSA national president Joe Demarte said the UK's innovative pharmacist-GP model should be urgently considered with funding from the Federal Government as part of the 2016-17 Budget.

"There's been an overwhelmingly positive response to having pharmacists in general practice clinics in the UK – and many other countries, including New Zealand, Canada and the USA now have pharmacists providing clinical services in general practice settings," Demarte said.

"Australian pharmacists are highly-qualified health professionals however their skills, knowledge and expertise often go under-recognised and under-

utilised," he added.

In its 2016-17 pre-Budget submission, the PSA urged the Government to consider how existing health resources can be better coordinated and targeted within a collaborative primary healthcare model to improve health outcomes for all Australians.

"International experience shows pharmacists in a general practice setting not only improves patient health but can also strengthen links between local general practices and community pharmacies," Demarte argued.

He said the model PSA supports could allow greater integration of pharmacists and community pharmacies within the primary healthcare setting to ensure alignment and coordination of services, including those funded through the 6CPA.

"This model is good for patients, good for pharmacies and good for general practices."

"Practice pharmacists assist with medication enquiries from patients and health professionals, conduct staff education, mentor new prescribers, participate in case conferences, liaise across health sectors and evaluate drug utilisation to ensure optimal therapy," Demarte summarised.

CLICK HERE for PSA's 2016-17 full pre-Budget submission.

New PHN education

NEW CPD accredited education is now available on the Australian College of Pharmacy website, offering pharmacists the opportunity to improve their knowledge about neuropathic pain associated with postherpetic neuralgia (PHN), as well as outlining the effective treatment options.

The online module, titled *Treating and preventing postherpetic neuralgia*, also discusses the role of pharmacists in identifying, managing and treating patients with PHN.

Pharmacists who complete the education and the relevant assessment will receive 4.0 Group 2 CPD credits.

To access the program, go to www.acp.edu.au.

Mushroom poisoning

UNLESS you are an expert, it is almost impossible to be sure a given mushroom is safe with many of the innocent-looking Death Cap mushrooms, *amanita phalloides* having been found recently under oak trees, warns SA Health.

Consequently the advice from the government health authority is to act quickly, don't wait for symptoms to appear, and if possible take a sample of the mushroom ingested for accurate identification to prevent harm.

The Death Cap mushroom can lead to severe abdominal pains, nausea, vomiting and diarrhoea within six to twelve hours, said the alert.

Today's issue of PD

Pharmacy Daily today has two pages of news, plus full pages from (**click**):

- Pharmacy 4 Less
- Sigma

Derm Academy 2016

DESIGNED to update GPs and pharmacists on skin conditions that are interesting, common and possibly among the most difficult to manage, the Dermatology Academy this year is also seeking accreditation for pharmacist CPD.

The program has been developed by an independent steering committee of dermatologists, GPs and pharmacists.

Available in both Sydney and Melbourne, the event is offered at a special discounted rate of \$250 for pharmacists – **CLICK HERE**.

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Pharmacy DAILY

Thursday 28 Apr 2016

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Travel Specials

WELCOME to *Pharmacy Daily's* travel feature. Each week we highlight a couple of great travel deals for the pharmacy industry, brought to you by *Cruise Weekly*.

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These special deals are taking advantage of the last remaining cabins for 2016 cruises, various departure dates, if booked before the end of June.

Visit www.tempoholidays.com or ring 1300 362 844.

SHPA lauds RTPM

THE Society of Hospital Pharmacists of Australia (SHPA) has welcomed the news that the 2016/17 Victorian budget will include close to \$30m worth of funding for real-time prescription monitoring (RTPM) software.

Victoria's Minister for Health, Jill Hennessey, made the announcement in the Pharmacy Department at Alfred Hospital, hosted by its director of pharmacy Professor Michael Dooley.

"I appreciated the opportunity to talk to the Minister about the announcement and to reinforce the important contribution pharmacists make to reduce the harm associated with misuse of opioids and other medicines," remarked Dooley, who is also the SHPA president.

"SHPA looks forward to close involvement with the implementation of this system, and most importantly, approaches to improving the capacity and capability of clinicians, including pharmacists, to support patients and carers who are dealing with this major problem," he continued.

The funding will also provide counselling and addiction services.

AZ bid for Medivation

Following a rebuffed bid by pharmaceutical giant Sanofi to acquire oncology biotech company Medivation, AstraZeneca (AZ) is now being linked to a \$10 billion bid, according to a report by *FierceBiotech*.

Blockbuster prostate cancer drug Xtandi (also sold by Astellas) is the jewel attracting all the attention in Medivation which is consequently said to be valued at up to \$8.7 billion, according to sources speaking with the UK newspaper *Sunday Times*.

While Sanofi may be going "hostile" according to *Reuters*, AZ may prove to be a white knight, providing it can outbid other rumoured oncology-oriented suitors such as Roche, Amgen or Gilead.

Lang Yi Hao warning

THE Therapeutic Goods Administration (TGA) has issued a safety advisory about Lang Yi Hao tablets posing a health risk.

The tablets have been found to contain both sildenafil and chloramphenicol, undeclared and only available on prescription.



DISPENSARY CORNER

CANINE cardiac comfort.

Dog owners and their pets are more in sync than they realise with both parties' heart rates slowing when they are together, consequently reducing stress, according to sports scientist Dr Craig Duncan, in a *News Limited* report.

A pet dog can also improve recovery from heart attack, according to Monash canine scientist and PhD student Mia Cobb.

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Win with Bosisto's

This week Pharmacy Daily and Bosisto's are giving away each day a Bosisto's EucoSteam Inhaler combo and EucoSteam Inhalant 200mL.

Bosisto's EucoSteam Inhaler is a portable and easy way to use warm steam inhalation for colds & flu. Just fill the lightweight inhaler with hot water (adding Bosisto's Inhalant for soothing eucalyptus vapours) and inhale the steam to help clear nose and chest congestion. Naturally soothing relief, anytime, anywhere.

More info at www.bosistos.com.au

To win, be the first from WA, SA or NT to send the correct answer to the question to comp@pharmacydaily.com.au

Name one benefit of the is product over old-fashioned ('bowl & towel') steam inhalation.

Congratulations to yesterday's winner, Sharyn McElean from the Pharmacy Guild of Australia.



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Part of the Business Publishing Group.

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AMCAL WINS BEST SERVICE AWARD FOR THE SECOND YEAR RUNNING



Amcal has again been recognised by the Australian public as the leading service provider in the pharmacy sector, winning the 2016 Readers Digest Quality Service Award.

This award recognises customer service satisfaction and excellence throughout the Amcal brand.



Amcal recorded the highest combined consumer Quality Service Index score, out ranking all other pharmacy brands to take out the award.

The qualitative feedback in the survey summarised Amcal's customer service: "The staff are friendly, well informed and competent in all areas".

Sigma Chief Operating Officer Mr Gary Dunne said winning the award for the second year running was great recognition for Amcal pharmacies around Australia and the dedicated Amcal team who look after customers everyday.

"The consistency of Amcal's ability to win this consumer service award shows how well the brand lives up to its commitment to provide expert advice for all Australians. Amcal pharmacists across Australia are being acknowledged for the care and service they provide to customers, so it is really pleasing for Amcal to again be recognised as leading the way for the second year running," he said.

This award follows consistent recognition for Amcal, having previously been awarded the Canstar Blue Most Satisfied Customers award for 2014 and 2013, and the International Customer Service Professionals (ICSP) outstanding Customer Service award for 2014.

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