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STAND 127

Today's issue of PD

Pharmacy Daily today has two pages of news plus a full page from Instigo.

DDS tops Morgan poll

NATIONAL pharmacy brand, Discount Drug Stores (DDS), has scooped the top prize for Roy Morgan's Annual Customer Satisfaction Awards in the Chemist/Pharmacy category for 2018.

Roy Morgan polls customer satisfaction scores from more than 9,000 Australians each month, ranking DDS tops for seven wins in 2018: Mar then May to Oct.

DDS' National Operations Manager Stephen Dunstan said, "DDS has always had a strong focus on service excellence, however in late 2017 the brand made dedicated changes at our Franchise Support Office to commit more resources to training our retail teams, enabling an even greater focus on customer service".

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Pharmacists in joint effort

OSTEOARTHRITIS and joint pain symptoms frequently present in pharmacy, but despite their crucial role, pharmacists also face "significant barriers to becoming integrated within the multidisciplinary team", according to a feature article in the *Pharmaceutical Journal*.

Pharmacists are being called upon to expand their scope of practice, fill the gaps in their knowledge, invest time in counselling patients and communicate with the multidisciplinary team.

These demands put huge time pressures on already stretched pharmacists, an outcome of their high accessibility as health professionals.

John Kielly, Clinical Pharmacist and researcher at the Memorial University of Newfoundland, Canada, said, "The major barriers seem to be lack of confidence or training, time and reimbursement, and liability concerns.

"Expanded scope for pharmacists is great, but the pharmacists' working conditions must allow them to incorporate these activities into their daily practice," Kielly said.

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"Right now I think there is a disconnect there, in that we are asking and giving permission for community pharmacists to do more and more, but their work environment is not changing to allow for this to happen in a positive and productive way."

Kielly and his team have developed a tool to support pharmacists - journals.sagepub.com.

Spiriva Respimat PBS



FEDERAL Minister for Health Greg Hunt has announced the PBS funding of long-

acting muscarinic antagonist Spiriva Respimat, from Boehringer Ingelheim (BI), for children six years and older with severe asthma.

Effective 01 Mar, the listing will positively impact on more than 30,000 children, BI said.

TWC ovarian cancer fundraiser

TERRYWHITE Chemmart pharmacy at Clyde conducted a very successful morning tea event raising funds and awareness for Ovarian Cancer Australia at the pharmacy and generating \$3,250.

Pharmacy Guild of Australia Victorian Branch President Anthony Tassone thanked the 100 local patients and customers who attended and gave generously.



Pictured are TWC staff with Anthony Tassone at the fundraising morning tea event.



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Jobs of the Week

- **Pharmacist in Charge** - New England, NSW (Job# 200031744)
Dynamic employer; future P'ship opp; busy fun pharmacy team.
- **Pharmacist** - Eyre Peninsula, SA (Job# 200032019)
\$\$\$; well-established Pharmacy; A passionate & supportive team; Indigenous health.
- **Pharmacist in Charge** - Central QLD (Job# 200015857)
Easy flights back to Brisbane; Award winning pharmacy; Align your career.

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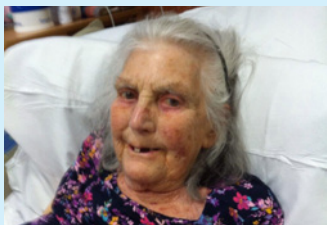
Dispensary Corner

IMAGINE going into hospital to have a procedure done on your leg only to have your dentures misplaced by the staff - it sounds like a real kick in the teeth, right?

Well that's exactly what happened to 86-year-old Audrey Stones when she was admitted to the Royal Bolton Hospital in the United Kingdom, where she was forced to wait in the hospital for three months until the staff finally found her missing choppers.

To make matters worse, around two months into her prolonged stay, someone else's false teeth were left on Stones' bedside table which she ended up using before realising the set did not in fact belong to her.

The hospital claimed it couldn't get a dentist to come in and make a mould for a denture replacement any sooner - one can get pretty long in the tooth hanging around in that joint.



DOCTORS were recently forced to pull 2kg of stones, bottle caps and coins from a man's stomach after he went to hospital complaining of acute belly pain.

When questioned about his bizarre collection of erroneous stomach items, the patient admitted to often swallowing coins and pebbles whenever he felt anxious.

Nurse, we need a large bag of stress balls in here please, stat!

TWC inks deal with Medlab

TERRYWHITE Chemmart has announced it has signed an agreement with professional vitamins and supplements company Medlab.

The clinical-standard range, which includes products such as ORS (a patented oral rehydration system) and VSL3 Probiotic (a powder supplement for people suffering from IBS) will be available in TerryWhite Chemmart pharmacies across the country from Apr.

TWC CEO Anthony White said pharmacies across the network have developed credibility in the professional vitamin category and the addition of Medlab further strengthens this position.

"We are pleased to provide our customers with access to a comprehensive, clinically proven, professional range of vitamins that is scientifically backed by research and patents," he said.

White said he welcomed the Medlab range and the addition of Medlab nutraceuticals will provide "an exciting and refreshing new

alternative" for customers and help build domestic market growth.

The new ranges will be supported through masterclass training for pharmacists and assistants, along with a strong promotional program.

Both companies will display at APP2019 on the Gold Coast in Mar.

APP Great Debate

THIS year's Australian Pharmacy Professional (APP) conference will again feature the Great Debate as two teams of prominent pharmacy leaders, Team Australia and The World, argue the proposition 'Australia is ahead of the pack'.

Programmed for Sat 09 Mar, 4.15pm, the feature is set to be fiery - debate facilitator and Guild Communications Advisor Greg Turnbull said.

The Great Debate will go "beyond the realms of community pharmacy in a good, old-fashioned, light-hearted debate," Turnbull added.

See more details around the full program at appconference.com.

Paid parental leave

EPIC Pharmacy Group and Slade Pharmacy Group have announced the introduction of a paid parental leave policy which will be available to all employees from 31 Mar 2019.

The new policy will see their employees able to access 10 weeks of paid leave as a primary carer.

Icon Group Pharmacy division CEO Andrew Reid said the policy was welcome in an industry that is largely underrepresented when it comes to paid parental leave.



Events Calendar

WELCOME to *Pharmacy Daily's* events calendar, opportunities to earn CPE and CPD points.

If you have an upcoming event you'd like us to feature, email info@pharmacydaily.com.au.

07 - 10 Mar: APP 2019; Gold Coast Convention and Exhibition Centre; to register see: www.appconference.com

22 - 24 Mar: NSW/ACT Annual Therapeutic Update 2019; Crowne Plaza Hunter Valley; register at: www.psa.org.au/atu

22 - 24 Mar: SHPA Foundation Seminar in Clinical Medication Management; Novotel Brisbane; for more info and to register visit: www.psa.org.au

27 Apr: Diabetes Expo 2019; Melbourne Convention & Exhibition Centre; register here: www.diabetes-expo.org.au

04 - 05 May: Pharmeducation Clinical Update Seminar; Crowne Plaza Coogee Beach, Sydney; for details visit: www.pharmeducation.com.au

Win with SkinB5

This week *Pharmacy Daily* & SkinB5 are giving away each day the NEW SkinB5's Clear Skin Superfood Booster valued at \$63.90.

Clear Skin Superfood Booster is an innovative nutritional approach to skin wellness for blemish and acne prone skin, using specially selected ingredients to supply the body with key vitamins, minerals, essential fatty acids, amino acids, digestive enzymes, probiotics & prebiotics.

Available from Sigma PDE CODE 301911 and API PDE CODE 43816. Watch the YouTube video **HERE** for more. For more info see www.skinB5.com.au.

To win, be the first person from VIC or TAS to send the correct answer to comp@pharmacydaily.com.au



What type of protein does Clear Skin Superfood Booster contain?

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