

## Pharmacy that listens gets Award

**ALMOST** six months after being named as the 2020 Care Pharmaceuticals Pharmacy Guild of Australia Pharmacy of the Year (PotY), Capital Chemist Chisholm, has been presented with the prestigious trophy at an in-store ceremony this morning.

Traditionally presented at the annual Australian Pharmacy Professional Conference, the 2020 title was initially announced during a virtual event in Apr, due to the COVID-19 pandemic (*PD 02 Apr*).

Guild ACT Branch President, Simon Blacker, said the pharmacy had stood out from a competitive field, because it had its finger on the pulse of its community and sought to provide services that were needed by local patients. "It listens to the community," Blacker said.

"It reacts to what the community needs and it does this while also ensuring its business management strategies are second to none, because it recognises the need to constantly improve and evolve in the competitive market that community pharmacy is today.

"This award is great recognition of a standout example of the community pharmacy of the future,



and one which other pharmacies can look to for inspiration."

Presenting the award to the pharmacy owner, Rebecca Young, Federal MP for Bean, David Smith, said Capital Chemist Chisholm had impressed the judges with its focus on constantly seeking to improve its services and business while maintaining its position as an integral part of the community it serves.

"I think this pharmacy serves as a great model of what community pharmacy today is all about," Smith said.

"It's about community, it's about

the patients it serves and it's about constantly meeting the needs of its patients."

**Pictured**, Australian Labor Party Federal MP for Bean in the ACT, presenting the 2020 Care Pharmaceutical Pharmacy Guild Pharmacy of the Year Award to Capital Chemist Chisholm's Rebecca Young.

### Today's issue of PD

*Pharmacy Daily* today features three pages of news, plus a the **October Monthly Wrap Up**.



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## All Black joins CWH's NZ team

**PHARMACY** discount giant, Chemist Warehouse, is upping its game in New Zealand, recruiting rugby union legend, Dan Carter as its official brand ambassador.

CWH NZ CEO, Azman Haroon, said landing the 112-Test All Black was a huge coup for the group, which has 16 stores across the Shaky Isles, alongside more than 470 in Australia and one outlet in China, with the recent addition of a pharmacy in Ireland (PD 27 Oct).

Haroon said the group's values of affordability and accessibility resonated with Carter and were significant factor in the former World Rugby Player of the Year signing a multi-year deal with the group.

"Throughout my sporting career I was very aware of the importance of staying healthy and well, and I am looking forward to being able to help spread the message of good health through my role as a CWH ambassador," Carter said.

## TWC set for Tasmanian expansion

**TERRYWHITE** Chemmart's (TWC) Tasmanian network is set to hit 20 stores in the coming months, with nine pharmacies set to join the brand.

The expansion will see a collective of seven pharmacies that have been working together since the early 1990s become TWC stores.

In addition to bringing established pharmacies in Windsor Park, Riverside, Mowbray, Launceston City, Launceston Health Hub, Exeter and Newstead, to the network, the new recruits include half the Pharmacy Guild of Australia Tasmanian Branch Committee, with President, John Dowling, currently transitioning his Coventry's Pharmacy in Latrobe to the TWC banner, alongside Guild National Councillor, Helen O'Byrne, and State Committee representatives, Scott Chambers, Melissa Johnson and Brad Turner.

Dowling's pharmacy is expected to be the first of the nine stores to open under the TWC brand next month, followed by the Exeter-based pharmacy in early Dec, with the remaining seven stores, including Stephen Case's pharmacy in Legana, to rebrand in early 2021.

Speaking on behalf of the



collective group, Sam Pankhurst, the owner of the Newstead store, said the move to the TWC would give the owners access to business support services and sophisticated IT platforms.

"In this ever-changing community pharmacy landscape, we are looking forward to the transition and are excited to explore all the new opportunities TWC will offer," he said.

TWC CEO, Duncan Phillips, said the group was looking forward to working with the new businesses as they move across to the banner.

"The decision to join TWC was not made lightly, and we are honoured to welcome the professionalism and health leadership that comes from a team of this calibre," he said.

"TWC will be stronger with them and we will make them stronger

with us."

**Pictured**, Tasmania's new TWC pharmacy owners, Rob Davies, Sam Pankhurst, Brad Turner, Sam Oliver, Ivo Vincour, Justin Donaghue, Scott Chambers, Jo Donaghue, Melissa Johnson, Helen O'Byrne, Luciana Torrents, Samantha Cabalzar and Christine White.

## Mo grow for PSS

**PHARMACY Daily** Editor will spend the next month cultivating a mo alongside *Australian Journal of Pharmacist* counterpart, Chris Brooker, to raise funds for the Pharmacists' Support Service.

**CLICK HERE** to donate and tag messages #MoFoePD or #MoFoeAJP.

## NPS names symposium speakers

**PHARMACIST** and Griffith University Professor of Mental Health, Amanda Wheeler, is set to examine why 'Medication safety is everyone's business', at the NPS MedicinesWise National Medicines Symposium on 07 Dec.

The 2020 event, will be conducted in a completely virtual format, and will be focused on the theme of rising to the medication safety challenge.



The event will include small group virtual networking sessions during breaks in the program.

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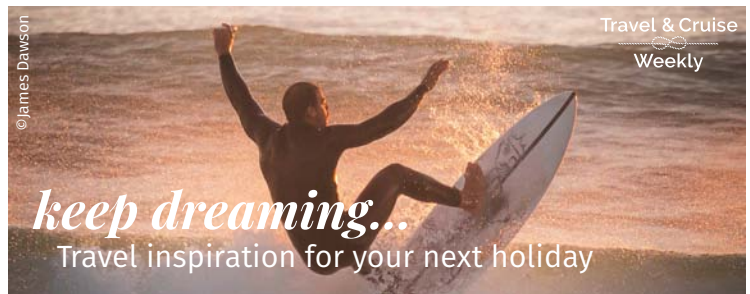
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## Rockhampton Priceline lands SotY

**PRICELINE** Pharmacy Rockhampton Upper, has taken out the group's 2020 Store of the Year (SotY) title ahead of more than 470 stores across Australia, at a virtual ceremony held on Wed night.

The Queensland pharmacy joined the Australian Pharmaceutical Industries (API) owned banner group in 2017 and prides itself on being an integral part of the local community.

Priceline Pharmacy General Manager, Andrew Vidler, praised the efforts of the Rockhampton Upper team, noting co-owner, Dan Carpenter's crucial role in developing his staff by ensuring they continually develop new skills.

Vidler added that staff at the award-winning store were encouraged to explore ideas and make decisions.

"Every year we are pleased to recognise and celebrate the store that has gone above and beyond in every area, including customer service and overall store experience," Vidler said.

"Rockhampton Upper is our top store because they have a dedicated and passionate team who truly care about their customers."

Vidler added that alongside a



comprehensive range of health and beauty products the Rockhampton Upper pharmacy has a culture of "real, classic care".

Other winners named during the ceremony included, NSW store, Priceline Pharmacy Yass's Andrew Douglas who took out the group's Pharmacist of the Year title.

The Retail Manager of the Year Award went to South Australian, Annie Murray-Parkes from Priceline Pharmacy Port Lincoln.

Victorian store, Priceline Pharmacy Newcomb was named as the group's Rising Star Store of the Year, with Queensland's Priceline



Pharmacy Riverlink taking out the Priceline Sisterhood Vitality Award.

**Pictured**, the Priceline Pharmacy Rockhampton Upper team celebrating their win. **Inset**, MC, Joel Creasey, and Priceline Brand Ambassador, Chrissie Swan, announce the winners during the virtual ceremony.

## Dispensary Corner

**CRISES** breed innovation and the current COVID-19 pandemic has forced pharmacists around the world to think of new ways of delivering medicines and services.

But pharmacists' creative thinking has not stopped at the dispensary, with one New Jersey-based pharmacy manager, Colleen Calish, developing a solution to ensure the safety of trick-or-treaters this Halloween.

Combining the laws of physics and some engineering skills, Calish created a snack slide out of a PVC pipe, gauze and rope, adding some spooky spider stickers for effect, to ensure a COVID-safe Halloween.

Calish told *Pharmacy Times* that she had set up the slide at a downward angle - we all know how gravity works - and tied it to a railing outside her house, so that when a ghost, vampire or supervillain shows up at her door she can simply drop a treat down the chute, without compromising social distancing guidelines.

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## Engage early and often with landlord

**PHARMACY** owners impacted by COVID-19-related business losses are being urged to engage with their landlords and seek specialist advice to secure rental relief.

Following reports that a pharmacy in Melbourne's CBD had been ordered to vacate its premises earlier this week (*PD* 26 Oct) Lease1 Founder, Phillip Chapman, told *Pharmacy Daily*, that a number of pharmacies across the country have been experiencing issues with landlords.

"It's the smaller landlords particularly who have tried to find an out under the legislation to not provide support where it's needed," he said.

"I'm concerned about a lot of pharmacies who are in a state of limbo, where they perhaps haven't resolved COVID-19 rental relief, where the landlord's not responding or they're not providing data to the landlord, or the level of support is not sufficient and there's a bit of a stand-off between the parties.

"The longer that goes on it's going to fester and I really implore



every pharmacy that hasn't got a resolution, or is not getting feedback in an appropriate time from their landlord should either contact the Guild or by all means ring the Office of the Small Business Commissioner, which is geared up with mediators to resolve these matters."

Chapman, who was involved in formulating the *National Code of Conduct for commercial tenancies - leasing principles*, after the COVID-19 pandemic hit in Mar, said the Code was a "shield", but

stressed pharmacy owners cannot ignore rental problems.

"You need to be showing and putting your best foot forward, because the next step [after approaching your landlord] is going to the Office of the Small Business Commissioner and saying 'I've tried this and I can't get there,'" he said.

"They'll step in and facilitate mediation and if the pharmacist has been proactive, reasonable, communicative, then they're going to get a good hearing."



### What's trending

**NOVA** Pharmaceuticals is proud to present the 1st GLUTEN FREE pharmacy jellybean - GLUCOBOOST. It is estimated that up to 10% of people with type 1 diabetes may have Coeliac Disease." - Diabetes Australia. This tasty treat gives a fantastic energy boost and is also a great snack with 9 all-natural colours available.

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### Violence a rising issue in pharmacy

**CALLS** for greater action to be taken to protect pharmacy staff are growing after a spate of violent incidents in stores last week.

Patients at Pharmacy4Less Auburn, NSW (*PD* 21 Oct), and the Chemist Discount Centre Moe, Victoria (*PD* 26 Oct), have smashed store furniture in angry exchanges with pharmacy staff, promoting calls for authorities to do more to protect frontline health workers.

In a post on LinkedIn

Pharmacy4Less CEO, Feras Karem, said it was "not acceptable" for patients to lash out at pharmacy staff, following the incident at the Auburn store.

"Late night pharmacy is a healthcare point of call and our dedicated team (pharmacists and assistants) must be supported and protected," he said.

"These pharmacies support general practice and hospitals reducing visits to accident and emergency wards across the country."

### Childcare crisis

**AUSTRALIA'S** pharmacy workforce is being hamstrung by the Federal Government's decision not to extend COVID-19 childcare support in the Budget earlier this month (*PD* 13 Oct).

Professional Pharmacists Australia President, Dr Geoff March, told *Pharmacy Daily* that childcare costs were a significant barrier for many pharmacists looking to return to the workforce after having children.

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