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Pharmacies must be safe workplaces

PHARMACY bosses are being urged to engage with employees to address psychological risk factors in the workplace, by union group Professional Pharmacists Australia (PPA).

PPA CEO, Jill McCabe, told *Pharmacy Daily* that the organisation was “extremely concerned about the mental health and wellbeing of Australian pharmacists”, following the release of US data showing that pharmacists have a higher suicide rate than the general population (*PD* 17 May).

“We are aware that pharmacists like other frontline health workers experience serious psychological health and safety risks in the workplace – including long working hours, high workloads, long periods of vigilance, significant emotional effort engaging with patients, lack of adequate workplace support and low recognition and reward,” McCabe said.

“Even before the pandemic, Australia’s pharmacists were

dealing with long hours, overwork and low pay.

“These pressures intensified throughout the pandemic and have taken their toll on the mental health and wellbeing of pharmacists here and overseas.

“Pharmacy employers must adopt a more proactive and systemic approach to prevent work related psychological harm from occurring in pharmacies.

“Psychological risks in pharmacy must be better assessed and action taken to eliminate or reduce these risks.

“The most effective way to address these risks is through meaningful consultation with pharmacy staff and their representatives – as they are best placed to advise on the risks they face and how these risks can be controlled.

“In addition, pharmacy employers must intervene early and provide meaningful support to staff experiencing work related stress.

“Staff must feel supported



to report work related stress and employers must modify working arrangements and provide employees with access to appropriate support services.

“Undertaking mental health first aid training and working with mental health experts will enable pharmacies to better understand and respond to mental health and safety in pharmacy settings.”

Pharmacists who are experiencing a crisis situation, which may or may not include thoughts of suicide can seek support from organisations including the Pharmacists’ Support Service on 1300 244 910, the Suicide Call Back Service on 1300 659 437 or Lifeline on 13 11 14.

Today's issue of *PD*

Pharmacy Daily today features three pages of news, plus full pages from:

- Bioceuticals
- Pharmacy Connect
- TerryWhite Chemmart

TWC celebrates

TERRYWHITE Chemmart (TWC) Marion Compounding has taken out the group’s 2021 South Australian Pharmacy of the Year title.

Proprietor, Matt Boulter, was presented with the honour at the SA TWC Next Level event in Adelaide last night.

See **page six** for more.

Reconnect

BACK after a COVID-19 induced two-year break, Pharmacy Connect will take place in Sydney’s Hilton hotel from 01 to 03 Sep.

See **page five** for more.

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More NVP fines

THE Therapeutic Goods Administration (TGA) has issued infringement notices totalling \$79,920, to two NSW-based businesses in relation to nicotine vaping products (NVPs).

Aussiewhip Pty Ltd received three infringement notices totalling \$39,960 for alleged unlawful advertising of disposable liquid NVPs on its website.

Khazanah Nasional Pty Ltd was also issued three infringement notices totalling \$39,960 for unlawfully advertising disposable NVPs on their website; the company's executive officer failed to rectify the issue after being contacted by the TGA.

Since NVPs were listed as Schedule 4 products on 01 Oct 2021, the TGA has issued fines exceeding \$480,000, in relation to breaches of advertising and importation rules.

RACGP continues UTIPP-Q attacks

CRITICISM of the Urinary Tract Infection Pharmacy Pilot - Queensland (UTIPP-Q) is continuing, despite a leaked report heralding the trial a success (**PD** 17 May).

Royal Australian College of General Practitioners (RACGP) Queensland Chair, Dr Bruce Willett, questioned the independence of the report conducted by the trial lead, Queensland University of Technology (QUT) School of Clinical Sciences Head, and pharmacist, Professor Lisa Nissen.

"Essentially we have a poorly designed trial with a stated outcome from the beginning resulting in a recommendation for pharmacists by a pharmacist on self-reporting by other pharmacists with no independent assessment of patient outcomes," he told the RACGP's *NewsGP* publication.

"Hardly an independent, well informed or surprising outcome."

The leaked report found 87% of the 2,409 patients who were



able to be contacted for follow-up by a pharmacist after receiving treatment through the UTIPP-Q reported that their symptoms had resolved after using prescribed antibiotics.

However, Willett noted that the number of respondents reflected just over a third of the 7,000 patients who participated in the trial, suggesting the response rate undermines the pilot.

A spokesperson for the Australian Medical Association Queensland Branch (AMAQ) declined to comment on the details of the leaked document, which were reported by *The Australian*.

"We aren't prepared to comment on a report we haven't seen," a AMAQ spokesperson told *NewsGP*.

"We are still calling on Queensland Health to publicly release the report".

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		2570058	074330	380425		
		(per sachet)	(per sachet)	(per sachet)		
61000042	Picoprep Orange 2 x 20g	2560124	946915	380250	10000743	70854
61000043	Picoprep Orange 3 x 20g	2560132	946907	380255	10000726	70853
61000044	Picoprep Orange 50 x 20g	2560079	946591	380260	10000774	70856
61000045	Prepkits Orange	2560141	946893	380265	10000958	70855
61000046	Glycoprep-O Kit	2560087	946885	380270	10000943	70851
61000047	Go Kit	2560095	946877	380280	10000914	70833

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Delivery drivers divert addictive drugs

THREE van drivers hired as sub-contractors to deliver medicines to British pharmacies have avoided jail time after being convicted of pilfering pain medications to sell on the black market.

The men, Richard Gaskell, Tristan Keddie and David Tilley became involved in a scheme to steal drugs to be sold on illegally, during the COVID-19 pandemic in 2020, Liverpool Crown Court heard yesterday.

Prosecutors told the court that an unnamed individual would make orders for painkillers including codeine and tramadol, on behalf of pharmacies, which the three men would subsequently divert to drug dealers.

The prosecution noted that at the time the scheme was launched, wholesalers were dealing with a significant increase in order volumes as pharmacists across the UK sought to secure supplies of vital medicines,

making it harder for call centre staff to identify the scam.

However, Gaskell, Keddie and Tilley were spotted on CCTV delivering orders to pharmacists in the Liverpool area, and stealing the bogus orders, the *Liverpool Echo* reported.

The trio were subsequently arrested and pleaded guilty, but did not reveal who else was involved in the plot.

Sentencing the three men yesterday, Judge David Swinnerton, said the scheme was an example of criminals taking advantage of the pandemic.

"Somebody somewhere realised that there was money to be made from some of those boxes if they disappeared off the back of your vans and into the black market," he said.

Swinnerton told the Court that given the men did not have recent criminal convictions he would not



issue custodial sentences.

Keddie was identified as being "one rung higher up" than Gaskell and Tilley, and was given a nine-month sentence suspended for 18 months, with orders to complete 15 days rehabilitation and 200 hours of unpaid work.

Gaskell was handed a six-month sentence suspended for a year, on the grounds that he complete 25 days rehabilitation, while Tilley was sentenced to a 12-month community order and 20 days rehabilitation.



Dispensary Corner

RETAINING talent is a challenge for the pharmacy sector, with disillusioned graduates jumping ship in the pursuit of other rewarding careers.

However, few are likely to have followed the same path as Maltese former pharmacist, Miran Sapiano, has taken.

The mother-of-two dropped out of the profession to become a funeral director, and told the *Times of Malta*, that she has never been happier.

Sapiano made the shift from health professional to undertaker after being made redundant, having seen the job satisfaction her father - who was a part-time mortician - derived from the role.

Helping grieving families celebrate the life of a recently departed loved one, has prompted Sapiano to reassess her priorities in life.

"I used to worry about my house being clean, about losing weight, about my children," she said.

"Now I find myself living life to the full.

"I know what it is like to be here one minute and gone the next."



Priceline launches new concept store

PRICELINE Pharmacy officially welcomed locals and industry people to its new flagship store in Camberwell, Victoria, at the grand opening yesterday.

The centre of the store features 'advice pods' offering 360-degree patient access, in a bid to improve pharmacist accessibility, and the dispensary is manned by technicians while a robot performs routine dispensing.

There are Beauty and Health Zones complete with Beauty Advisors offering free beauty consultations, and an expanded product range showcasing premium beauty brands.

Customers can also take advantage of free hearing checks

and four-minute non-fasting blood monitoring for diabetes and lipid panel (cholesterol) checks in the private consulting spaces.

Priceline Pharmacy General Manager, Andrew Vidler, said the store was a "labour of love" that resulted from "envisioning how we'd like our customers to feel when they step into the store and how we could genuinely improve their wellbeing and that of their loved ones".

"We had to strip away our preconceptions of what a pharmacy is, and consider what a pharmacy could be," he said.

The concepts will be introduced to other Priceline stores if proven successful with customers.

PA conference returns in 2022

THE Pharmacy Assistant National Conference (PA2022) is set to take place from 28-29 Oct at the Sofitel Brisbane Central, marking its return after a two-year break due to the COVID pandemic.

The theme for the event is wellness and wellbeing, with the aim of "acknowledging, celebrating and rewarding" pharmacy assistants.

The program, yet to be released, will cover product knowledge, industry updates, management operations, and wellness topics.

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TerryWhite Chemmart

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PHARMACY OF THE YEAR SA 2021

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South Australian Pharmacy of the Year

**TerryWhite Chemmart
Marion Compounding**



This award means so much especially after the past couple of years but when you get to work with the team we have and deliver for our customers, it makes it all worth it. I couldn't do it without my Retail Manager who is the backbone of the pharmacy and a huge thanks and congratulations to my colleagues across the TWC network for everything you do to help make TWC the best community pharmacy brand to be a part of

– **Matt Boulter, Network Partner TWC Marion Compounding SA**

Pictured above: TWC Executive General Manager Nick Munroe and TWC Group Operations Manager Michael Beaumont with TWC Marion Compounding Network Partner Matt Boulter and Retail Manager Kerry Filz.

