

Today's issue of PD

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

- Dermal Therapy
- Glucojel

Scar treatment

DERMAL Therapy has a scar management range for new and pre-existing scars.

Formulated with silicone, the gel and patches can visibly fade scars, softening and flattening them.

More details on [page five](#).

Glucojel Glucofest

GLUCOJEL is running a competition giving your customers the chance to win a year's supply of their favourite Glucojel products, so make sure your shelves are well-stocked with beans and bears.

See more on [page six](#).

Send us your pollie pics

WITH election campaigning in full swing, we would love to hear about the local candidates and other politicians who have visited your pharmacy.

Send photos and a brief account of what happened and discussion points to info@pharmacydaily.com.au.

PDL Professional Officer vacancy

PHARMACEUTICAL Defence Limited (PDL) is seeking a Professional Officer to provide member support and advice in the event of a medication error, and risk management advisory services for the pharmacy profession.

The successful applicant will ideally have current or recent experience in community and/or hospital pharmacy.

While member support is the primary focus of the role, experience in representative, educational, or risk management fields would be considered an advantage.

As the role also involves developing and presenting risk management advice across the scope of professional activities and the spectrum of PDL members from students to experienced pharmacists, some experience in resource development and peer communication would be looked upon favourably.

The role reports to the Senior Professional Officer.

PDL was established in 1912 by pharmacists, for pharmacists and provides professional indemnity (PI) insurance that is tailored to individual pharmacists, confidential around-the-clock incident support and risk management advice.

Learn more about the position and the application process [HERE](#).



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CWH Pharmacy of the Year

CHEMIST Warehouse has been awarded Chemist/Pharmacy of the Year in the 2024 Roy Morgan Customer Satisfaction Awards.

This is the fourth time the powerhouse pharmacy retailer has taken out the prestigious award, with Mario Tascone (**pictured**), Chief Operating Officer and Executive Director Retail accepting the award at a ceremony last week on behalf of Chemist Warehouse.

Roy Morgan is Australia's largest independent research company, with customer satisfaction ratings collected from the Roy Morgan Single Source survey of approximately 60,000 Australians each year.

The winner for the calendar year is the organisation that has achieved the most months with a number one ranking for customer satisfaction.

Chemist Warehouse took out all 12 monthly wins for 2024, which it hails as "a huge achievement".

"At Chemist Warehouse, our mission has always been to



make health and wellness more accessible and affordable for every Australian," Tascone said.

"We are committed to not just being a retailer or just another pharmacy, rather a trusted part of the communities we serve.

"Whether it's through our competitive pricing, extensive product range, or the dedication of our in-store pharmacists and staff, we strive every day to deliver an experience that puts our customers first," he concluded, adding that winning the award "really means a lot". KB

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Adrian Staltari
TerryWhite Chemmart Playford

New Brisbane branch member for Qld Guild

THE Pharmacy Guild of Australia, Queensland, has announced the election of Matthew Newman as the branch committee member for Brisbane.

Queensland Branch President Chris Owen welcomed Newman's election and is looking forward to working more closely with him.

"Committee members are critical to representing the Guild membership," he said.

"Our success as a membership organisation would not be possible without the work carried out by members of the committee.

"I've worked with Matthew through a number of different settings, and I can think of no better candidate to undertake this important role," he said.

Owen described Newman, from the Foote's Pharmacy Group in Rosewood, as "a fantastic community pharmacist [who] exemplifies the excellence our patients have come to expect from our members".

Newman said he is thrilled to be taking on this new position and is excited to have the opportunity to work at the committee level, and help shape health policy in Qld.

"It's an important time for community pharmacists, and I'm keen to work with others to strengthen our role in providing primary care to our patients."

New API ecommerce platform

PHARMACEUTICAL

goods wholesaler, Australian Pharmaceutical Industries (API), has rolled out a new online B2B e-Hub, myAPI, to support their 4,000-plus wholesale pharmacy customers.

Built on the SAP Commerce Cloud platform with the support of digital business consultancy Publicis Sapient, the new myAPI e-Hub offers enhanced functionality and a seamless user experience, while increasing customer satisfaction and enhancing operational efficiency for API's wholesale customers.

The e-Hub allows pharmacy staff to research products, place orders, identify stock on hand, obtain pricing and manage their account.

It also facilitates stock returns, backorder management, houses key documents and provides customer support and communications.

Doug Swan, Executive General Manager of Wholesale & Pharmacy Services, Wesfarmers Health, said myAPI plays an important role in supporting thousands of pharmacies to make the health, beauty and wellness experiences of millions of Australian simpler, more



affordable and easier to access.

"By investing in technology like myAPI, we're ensuring pharmacy owners have 24/7 access to critical products and essential information at their fingertips," said Swan.

"This means more convenience and flexibility, and empowers them to serve their communities with confidence knowing they have what patients need, when they need it," Swan concluded.

myAPI also supports compliance with Community Service Obligations for pharmaceutical wholesalers, including the timely delivery of Pharmaceutical Benefits Scheme items within 24 hours.

This complements API's commitment to customer self-service, providing 24/7 accessibility and ensuring it can meet service level expectations. *KB*

FDA approves freeze-dried mpox vaccine

THE US Food and Drug Administration (FDA) has approved a freeze-dried formulation of the smallpox and mpox vaccine Jynneos.

The live, nonreplicating vaccine is indicated for the prevention of smallpox and mpox, formerly known as monkeypox, in adults 18 years and older, and the

current (non-freeze dried) vaccine is the preferred vaccine for use in Australia.

The approval of the freeze-dried formulation improves transport and storage logistics for long-term stockpiling to prepare for outbreaks, without the need for cold chain requirements, as per the current vaccine.

Final week for PATY nominations

NOMINATIONS for the 2025 Pharmacy Guild of Australia/Maxigesic Pharmacy Assistant of the Year (PATY2025) Award close on Fri 18 Apr.

Alison Hope, PATY Award Judge and General Manager of Education and Training for the Australasian College of Pharmacy, has urged pharmacy owners, colleagues, customers and industry representatives to recognise outstanding pharmacy assistants by submitting their nominations before the end of the week.

"Pharmacy assistants are the backbone of community pharmacy, providing invaluable support to both customers and their teams," Hope said.

"If you know someone who consistently goes above and beyond, now is the time to recognise them."

The national winner will receive a \$5,000 cash prize, a custom glass trophy, and exclusive professional development opportunities, including attendance at the Australian Pharmacy Professional Conference & Trade Exhibition (APP2026).

State finalists will participate in the PATY2025 State Workshop and Judging Day, gaining invaluable professional development, and will receive 50% off Pharmacy Connect 2025 conference registrations.

Self-nominations close on 09 May 2025.

To nominate, click [HERE](#).

NOVELLA-1

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Action over Bupa care failings

BUPA Aged Care Australia is facing a class action over poor-quality care at its residential aged care facilities.

Echo Law filed the lawsuit today, which alleges that Bupa failed to provide the quality of care promised to residents, and that it was required to deliver under law, between 01 Jul 2019-11 Apr 2025.

“Bupa markets itself as a high-quality provider with sufficient, well-trained staff ready to provide a high level of personalised support, but the evidence shows that Bupa’s homes regularly and consistently fall below minimum acceptable benchmarks for care,” said Dr Lauren Meath, Echo Law Senior Associate.

The class action is seeking to recover damages for breach of contract and for breaches of the guarantees owed to consumers under the Australian Consumer Law.

The litigation follows evidence presented to the Royal Commission into Aged Care Quality and Safety during 2019 and 2020

of “unacceptably high levels of substandard care” in the aged care system, including in facilities owned and operated by Bupa.

A key aspect of this was systemic understaffing at for-profit aged care providers and failures in staffing skill-mix, to a level where those providers were not delivering an acceptable standard of care and service.

Despite the findings of the Royal Commission, the subpar practices have since continued at Bupa.

“Bupa’s own reporting confirms wide-spread understaffing and failures to meet the minimum acceptable level of care required under Australian law at each of its aged care facilities,” said Dr Meath.

“These are systemic failures at the corporate level and at the expense of residents.”

People who resided at Bupa between 01 Jul 2019-11 Apr 2025, and their families, can learn more about the class action and stay updated by **CLICKING HERE**. JM

Updated coronary syndrome care guideline

THE National Heart Foundation of Australia and the Cardiac Society of Australia and New Zealand have released the Australian Clinical Guideline for Diagnosing and Managing Acute Coronary Syndromes 2025.

The update from the 2016 guideline provides recommendations based on contemporary evidence to support healthcare professionals, including pharmacists, in delivering the best possible care to people experiencing acute coronary syndromes (ACS).

ACS includes acute myocardial infarction (AMI) and unstable angina (UA), resulting from inadequate blood flow to heart muscle, and remains a leading cause of illness and death.

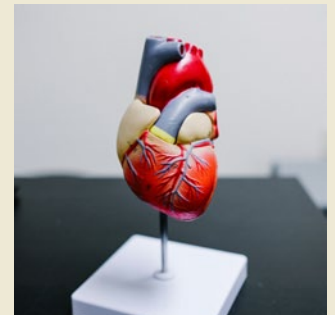
The updated guideline introduces major advancements in diagnosing and treating heart attacks and angina, helping to improve outcomes for patients across Australia.

It also addresses recovery after ACS and secondary prevention of future vascular events.

Advanced Pharmacy Australia (AdPha) has recognised the role of Adam Livori, AdPha member and past Chair of the Cardiology Leadership Committee, for his valuable contributions to the new guideline.

Livori represented the pharmacy sector on the ACS Guideline Reference Group and also played a key role in the ACS Guideline Hospital Care and Reperfusion Expert Subgroup.

Access the guideline **HERE**.



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Dispensary Corner

SNIFFING dirty socks is undoubtedly gross, but it can also be a health hazard.

A Chinese man ended up in hospital with a severe fungal lung infection - and it was traced back to his bizarre habit of frequently smelling his socks after wearing them for long periods of time.

The unnamed man, described as an 'ordinary office worker' from Chongqing in southwestern China, took himself to hospital after developing a severe cough.

Doctors discovered the patient had aspergillosis, a type of lung disease caused by aspergillus - a strain of mould that thrives in damp locations.

After the man admitted to his unusual habit, medics tested his socks and found they contained the same strain of mould that had infected their patient.

Luo Hu from the Southwest Hospital of the Army Medical University told local media that socks provide the optimal breeding ground for the fungus.

"Wearing shoes for a long time forms a closed, humid, and warm space, which is easy to breed fungi," he said.

"If you smell or absorb fungus-filled socks, the fungi may enter the lower respiratory tract through the mouth and nose.

"If the body's immune function is low, it may cause diseases such as fungal pneumonia."

Thankfully the patient recovered after a round of anti-fungal medications.

Let's hope he has since quit his stinky habit in favour of something less...noxious.

Outstanding WA pharmacists recognised

THE Pharmaceutical Society of Australia (PSA) has presented its 2025 Western Australia Pharmacy Awards to those who have gone above and beyond to deliver better care for their communities.

Through the awards, the PSA recognises pharmacists who make significant contributions to the profession through their leadership, commitment to patient care and excellence in practice.

The 2025 PSA West Australian Pharmacist of the Year is Ashleigh Chapman, whose leadership, innovation, and commitment to patient-centred care have improved medicines stewardship and equitable access to care in her community.

As a non-dispensing general practice pharmacist at View Street Medical in North Perth, Chapman was recognised as a driving force in service innovation, improving measurable health outcomes for vulnerable populations and assisting patients in managing chronic disease.

The PSA WA Early Career Pharmacist of the Year is Rhiannon Price, whose contributions to Aboriginal and Torres Strait Islander care and pharmacy practice are improving patient outcomes.

As a general practice pharmacist at Derbarl Yerrigan Health Service in Maddington, Price has led initiatives that enhance health literacy, improve chronic disease management, and advance the role of pharmacists in both primary and aged care settings.

Price, a leader in clinical service innovation, also works as a clinical pharmacist at King Edward Memorial Hospital.

Rachel Lawson was named as the PSA West Australia Intern Pharmacist of the Year.

Her award noted that she has demonstrated exceptional dedication to patient-centred care, health promotion and harm reduction throughout her internship, making a significant impact on both her pharmacy team and the wider community.

Committed to integrating preventative health strategies into pharmacy practice, Lawson played a key role in training colleagues on initiating health-focused conversations with patients.

Having worked in multiple pharmacy roles over six years, she fostered a positive and empowering team environment, supporting staff across all levels, the PSA observed.

Finally, Emeritus Professor Jeff Hughes was recognised with the PSA WA Lifetime Achievement Award for his outstanding 45-year career in pharmacy, spanning clinical practice, education and research, including as PSA's National Vice-President from 2015 to 2016.

The PSA stated that Hughes'



contributions have shaped the profession and left a lasting impact on patient care, pharmacy education and medication management.

PSA WA President Kristian Ray congratulated recipients, and said, "West Australian pharmacists are stepping up across our health system, and I'm proud to recognise and celebrate their impact."

"Our WA award winners do themselves and their profession proud and are exceptionally worthy recipients," Ray added. KB

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