



Today's issue of PD

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

- Pharmacy Hive
- Juno Labs
- APP2025

Thrive with Hive

PHARMACY Hive offers a range of pharmacy-specific resource options to help your pharmacy thrive.

It has systems that can help save money, time and stress around QCPP and simplify pharmacy management.

Learn more on **page four**.

SurgiPack is back

JUNO has teamed up with an exclusive new distributor to supply one of Australia's most trusted pharmacy healthcare brands - see **p5** for more.

Pharmacist Oz Day gongs

SEVERAL pharmacy professionals have been recognised with awards on Australia Day.

NSW pharmacist Anna Barwick, was awarded the Medal of the Order of Australia for services to the pharmacy profession.

A resident of Walcha for more than a decade, Barwick has also worked as a pharmacist at Tamworth and Armidale hospitals and as an academic at the University of New England.

Barwick founded PharmOnline, an advisory service that aims to provide Australians, particularly those unable to access their local community pharmacy due to geographic or other isolation, with 24/7 remote access to registered, experienced pharmacists.

PSA National President Associate Professor Fei Sim acknowledged Barwick's enormous contribution to pharmacy profession.

"A pioneer of innovation, Anna has consistently transformed access to care in her community and

beyond," A/Prof Sim said.

"I have been privileged to see first-hand Anna's work, and hope that others are as inspired and energised as I am by her contribution to the community and the next generation of pharmacists."

Meanwhile, pharmacists Sobia and Irfan Hashmi of South Australia are recipients of the South Australia Local Hero award.

See our exclusive interview with Anna Barwick on **page 2**.

Over 20 years, the Hashmis have transformed healthcare in remote and rural communities in South Australia, establishing six pharmacies in areas where there were previously none.

The Hashmis are committed to serving their diverse communities, employing staff who collectively speak 21 languages, allowing them to reach vulnerable groups and provide culturally sensitive care.

In addition, they have mentored intern pharmacists from overseas, coordinating multilingual education

Last chance to save

APP2025 early bird registration closes Fri 31 Jan, so register now to save up to \$120 on full registration. See **page six** for more.

and outreach initiatives to help them enter the much-needed workforce in regional Australia.

Also recognised was Dr Craig Rayner, who has been appointed as a Companion of the Order of Australia in recognition of his significant service to pharmacology across a range of roles and organisations.

Pharmacy Guild National President Professor Trent Twomey congratulated this year's finalists, award recipients and honours all community pharmacists this Australia Day.

"This year's award winners demonstrate a wide-ranging commitment not only to our profession but most importantly, to their patients and community," Professor Twomey said. *KB*



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Meet pharmacist Anna Barwick OAM

EXCLUSIVE

Anna Barwick (pictured), a pharmacist in Walcha, NSW, has been awarded the Medal of the Order of Australia for services to the pharmacy profession.

The award is the latest of many Barwick has achieved over the years, which include NSW Premier's Woman of the Year 2022; Regional Woman of the Year, NSW Minerals Council 2022; and Innovative Pharmacist of the Year, University Technology Sydney 2021.

Barwick also won PSA's Pharmacy Shark Tank award in 2021 and was NSW Pharmacist of the Year in 2021.

Barwick told *Pharmacy Daily* she was "absolutely shocked" when she received notification of the award.

"When I first saw the email, I thought it was spam and didn't want to click through on it!

"It is an absolute honour to be recognised so early in my career," she said, adding, "I feel like I still need to earn this recognition, so I'll keep advocating for pharmacists and rural health."

Her groundbreaking PharmOnline advisory service was created in 2020 in response to COVID.

"My pharmacist husband and I started getting many calls from patients about what to do during lockdowns," Barwick said.

"We have assisted hundreds of people to review their medications, make the best treatment choice, and suggest management for side effects from treatment.

"It is particularly important to people in rural and remote areas, as their health services may have



restricted opening hours or they may not have the capacity to travel for medication advice."

Barwick said she has had "amazing support from the most outstanding pharmacists around the country who have been team members PharmOnline".

"I am very grateful for them for taking the chance to become involved in something new."

Barwick is hoping to publish evidence of its impact in order to secure additional investment from large organisations.

PharmOnline currently operates on a fee-for-service model, but Barwick would like to be able to offer the services at low- or no-cost, so they can support more underserved people.

She is currently completing a PhD focused on telepharmacy.

It involves the pilot of an after hours telephone advice service in Tasmania, funded by the

Department of Health.

"We were subcontracted by the PSA to provide the service during 2022-23, focused on helping the general public, aged care staff and palliative carers," she said.

With her team of five pharmacists from Tasmania, the service has helped hundreds of people with their medication and health queries, preventing unnecessary hospitalisations and ED visits.

Barwick now intends to return to clinical work in aged care.

"It is a huge team effort at home to enable me to attend committee meetings, to the point where my children think my job is only attending meetings - I am grateful for technology to allow me to do so from my rural home.

"I am just about to start a part-time ACOP role at Walcha Multipurpose Service, so I'll be back to more clinical work after over a decade in academia." KB

Priceline joins Wounds Australia

WOUNDS Australia has welcomed the Priceline Pharmacy chain as a Gold Corporate Member.

The organisation pointed out that Priceline is the first major pharmacy group to formally partner with Wounds Australia, saying it reflects the growing role pharmacists play in providing wound care and in assisting more than 450,000 Australians living with hard-to-heal wounds.

"We look forward to working closely with Priceline - leaders in their sector - on a range of initiatives to improve wound care for more Australians," Wounds Australia CEO Jeff Antcliff said.

Wounds Australia is Australia's national peak body for the prevention, treatment, management and healing of chronic wounds.

The not-for-profit organisation conducts wound-related research with partners from other organisations; produces world-class wound care standards and guidelines; advocates to improve the standard of wound care offered in Australia; and provides evidence-based education and learning resources.

Other Gold members include Dermal Therapy, Smith & Nephew, Ausmed, Molnlycke and Braun, while the Pharmacy Guild of Australia is a professional affiliate.

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Dispensary Corner

AI HAS been used for some time now in radiology, and can be invaluablely impartial when it comes to diagnostics.

In one study, when human doctors evaluated radiographs of someone complaining of knee pain, they took into account demographic characteristics of the patient - whether consciously or not.

Women, the less well-off, and people of colour were taken less seriously than rich, white men.

But Dr AI can theoretically be trained to ignore these things and say what they see - and in that case, much more reliably.

However, in a recent study, Dr AI predicted "unrelated and implausible traits" from knee X-rays, such as whether patients abstained from eating refried beans or avoided drinking beer - and was surprisingly accurate.

So, do the knees know, or is something else going on here?

Apparently AI algorithms often rely on confounding variables - such as differences in X-ray equipment or where the clinic was - to make predictions, rather than medically meaningful features.

And once you eliminate one variable, AI fills the gap with another it previously ignored.

"These models can see patterns humans cannot, but not all patterns they identify are meaningful or reliable," cautioned the lead author, Dr Peter Schilling.

"It's crucial to recognise these risks to prevent misleading conclusions and ensure scientific integrity."

Keep skin products cool

WHILE pharmacy customers are instructed about keeping certain medications cool, especially during the summer months, what about sunscreen and cosmetics?

"High temperatures can significantly impact both cosmetics and sunscreens, compromising their effectiveness and usability," warned Dr Laurence Orlando from the Faculty of Pharmacy and Pharmaceutical Sciences at Monash University.

"Chemical sunscreens, which rely on active ingredients like avobenzene and oxybenzone, are particularly heat-sensitive.

"Prolonged exposure to high temperatures - such as inside cars or beach bags - can degrade their UV-filtering abilities, reduce efficacy, and cause physical changes like separation, runniness or a grainy texture," he said, adding that the instability can lead to uneven application and reduced sun protection, necessitating more frequent reapplication, especially during intense heat or sweating.

Cosmetics are also vulnerable to the effects of heat.

"Creams and lotions may separate, lipsticks and balms can melt, and natural or water-based



products may foster bacterial growth," Dr Orlando said.

"Heat can also oxidize essential oils and active ingredients, altering their scent or causing irritation.

Storing sunscreens and cosmetics in cool, shaded areas, and using insulated bags or ice packs when outdoors can help prevent these issues, and it is important to monitor products for changes in texture, smell, or appearance.

Dr Orlando also recommended using mineral sunscreens with ingredients like zinc oxide or titanium dioxide during extreme heat, as they maintain their stability and provide more effective UV protection. *KB*

UK pharmacists urge GLP-1RA restrictions

UK PHARMACIES are calling for tougher restrictions on online sales of blockbuster weight loss drugs amid concerns they are being prescribed without proper consultation or examination of historical medical records and may be inappropriate.

The UK's National Pharmacy Association (NPA), which represents independent

community pharmacies, said regulators should require prescribers to have more consultation with patients before dispensing the weight loss jabs and other higher-risk medicines.

That could mean a phone call or face-to-face discussion rather than simply relying on an online questionnaire, the NPA chair Nick Kaye said.



Guild Update

THE new and improved 'Find a Pharmacy' website offers many new benefits for both patients and pharmacies, one of which is the addition of individual pharmacy pages.

When patients search for services, they'll see a list of pharmacies offering them.

Clicking on a pharmacy directs them to a page that highlights its unique offerings and services, making it easier to find what they need and highlighting the pharmacy, front and centre.

Each pharmacy page can feature links to the pharmacy's social media profiles, website, languages spoken, trading hours, phone number, and other contact details, meaning patients know exactly what they can expect.

For pharmacies with booking platforms, the site's design ensures patients can conveniently book appointments or services directly from the page.

Guild members can choose what information they wish to display on their individual pharmacy page.

To ensure patients have access to the most accurate and up-to-date information, it is important for members to keep their details current.

To do this, members should update their pharmacy details in MyGuild.

Explore your pharmacy's page on Find a Pharmacy (click **HERE**) and take full advantage of this new feature.

Reimagining QCPP: Save time, money, and stress

MOST community pharmacists see QCPP as a burdensome “exam” to pass every two years, causing stress and diverting focus from looking after the health of their patients.

But QCPP is actually a business management system and reframing it that way creates an opportunity to streamline pharmacy operations, save time and money, and reduce stress. By integrating QCPP into daily management practices, pharmacists can shift from merely “ticking boxes” to building a more effective and profitable business, while maintaining their primary role as healthcare providers.

This shift in perspective is particularly relevant with expanded scope of practice for community pharmacies. Pharmacists face increasing clinical governance responsibilities, greater scrutiny, and heightened accountability as an ever more vital part of Australia’s frontline primary healthcare system.

Balancing these demands with daily operations like dispensing, patient counselling, and staff management is challenging. Without effective systems and processes, inefficiencies emerge, and opportunities for growth are missed. The key lies in transforming QCPP into a practical framework for day-to-day operations.

QCPP’s policies and procedures cover the essential elements of business but they’re often underutilised and implemented superficially to tick the compliance box at assessment time, then forgotten until the next assessment.

Bringing QCPP to life as part of your daily operations may seem daunting, but the effort will be invaluable, freeing up over-stretched time, resources, and energy, reducing stress, minimising those pesky fires that must be put out, and leaving more time for patient care and building the business.

Using a platform like Pharmacy Hive, which is designed specifically for this purpose, makes it easy to put five key principles into practice, simplifying the transition and fostering a more efficient, profitable pharmacy:

1. Organisation: Establishing clear processes and a centralised document management system ensures good governance, privacy, and efficiency. A single, secure “source of truth” eliminates time wasted searching for information and supports better team productivity.

2. Regular updates: Regularly reviewing and updating policies, procedures, and systems—Pharmacy Hive reviews its template policies and procedures annually—helps keep the pharmacy’s documentation and processes aligned and current, reduces



those stressful, superficial “on-the-fly” fixes just before a QCPP assessment, and ensures the team is doing things effectively and as expected.

3. Delegation: Trusting team members with specific, clearly assigned tasks empowers them, fosters teamwork, and allows everyone to focus on what they do best. It’s about putting the right people in the right roles, with simple systems and protocols in place to monitor progress.

4. Communication: Clear and open communication with the right tools and systems in place keeps the team informed, minimises misunderstandings, and ensures adherence to policies and procedures. The aim is to ensure everyone knows what’s expected of them and where they can go to find what they need to do their job well, so they’re not constantly running to management for help on routine issues.

5. Automation: Leveraging technology for repetitive tasks improves accuracy and efficiency. Tools like task management systems, automated staff inductions and record updates, and incident tracking reduce manual workload, minimise human error and provide traceable governance records effortlessly.

Embracing QCPP as a dynamic management framework helps pharmacy teams navigate expanding responsibilities and deliver better patient outcomes while achieving sustainable business success.

Importantly, it enables pharmacists to concentrate on their core mission: improving community health.

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