

From: [REDACTED]
To: [Pharmacy](#)
Subject: Pharmacy inquiry - We vote no for deregulation
Date: Wednesday, 4 July 2018 9:30:11 AM

Dear Mr Hansen

When health becomes just business it ceases to be about health..
Pharmacy has always been owned by pharmacists who pride themselves in the care they demonstrate to their customers and patients. I have been running my pharmacy for 15 years and know people, their names, their ailments, their doctors and have provided long term care.
I have also delivered services like Webster packing, free blood pressure monitoring, immunisation services and supported many school and local club activities. I am the community.

If the big players were to be able to have pharmacy they would compete only on price because there is no name on that business, no person and no accountability. If I do wrong by one of my patients/ customers it is my name on the wall.

We have seen the demise of butchers, greengrocers, newsagencies, florists etc. Please don't sacrifice health. We know the big players do not play fair and letting them in will predict the demise of small community pharmacy as it stands.

When the little old lady needs a hearing aid battery changed we do it..
When she is stuck at home and can't open her eye drops we do it.
When her tablets only come in a blister and she is arthritic we transfer it into another bottle.
When the old gentleman can't top up his phone credit we do it.
When his wife is in hospital we drop over our leftovers.
When the mother who hasn't had any sleep and is at her wits' end it is one of my staff that gives her comfort.
When a teenager shows signs of suicide we advise the mother of action that can be taken.
When the lady is having suicidal thoughts we refer her to her psychiatrist for admission.
When the girl has an febrile seizure in the shop we call the ambulance.
CAN YOU SEE THE BIG PLAYERS KNOWING THEIR PATIENTS THIS WELL? We don't get paid for any of the above services but we are bound by our duty of care and THIS IS where the difference lies.

Pharmacy is so much more than healthcare. It is the first point for people in the community to seek care, and we give advice for free. We have studied for 4 years at uni plus we 40 cpd points per year. We deserve to be able to make a living and not be fighting against Woolies and Coles.

I can't stress to you enough the great work that we do ... You cannot trust the big players to deliver the same care.

Regards

[Sophie Ligouras](#)
Pharmacist Owner

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