



Committee Secretary  
HCDSDFVPC  
Parliament House  
George St  
Brisbane, QLD 4000

Dear Mr Hansen,

**RE: Inquiry into the establishment of a pharmacy council and transfer of Pharmacy ownership in Queensland**

As an owner of a community pharmacy in Goondiwindi, I am very concerned about the possibility of the corporatisation of community pharmacies in Queensland. As a young pharmacist, I worked for Boots the Chemist, a corporate in the United Kingdom. I found there was a strong focus on profit, rather than healthcare. It was not a rewarding career and I vowed not to let corporatisation happen in Australia, our citizens deserve the best model of pharmaceutical care.

I staff my pharmacy with myself, two pharmacists, an intern pharmacist, a regular relieving pharmacist, two dispensary technicians and a dispensing robot. We are always accessible, patients know they can come into our pharmacy and receive timely, primary healthcare. Will a corporate focus on wage bills rather than maintaining respect within a small close-knit community?

I run a great community health hub; we are involved in all that happens within Gundy, we collaborate, contribute and care. It is a successful business model, but many of the services we deliver are not remunerated. With high morals and ethics, our business focuses on the care of our customers and community. Our rural community really benefit from the services we provide, filling the gaps within our health care needs.

We have been focusing recently on improving the mental health of our rural community. Our staff members have undertaken Mental Health First Aid Training through the Pharmacy Guild. We hosted a Beyond Blue Bash with education provided by a local GP and a mental health expert to reduce the stigma of mental illness in our community. Patients know they can come into our pharmacy, have a chat and we can refer them onto appropriate care.

We collaborate with other health professionals and businesses within Goondiwindi. From Primary Health Networks, Indigenous Health Clinics, Medical Centers, dentists and other health professionals, we learn together, communicate well and have the patients at the heart of our operations. We offer at no charge telehealth with specialists in our consult rooms as internet speeds are too slow on properties or patients are unable to use Skype.

I am excited by the prospect of expanding the scope of practice of pharmacists and pharmacy assistants. The Pharmaceutical Society of Australia state we are some of the

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most underutilised pharmacists in the world. Areas we could focus more on include vaccination, continued dispensing, minor ailments, pharmacists prescribing and smoking cessation. Flu vaccination in pharmacies can really just be the beginning of reducing the burden of disease in our communities

Community pharmacy in Queensland would benefit from a governing body, outside of Queensland Health. I have concerns that the administration of pharmacy ownership regulation has slipped since the creation of APHRA and that the profession needs tighter control.

I believe there is a great future in pharmacy for Queensland, but we must get the balance right. Increase the scope of practice for our pharmacy staff whilst improving the administration of pharmacy ownership.

I am available to speak at the public hearings in August and September to further expand on any of these issues.

Sincerely

Lucy Walker B.Pharm  
Owner, TerryWhite Chemmart Goondiwindi