



Health, Community and Disability Services, Domestic and Family Violence Committee
Parliament House
George Street
Brisbane QLD 4000

RE: Inquiry into establishing a pharmacy council and pharmacy ownership in Queensland

Dear Sir/Madam,

I am writing as a pharmacy owner concerned about the inquiry into pharmacy. I have been the Managing Partner of TerryWhite Chemmart Samford since 2008. In that ten year period we have served nearly 1 million customers, donated over \$150000 to our local community and won 7 major Pharmacy awards.

I support the government setting up a pharmacy council, to manage local pharmacy issues and bring us in line with the other states, but I'm really concerned about the potential deregulation of pharmacy ownership laws.

I believe that any deregulation of current laws of ownership threatens the existence of independent, community-based pharmacies in Queensland like my own. I believe the services that I deliver to my community would not be provided under a corporate model, which would lead to worse outcomes for patients in Samford and the wider Brisbane community.

I am extremely passionate about redefining how people view their community pharmacy. Pharmacists are an integral part of the healthcare team and our pharmacy is so much more than dispensing a box with a label on it.

Through TerryWhite Chemmart Samford's initiative The Clinic Hub we offer exclusive Pharmacist led health services including Parenting Classes, Digestive Health Programs, Menopause Wellness Programs and Pain Management Programs.

We have 6 Allied Health that visit our Pharmacy including Audiologist, Dietitian, Diabetes Educator, Psychologist and Midwife/Lactation Consultant.

We were awarded the 2016 Pharmacy Guild of Australia Pharmacy of the Year Community Engagement Award. I truly believe to be the health hub of your community you have to step beyond the four walls of the pharmacy and engage with your community.

We have run the Samford Health and Wellbeing Expo for the past 5 years. In 2018 we had 100 health related stalls including Doctors, Pharmacy, Physios, Dietitians, Psychologists, Audiologists, Exercise Physiologist, various support groups and community organisations such as Red Cross and Australian Hearing. Nearly 1000 people attended the event and it plays a great role in educating our local community and building business to business relationships.

We also run a monthly Carers for Kids Program which is a free gathering for parents and children aged 0-4 years. We organise a health orientated guest speaker every month and provide morning tea and toys.

Our other popular community health events include our annual Men's Health Night, Women's Health Luncheon and various instore free community events.

TerryWhite Chemmart Samford

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We have a strong relationship with our fellow health professionals. We run a quarterly Health Professionals Group Meeting and run various community events that involve multiple health professionals on a panel educating our patients.

There is so much hard work and dedication involved in running these events. The benefit to our patients and community is unmeasurable. A lady came into the pharmacy the morning after our Men's Health Night, where our guest speaker was Wally Lewis, she said I have saved her husband's life. I asked how and she said because of our Health Night, her husband listened to Wally's message of don't be a coward and speak up. He went to his GP first thing that morning and seek treatment for his depression and anxiety. I can absolutely guarantee you that none of these events would happen if local pharmacies were owned by corporates.

Pharmacies play an essential role in the health system as primary health providers. While providing PBS medicines is the core of our business, I am also proud to provide quality advice, assistance, triage and care to members of my community. Ensuring the health of my customers is part of my role as a health professional and I am concerned that a move to deregulate community pharmacy would undermine the model which serves communities like my own so well.

Regards,

Karen Brown
Managing Partner and Pharmacist TerryWhite Chemmart Samford
Partner TerryWhite Chemmart Keperra
2018 TerryWhite Chemmart Pharmacist of the Year

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