



Mr Rob Hansen
Committee Secretary
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Parliament House
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RE: Inquiry into establishing a pharmacy council and pharmacy ownership in Queensland

Dear Mr Hansen,

I am writing to offer this inquiry my opinions, as a pharmacist, and as the owner of Russell Island Pharmacy.

Firstly, I think pharmacy in Queensland needs the oversight of a pharmacy council. This would make sure all pharmacy owners in the state are following the current rules, and it would give us a single point of contact with the government, to advise on any health programs which could be offered through pharmacies and implement health policy in our pharmacies.

As the owner of the only pharmacy in my small community, I know the challenges that pharmacy owners face, and I also know the important work we do in our communities. That's why I am strongly opposed to deregulation of ownership.

As a small, community pharmacy, I am proud to provide personal, attentive service to every member of my community. I also understand the healthcare needs of my customers, and I respond to those needs with the medicines I stock, and the additional health services I offer out of my pharmacy. While a corporate buyout might be appealing, I would worry that a corporate who owned pharmacy like mine, wouldn't be able to respond to the needs of our community in the ways that I do.

I understand that the committee is looking in to the scope of pharmacists. I think there is more that we can do to serve our communities, and I would welcome having the ability to do more for my customers. Having the ability to administer a broader range of vaccinations, or address more minor ailments, would allow me to meet the needs of my community, and make sure everyone on Russell Island was a little bit healthier.

I am also broadly supportive of minimum education standards for pharmacy assistants. But government needs to work with pharmacists to make sure this doesn't become too much of a burden on our businesses. We want to ensure our customers receive the highest quality of care, but our businesses have to be sustainable to support this.

As a pharmacist, I take my role as a healthcare provider very seriously. Meeting the needs of elderly patients, or patients with a disability, or of people on a wide variety of medications, means taking the time to get to know people, understand their health needs, and respond to them. It's this sort of approach that the current model of ownership protects, and I believe it would be threatened by deregulation.

Regards,

Donald Frost
(Owner, Russell Island Pharmacy)