

Committee Secretary
HCDSDFVPC
Parliament House
George Street
Brisbane QLD 4000

Dear Mr Hansen,

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

My name is Kristy Floyd, I've worked in the pharmacy industry for 10 years. I've completed my Certificate II, III and I'm currently in the process of completing my certificate IV in Community Pharmacy.

Over many years of working in the pharmacy industry I haven't seen our industry improve as much as I would have thought with the time that is passing. Across the health system, industries have made changes and improved for the better, and I feel that pharmacies are falling behind.

I would like to see the regulations changed for owing medication for customers. At present pharmacists are only allowed to supply three days' worth of medication without a script from a doctor. For many patients, this arrangement isn't practical. We can't expect customers to be able to get an appointment with their regular doctor within this short timeframe. We encourage our customers to have a regular GP and not move around to different doctors in order to benefit from consistent care. Unfortunately, at present when you call a GP's clinic to make an appointment it is normally one week's wait to get in, or more. I believe the law needs to change. Pharmacists should be allowed to supply a full box of medication to allow patients to continue their treatment for certain chronic medical conditions.

My nan lives two hours away from me in a small country town and trying to get an appointment with her regular GP means she needs to book her appointment at least 2 weeks in advance. There have been times when I've spoken to her and she had almost run out of medication. Her script had expired and she didn't know what to do. She had booked an appointment with her GP, but it was 12 days away and she was almost out of medication. I told her to go and speak to the pharmacist at her regular pharmacy and see if they would be happy to do an emergency supply for her to ensure she had enough medication until her appointment. Nan went and spoke to the pharmacist and they ended up giving her enough supply. This allowed my nan to get to her appointment, get the new script and then organise to have my aunty drive her to the pharmacy to fix up the owing script and get the rest of the supply. This is the type of discretion a pharmacist should be given.

The second thing I would like to see changed is the restriction on dispense technicians having access to, and receiving controlled drugs. Our pharmacist's time is valuable and as dispense technicians we are here to help and ensure that pharmacists have enough time to counsel customers answer their questions and assist with S3 recommendations. Dispense technicians should be able to receive in DD orders and store them. We dispense under the supervision of a pharmacist and our work is checked. I don't understand why handling DDs is any different.

I'm currently completing my Certificate IV and I understand that pharmacy assistants that hold a Certificate IV qualification and work in a hospital have access to the DD safe. This means Certificate IV qualified pharmacy assistants in a hospital can handle DDs, assisting Pharmacists when dispensing DD scripts. This helps with the work flow. Unfortunately, once I complete my Certificate IV I won't be able to help my pharmacist in the same way working in a community

pharmacy. There needs to be consistency across the industry with these types of regulations.

I support a change in the regulation that would impose minimum training requirements on pharmacy assistants. This would ensure that customers are receiving the best possible service and advice. However, I don't believe the cost of this training should fall onto businesses already employing pharmacy assistants. Nor it should fall to us (pharmacy assistants). While I support ongoing improvements within the industry I would hate to see community pharmacies struggle or close due to the extra costs they are expected pay.

I believe that the pharmacy industry has come a long way but still has a long way to go to be able to support our customers, doctors, hospitals, staff and business owners. I know this isn't something that is going to happen overnight but there do need to be changes, and they must happen sooner rather than later.

If you have further questions, please feel free to contact me.

Kind regards,

Kristy Floyd