

Committee Secretary  
HCDSDFVPC  
Parliament House  
George Street  
Brisbane, QLD 4000

Dear Sir,

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

I am writing to you on behalf of MacDonalddtown Pharmacy where I work as a pharmacist in Toowoomba. I would like to share with you an **incident** that happened only a week ago at the pharmacy.

I received a phone call at the pharmacy on Saturday 7 July from a man trying to purchase medical supplies for his son, Anthony. While the father John lives in Sydney, his son lives in Toowoomba. However, Anthony has many medical issues, is unable to drive, had no means of public transport and was suffering from a severe case of influenza, making breathing difficult for him.

On a busy Saturday, I spent over 40 minutes on the phone to John trying to sort medication for Anthony and find a way to get the supplies over to him. I organised a taxi to deliver the medication to Anthony, and even offered to drive the supplies over myself if transport wasn't available.

If I didn't provide the level of service I did for John and Anthony, Anthony would have gotten even worse and would have had to go to the hospital in an ambulance.

John was so grateful that he wrote us a letter thanking me for my professionalism and level of care. He was astounded by the "above and beyond work" I put in and said the MacDonalddtown Pharmacy should be very proud.

John wrote, "Anthony has improved overnight as a result of the action taken by the MacDonalddtown Pharmacy, for which you should be commended, and I personally wish to express my appreciation for the help and compassionate assistance given to me for my son living at Toowoomba, QLD."

This is why we do what we do. We study, train and work so hard to help these sorts of people in need. People often underestimate the level of service and care we provide, but we're so valuable to our patients and community. Anthony is just one example demonstrating just how important community pharmacies are. Please do not jeopardise this care and dedication from pharmacies by putting them in the hands of large corporations. **This committee must recommend against any deregulation in the sector.** I can only imagine the effect it would have on the healthcare for our patients, community and people like Anthony.

While I support the establishment of a pharmacy council, and welcome a review of the scope of practice of pharmacists, stories like mine really demonstrate how the current regulations work for communities, and protect patients.

Regards,

Ivy Kenneth Tiong

Pharmacy Owner

MacDonalddtown Pharmacy

148 Drayton Road, Toowoomba, QLD 4350

Tel: 07 4635 2745

Fax: 07 4636 1309