

From:
To: [Pharmacy](#)
Subject: Pharmacy Council and its operational impact on Queenslanders
Date: Friday, 13 July 2018 6:50:41 AM

To the Committee Secretary
HCDSDFVPC
Parliament House George St
Brisbane Qld 4000

Dear Mr Hanson,

Re: Inquiry into the establishment of a pharmacy council and transfer of pharmacy ownership in Queensland.

My name is Stephen Winnett and I own and operate pharmacies in Queensland and have been a practising pharmacist for over 40 years and a pharmacy customer for over 60 years both here and overseas.

My life experience shows me that when a pharmacy is owner-operated, the customer benefits are greater in immediate and longer-term health outcomes, than when their pharmacy is owned or operated by a non-pharmacist or corporate.

A pharmacist who owns and operates their own pharmacy has a vested interest in ensuring their customers/clients/patients get the health care they need at a price they can afford with advice for better health outcomes that are patient and outcome driven rather than profit driven.

To own your own pharmacy is a large financial, personal and life-altering decision. Your need to act professionally and in your customers' best interest which is what helps to keep your investment in dollars and time viable. You are accountable for your actions, and the best outcomes for your patient's health and well-being is what drives your performance and professional conduct every day.

All Queenslanders rely on affordable and timely access to health advice that a pharmacy can deliver as their first point of healthcare access. This applies to regional areas as much or more so than areas of large population concentration. Unfortunately big business, corporate ownership concentrates where the profit can be best made which unfortunately can lead regional and country areas under-serviced and this must not be allowed to happen.

Pharmacists and their pharmacies cover our state and serve Queenslanders because as a profession we care for our communities and customers who benefit from the personal relationship built through our daily desire to contribute to their health and well-being. Over 1,100 pharmacies employing 12,000 Queenslanders providing more than 70 million individual patient visits annually - a picture that will no doubt change, and certainly not for the better, under open ownership or corporatisation of community pharmacy.

Professional satisfaction in our daily endeavours, making a difference to our customers' health, is what we are about. Reduce that satisfaction or discourage that duty of care in any way or for any reason will see many walk away from pharmacy and move to allied health endeavours. Unfortunately we would all suffer as a consequence should this occur and I can see that impacting most in our regional or country areas - and this cannot be allowed to happen !

Health advice for the asking, no appointment necessary at no cost to the Government/taxpayer. Health programs to promote good health awareness. Convenient access to health care. Qualified overseeing of health care when dispensing prescriptions as part of a patient's health care plan. A co-ordinated approach to total healthcare from the one profession that operates in the middle of the healthcare spectrum. The qualified and experienced gate-keeper who has a vested interest and a personally-accountable duty of care to ensure that the customer gets the right drug for the right condition in the right dose at the right time for the right reason - this is Community Pharmacy as it should be.

Pharmacists and pharmacy owners are personally and professionally accountable for their actions. We cannot hide or escape action as can be done in a corporate environment. We take responsibility for our every action for the benefit of our customers.

I have no desire to see open ownership or corporatisation of community pharmacy as this move would inevitably see pharmacy go down the American path of no service, profit-driven product availability and lack of care in healthcare - witness the open availability of alcohol, cigarettes, high-sugar confectionary etc in American pharmacy chains - hardly the place to go to find good lifestyle choices and healthcare advice.

I, as a pharmacy owner, am in favour of a Pharmacy Council for Queensland

I am in favour of, and passionate about, retaining pharmacist-only ownership of pharmacies

I am in favour of and passionate about the retention of pharmacy location rules to allow certainty of pharmacy investment and endeavour for our customers well-being and the security of our profession's future.

I am in favour of further structured education for our staff and team members - education and an improving knowledge base is never a bad thing for ourselves, our profession and our customers.

I am a believer in 'if it ain't broke, don't fix it' - by all means tweak it but I know we don't need to reinvent the wheel !

I thank you for your time - and good luck in your deliberations.

Kind regards,

Stephen Winnett BPharm. Grad Dip Hosp Pharm. MACP. MPS.

LiveLife Pharmacy Noosaville
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