



## *Griffiths Pharmacy*

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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

Since 1886 my Great-Grandfather, Grandfather, Father and I have successively practiced pharmacy in Charters Towers. I am a fourth generation pharmacist in rural Australia, as such I have a unique and particular view of , and understanding of the needs of this community.

My submission focuses mostly on the inquiry's exploration of broadening ownership laws which, implicitly, risks opening ownership entities to corporate entities'.

The professional nature of pharmacy and the close personal relationships between individual owners and their customers has fostered a high degree of trust.

A pharmacists' main focus is customer wellbeing and the provision of high level of care, which hopefully translates into a profitable business model.

There are many services that pharmacies provide that are not monetarily profitable.

Pharmacists check patients' blood pressure, blood sugar, cholesterol, home deliver and most importantly are available without an appointment to talk to clients concerning their various medical needs. Pharmacist provide an unpaid patient triage service for doctors, dentists, physiotherapists and State Hospital emergency wards, which, in itself, saves the state and federal government millions.

Pharmacists frequently treat minor and not so minor ailments and injuries that would otherwise end

up as a "bulk billed" doctors visit or a time and money wasting appointment at the local state hospital.

We are a hub for the community, to be referred to the most appropriate medical professional, and as such, ease of access is imperative, a corporate profit driven model would find this difficult to duplicate in the long run.

These sort of services are not very profitable, but they are however, part of the professional duty of a pharmacist. These interactions build the relationship with our clients and are something we enjoy providing. The cost and profit of these interactions is hard to quantify.

My decades of experience has reinforced that the value of pharmacist-owned pharmacies lies in the personal relationships established with, and within, it's community, allowing tailored advice, rapport with prescribing doctors and a more holistic treatment contribution. I am concerned that this will be unsustainable with corporately owned pharmacies, where the level of personal connection to consumers and the community will be compromised. This is especially true in regional areas, such as my home town of Charters Towers, where my pharmacy has strong community links and consumers are reliant on personal relationships.

Another concern is smaller businesses find it difficult to compete with corporately-backed entities, this will threaten our viability and the employment of my staff .

In summary I believe Pharmacy delivers great value to the people and government of Queensland.

There is no doubt change to the ownership legislation would negatively affect the quality and quantity of the services pharmacy delivers every day.

Please contact me at your convenience should you wish to discuss this further.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'David L Griffiths', with a stylized flourish underneath.

David L Griffiths , B. Pharm,