

Mr Aaron Harper  
Committee Chair  
HCDSDFVPC  
Parliament House  
George Street  
Brisbane QLD 4000  
12/7/2018

Dear Mr Harper,

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

My pharmacy, Ormeau Day and Night Pharmacy, has been supporting the Ormeau community since 1994. In our 24 years of service, we have developed strong relationships with our patients, offering them a 'one-stop-shop' for assistance and medical advice. We provide free advice for patients who cannot afford doctor appointments, ensuring they are taken care of even when they cannot afford it. Our pharmacy assists people and families in financial hardship by giving them essential medication in advance to when they can afford to pay for them. Big business would not do this.

I recently heard of the Inquiry into Queensland's pharmacy sector, so I am writing to you as a pharmacy owner who is concerned over the possible ownership deregulation. While I am in support of a pharmacy council for Queensland to manage local pharmacy issues as the other states are already doing, I'm very concerned about a big business takeover if ownership laws are deregulated.

I believe that any deregulation of current ownership laws threatens independent community-based pharmacies in Queensland like my own. I believe the level of care my pharmacy provides to my community would not be provided from big businesses, which would lead to poor health care for patients in Ormeau.

At Ormeau Day and Night Pharmacy, we provide a level of care and service to our patients which just wouldn't be provided by big businesses. We have a lot of regular elderly patients that we care very much for – they rely on us to organise their medications and prescriptions for them. We provide free Webster care packs and delivery these packs to the elderly and vulnerable. We sometimes deliver their medication to their homes when they are unable to come into the store and even drive patients home if they need a way home. We look after the mentally ill patients in our community by coordinating their medical appointments when they need new prescriptions for medication. We do the clozapine program, not for financial gain but to assist vulnerable patients. There is no financial incentive for doing this program.

Not to mention the health and wellbeing programs such as HB1AC screening for diabetes and blood pressure monitoring we provide free to any members of the community. I know these extra services mean a great deal to the patients, providing them with free personal services to make sure they are taken care of during times of illness.

Regarding the scope of work for pharmacists, I would support any extension of scope which allows me to provide more well needed services to my community. Delivering flu vaccinations through pharmacies is just one example of how pharmacists can improve the accessibility of important health services. In other states, pharmacists are already able to provide vaccinations to people under 18, and I think we should be able to as well. Pharmacy flu and Boostrix vaccinations that our store regularly does saves the Medicare health bill, ensures more

Australians are immunized as it generally is able to be done on demand and educates the public about preventative health measures.

Disease screening is another practice that would be critical in facilitating early diagnosis and intervention for patients. Allowing pharmacies to provide these services would allow us to monitor chronic conditions, specifically for patients who cannot afford hospital and doctor appointments, while providing personal services to ensure their wellbeing throughout their diagnosis. I don't believe that this service replaces the GP, who would still need to diagnose conditions. But additional screening could pick up health issues sooner, and improve the lives of my patients.

Pharmacies play an essential role in the health system. While providing PBS medicines is the core of our business, I am prouder to provide quality advice, assistance, triage and care to members of the Ormeau community. Ensuring the health and wellbeing of my customers is my sole purpose as a pharmacist and pharmacy owner and I am concerned that ownership deregulation would undermine the model which serves communities like my own so well. As a pharmacy owner who works up to seven days a week in my store I am readily available to any member of the community that has any concerns about the standard of healthcare provided. I deal with any problem personally and that helps to provide a very good outcome to the consumer.

Regards,

Madonna Baker

Owner, Ormeau Day and Night Pharmacy

[REDACTED]

[REDACTED]

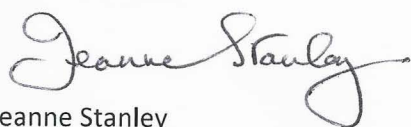
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12/7/2018

To Whom it May Concern

My husband David Stanley is unwell which meant that it was not easy for me to access the pharmacy as David normally drives. The pharmacy kindly assisted us by picking up our scripts free of charge and delivering them to us. I was concerned about David's blood pressure as he was feeling unwell and has some heart problems. Darren at the pharmacy helped me in choosing a suitable machine that was later delivered by Bill. Bill was very helpful and demonstrated to us how to use the machine correctly so we can take David's blood pressure every day. It is great in a community to have a local pharmacy that assists older australians in situations of need. It fills a huge void in services

Kind regards

A handwritten signature in cursive script that reads "Jeanne Stanley". The signature is written in black ink and is positioned above the printed name.

Jeanne Stanley

[REDACTED]  
[REDACTED]  
[REDACTED]  
12/7/2018

To Whom it May Concern

What would I do without my local community pharmacy? As an elderly

couple who are no longer able to drive, I depend on my community pharmacy being able to assist me. Our Accucheck perfoma blood machine was not working so I thought I would need a battery but was not sure which one. Darren from our local community pharmacy identified the specific battery I needed and brought the battery over to us then put it in the machine. He was very patient with us even though I had not put my hearing aids in. After I put them in, he showed us in the machine manual, ways we can troubleshoot out machine should any other errors occur in the future. We can now monitor William's blood glucose. Darren stayed while we checked William's blood glucose as I was quite concerned about his his levels. The reading was higher than the normal range so Darren reassured me that blood glucose levels fluctuate and I should not be too concerned immediately. He informed me to that we should retest in the afternoon and give the pharmacy a call if the reading was still high. I rang Darren in the afternoon to inform him the level had gone down.

The pharmacy reguarly makes up webstercare packs free of charge for my husband William and gives us a lift home when we need one from the shopping centre. My husband and I are thankful for their service to the elderly. It is hard making ends meet especially when we cannot drive so getting a lift home assists greatly.

regards

*Shirley Hopkins*

Shirley Hopkins

*[Handwritten signature]*

[REDACTED]

[REDACTED]

[REDACTED]

12/7/2018

To Whom it May Concern

My local community pharmacy provides me with invaluable advice and help with my medicine needs. As an elderly customer living in their local catchment area with working family members and family living away, they assist me with being able to get to my doctor and other essential needs. They pick me up when I have a doctor's appointment and drive me home. This essential service greatly improves my health care.

Kind regards

Dorothy Stone

A handwritten signature in cursive script that reads "D Stone".

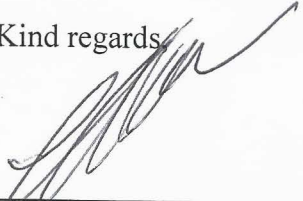
Colin Mclean.

Dear whom may this concern,

I am very thankful to my local pharmacy. My pharmacy provides exceptional services that would not be offered at larger businesses. Some examples include:

- collection of prescriptions and delivery of medicines and other pharmacy products
- liaise with GPs regarding new prescriptions or prescription queries
- offers customer accounts for medication packing and/or temporary financial hardship
- specially order products and medicines

Kind regards



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Signature

COLIN PATRICK MCLEAN  
Name (please print)