

Health, Community and Disability Services, Domestic and Family Violence Committee  
Parliament House  
George Street  
Brisbane QLD 4000

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

Dear Sir/Madam,

I am writing as a pharmacy owner concerned about the inquiry into pharmacy.

Sunny Park Discount Drug Store is a locally owned, community pharmacy situated on the Brisbane's southside in a busy multicultural neighbourhood shopping centre. Sunny Park Discount Drug was the first Discount Drug Store established since year 2000 offering professional pharmacy services to our local community. It is our mission to ensure that our pharmacy make a positive difference to our customers' well-being, by providing medicines and health care solutions at everyday Low Prices, with an uncompromising approach towards the delivery of Professional Health Advice and Exemplary Customer Service.

I support the government setting up a pharmacy council, to manage local pharmacy issues and bring us in line with the other states, but I'm really concerned about the potential deregulation of pharmacy ownership laws.

I believe that any deregulation of current laws of ownership threatens the existence of independent, community-based pharmacies in Queensland like my own. I believe the services that I deliver to my community would not be provided under a corporate model, which would lead to worse outcomes for patients in Sunnybank.

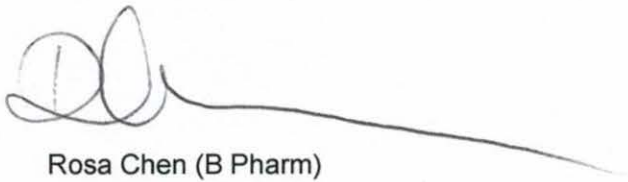
Pharmacists practicing in community pharmacies are the focal point for basic health care needs in many communities, as we are the first point of call to provide triage, health advice, treatment options, referrals and support services to the patients. The system we currently have has reduce the burden on hospital admission and NHS system, saves a lot of tax payers' money. In many rural and regional communities, a pharmacist's role as a first point of contact is even more significant, with access to other health services restricted by distance and availability.

With regards to questions concerning the scope of pharmacists, I would support any extension of scope which allows me to provide the services my community needs. Delivering flu vaccinations through pharmacies is an excellent example of how pharmacists can improve the accessibility of important health services.

At Sunny Park Discount Drug Store, we currently provide a range of professional services to our patients, apart from the traditional Blood Pressure Test, Dose Administration pack, Meds Check etc, we also has a Cobas Machine in store to perform HbA1C and Lipid testing for our patients, every few months we also run anemia screening clinic. I believe in the future we can also involve in screening for lung disease, screening for diabetes, screening for STIs etc.

Pharmacies play an essential role in the health system as primary health providers. While providing PBS medicines is the core of our business, I am also proud to provide quality advice, assistance, triage and care to members of my community. Ensuring the health of my customers is part of my role as a health professional and I am concerned that a move to deregulate community pharmacy would undermine the model which serves communities like my own so well.

Regards,

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Rosa Chen (B Pharm)

Pharmacist/Owner of Sunny Park Discount Drug Store