



MEET YOUR

2014 PHARMACY

OF THE YEAR WINNERS



**CHARNWOOD CAPITAL CHEMIST,
CHARNWOOD, ACT**

The Pharmacy Guild of Australia and the Quality Care Pharmacy Program are thrilled to announce the Pharmacy of the Year (POTY) 2014 winner is Charnwood Capital Chemist from the ACT. Charnwood Capital Chemist was declared the winner at a celebratory presentation at the annual APP Conference this month on the Gold Coast.

POTY judges Bill Scott and Meryl Kane were presented with a pharmacy passionate for professional services and well integrated with and utilised by local health services.

‘While the judging this year was incredibly difficult and there were so many great pharmacies, Charnwood is a clear example of how a dynamic pharmacist with good local relationships can provide an excellent service’

‘Because Charnwood is an area where there is a considerable amount of diabetes and there are other issues with people with poor venous return, Samantha saw that there was a need for compression garments and wound dressings. She joined the Australasian Lymphology Association and has done the training so that she can be a qualified fitter and provider of these garments; and now has excellent inter-professional relationships with Calvary Hospital. She deals with the local GPs, everybody in the area, and is known as the ‘go to’ spot for anything to do with compression garments and wound management in this area.’ Bill Scott said.

Congratulations to Charnwood Capital Chemist for winning the overall and Innovation in Professional Services categories. ■



INNOVATION IN PROFESSIONAL SERVICES

CHARWOOD CAPITAL CHEMIST, CHARNWOOD, ACT

‘We are certainly on our way to achieving our goal as an important health destination for Canberrans.’

Charnwood Capital Chemist managing partner Samantha Kourtis was on the money when she wrote this statement in her 2014 POTY entry.

Samantha has moulded the pharmacy into an irreplaceable healthcare destination serving customers across the ACT and surrounding NSW region. With three years' experience in fitting medical compression garments, Samantha led the pharmacy's collaboration with ACT Wound Services and Calvary Lymphoedema Clinic to deliver referral-based services for vascular ulcers and lymphoedema. The pharmacy has served over 200 patients since the service began in 2013.

The pharmacy has recently collaborated with the ACT Medicare Local to identify areas of need for mental health for their patients, and provides private phone line services direct to Lifeline and BeyondBlue in crisis situations.

Staff are currently completing their mental health first aid qualification and are working towards extending their mental health services with further collaboration with the local Belconnen Mental Health Team and BeyondBlue's NewAccess program.

The pharmacy provides a free maternal and child health clinic to the community and has developed close inter-professional relationships with paediatricians, lactation consultants, midwives and general practitioners through this service. The service provides continuity of care for a low socio-economic community, where access to health providers is limited.

Employing over forty staff, the pharmacy has recently undergone an extensive refit to better align with local primary healthcare needs. The pharmacy also provides opioid treatment services, MedsChecks, Dose Administration Aids and continence advice to patients. ■





EXCELLENCE IN BUSINESS MANAGEMENT

PRICELINE PHARMACY, SPRINGWOOD, NSW

Priceline Pharmacy Springwood have developed a clear, concise and well-balanced business model. Owners Anthony Hanna and Kim Stubbs have adopted proven leadership and management techniques which integrate customer focussed strategies together with SMART (specific, measurable, attainable, relevant and time-related) goals.

The pharmacy receives retail management assistance from Lion Retail Management Group (LRMG), who employ specialist mentors in retailing and business management, assisting with back-office accounting and providing industry context for cashflow and category management. Managers and pharmacists attend yearly LRMG conferences to review store performances, discuss ideas and tactics, share feedback and develop a strategic plan for the year to come. This is a prime opportunity for the owners and managers to assess the pharmacy's performance annually and address upcoming challenges and goals.

POTY judge Bill Scott was impressed with the business management of this pharmacy. 'Springwood shone in management because they have excellent information gathering and again acted in an inclusive way involving the younger staff. They have been excellent mentors and trainers of future pharmacists and pharmacy team members. They were the standout in this area.'

'The fact that they have continued to grow in the professional area and in the pharmacy in general with almost a complete change in personnel shows the systems work.'

The pharmacy undertakes an extensive induction and performance review process to align employees with their vision, mission and values. Tools such as TINYpulse employee questionnaires are used to help maintain a strong team environment. Effective communication and planning occurs through weekly team meetings and quick, easy-to-read reports.

Skill improvement occurs through in-store training by pharmacists, and through the sharing of ideas and information using the 'Priceline Springwood Knowledge Den' file-sharing application. ■



EXCELLENCE IN COMMUNITY ENGAGEMENT

C.P. PEOPLES OUTBACK PHARMACY, BROKEN HILL, NSW

With a population of just 20,000, it comes as no surprise that a pharmacy in Broken Hill NSW excels at community engagement. C.P. Peoples Outback Pharmacy is a shining example of a pharmacy going beyond its four walls and reaching a wide network of consumers.

The pharmacy supports the community through weekly radio segments from an intern pharmacist, addressing local support groups such as the Dementia Carers Support Group, and participating or donating to local sport and community groups.

Owner Con Peoples ensures the Broken Hill community is the main motivator for all staff.

With a strong Indigenous population in both Broken Hill and surrounding areas, one pharmacist conducts weekly medication reviews at the local Aboriginal Medical Service and also travels up to 200 kilometres each way to Wilcannia or Menindee fortnightly to provide services to communities where no pharmacy exists.

The pharmacy is also a strong supporter of the University Departments of Rural Health pharmacy program in Broken Hill, which provides placement support to pharmacy students in Broken Hill. The pharmacy staff ensure that while the student gains valuable placement experience, they are also integrated into the local community.

POTY judge Bill Scott said 'Broken Hill are good all-rounders. They are involved in their community from the Aboriginal services to the aged care medication records, training of the students and trainees in a multi-professional, inclusive way. Plus, they are active in the charities and local community groups and involved in sport and schools.' ■



2014

POTY

JUDGE'S

REFLECTION

The 2014 Pharmacy of the Year competition was hotly contested this year. With a 25% increase in entries, the judges were set for a challenging time to find the best pharmacy in Australia. The judges undertake a comprehensive review of the written submissions and then visit the top ten in a whirlwind week in January.

Judge Bill Scott has reflected on this year's competition and the calibre of entries:

'I really love being a judge. It is just such an exciting thing to go out and meet great people, doing great things, providing great health services to the public, which is well beyond, 'here's a few pills, go home and take them.'

They just provide terrific services, which sometimes in their own humility they can't even point out to us. We have to search a bit for them, but it is a very exciting thing.

We might have flown nearly 10,000 kilometres and drove 1,200 kilometres in a week, which was incredibly demanding, but I have to say at no stage did my energy wane because I was just so excited about how good everybody was and this is an incredibly important thing to do.

Pharmacy of the Year is a great institution because anything that encourages pharmacists to see how good they are, how good they can be or how good they can strive to be is well worth it.

It's interesting when you think about excellent pharmacies; you think these are people who have had great opportunities to actually get to where they are. But the astounding thing this time was nearly all these pharmacies were in underprivileged areas.

They were all in areas where you would think that price was paramount and yet all of them built good pharmacies by providing excellent professional care as well as providing a prescription and medicine service.

Again with the winners this year, what we found was that so many of them were integrated or involved in the community; they weren't a pharmacy just providing a service to the community, they were actually an intrinsic part of the community.

I have never seen such a close field in the three years I have been involved. They were all excellent. I would have been proud to own any of the businesses.

The Pharmacy of the Year competition returns in 2015. ■

For more information on the competition and to get some valuable insight on what the judges are looking for in Australia's best pharmacies, visit

www.pharmacyoftheyear.com.au