



**The Pharmacy
Guild of Australia**

Northern Territory Branch

Annual report 2017

We are community pharmacy

Notice of AGM

NOTICE IS HEREBY GIVEN to Members that The Annual General Meeting of The Pharmacy Guild of Australia (NT Branch) will be held at Pee Wees Restaurant, Alec Fong Lim Drive, East Point Reserve, NT.

FRIDAY 29 SEPTEMBER 2017 AT 7:00PM

BUSINESS

1. Apologies
2. To confirm the Minutes of the Annual General Meeting held at Char Restaurant, 70 Esplanade, Darwin, NT on 23 September 2016 at 7:00pm.
3. To receive and adopt the Annual Report.
4. To receive and adopt the Financial Report for the year ended 30 June 2017
5. To receive and adopt the NT Branch Committee Election Results.
6. Any other business of which notice has been given.

Notice of motion for any other business must be received in written copy by the Branch Director by close of business on 11 August 2017.

Should a member be unable to attend, it is acceptable for another pharmacist to act as their proxy, provided a form authorizing this have been completed by the member and returned to the Branch Director at least 24 hours prior to the meeting.

By Order of the Branch Committee.

JUDITH OLIVER
Branch Director
2 June 2017

Membership As at 30 June 2017

Proprietors	19
Honorary Life Members	1
Pharmacies	30

Branch Committee

President & National Councillor:
Sotirios (Terry) Battalis

Senior Vice President & Alt. National Councillor: Darryl Wakelin

Vice President Finance:
Adam Bennett

Branch Committee Members:
Adam Bennett
Bradley Coleman
Mark George
Nunzio Meta
Shelley Forester

Branch Staff

Branch Director Judith Oliver

Office Manager Carol Seamons

QCPP & Training Officer Nicole Francis
Sarah Ninnés

Trainer & Assessor Karen Burlinson

Pharmacy Business Support Officer Dimity Tsirogianis

Indigenous Health Policy Manager Helen Bowden

Branch Director

Our members

Whilst the NT Branch will most likely always be the smallest of Guild Branches, the number of community pharmacies in the NT continues to grow steadily in line with the increasing population. Whilst 2016-17 has seen a stable number of pharmacies in the NT, there are a number of new pharmacies in various stages of planning that will be opened in Palmerston and Darwin's rural area during the year 2017-18. There are currently 36 pharmacies in the NT, the same number as in the previous year. 30 of these are members of the NT Branch of the Pharmacy Guild of Australia. There are 19 proprietors of these 30 Guild member pharmacies. We continue to strive to assist, represent and support all our members, your pharmacies and staff.

We are fortunate at the NT Branch to have regular and ongoing contact with members and the broader pharmacy 'community'. We constantly monitor our communication strategy to ensure that important messages are getting through to member pharmacies, and their managers and staff to ensure that those working in the frontline are kept up to date with important information.

The eBulletin emailed to all members once or twice monthly is our regular communication tool. We often follow up issues with individual emails or phone calls as well. We encourage members to call or email us with their queries as often they are issues concerning more than one member. If we don't already have the answer then we are supported by our National Office and a network of Branches, and also connected with local experts who can assist.

Our staff

There have been a few changes this year as we have bid farewell to Nicole Francis who moved interstate and welcomed Sarah Ninnies into the combined QCPP Co-ordinator and Training Officer Role. Sarah's experience as a qualified pharmacy assistant and in the recruitment industry has meant she has quickly settled into the role. We have also recruited a locally trained pharmacist Dimity Tsirogianis into a part time role as Pharmacy Business Support Officer. Dimity is well known to most of our members and is building the capacity of the Branch to assist members to expand their businesses to include a range of professional services.

Again this year I am particularly appreciative of the hard work and dedication shown by the NT Branch staff. With only six staff members and the vast depth and breadth of issues we are faced with, everyone is constantly learning and developing their skills. Thank you to Carol, Karen, Sarah, Dimity, Nicole and Helen for their real commitment to team work and to achieving results.

Branch Financials & Staff Resources

National Council continue to recognise the importance of maintaining an active Branch in the NT despite the relatively small numbers of members. The NT Branch continues to operate on a deficit-funding model, whereby the National Secretariat provides financial support up to an agreed and budgeted deficit each financial year.

Income is generated by membership subscriptions, user pays and government funded traineeships, and through funding of programs by the National Secretariat.

The Quality Care Pharmacy Program has been expanded to include "Pharmacy Transformation Business Support" which

funds the employment of two part-time positions of “Quality Care Co-ordinator” and a “Pharmacy Business Support Officer” and pays associated travel and office costs. Costs are kept to a minimum by tight control on expenditure, including reduced work hours for staff recognising that salaries are the biggest cost to the Branch. We currently have six staff members who equate to only 3.75 FTE.

Roles that are complimentary are combined to reduce travel costs and maximise efficiencies, allowing the one person to actively support members in a number of areas whilst out in your pharmacy.

Member Services

Central to the NT Branch philosophy on Member Services, is that members in the NT should have access to the same quality and range of services from their Guild Branch as those who are members of larger Branches interstate. We have assisted members with a broad range of Industrial Relations enquiries over the past 12 months, utilising the broad range of skills available through the Guild nationally and in each Branch to ensure our members receive the highest quality advice.

Government & Stakeholder Relationships

We have had elections in both the NT as well as federally this year. We are pleased to have been able to meet with a number of ministers and their key advisors. The NT Branch of the Pharmacy Guild continues to work with the NT Government across policing and health on Project STOP, and we have supported members to introduce and maintain the MedsASSIST tool to manage the appropriate treatment and referral of patients requesting codeine-based products for pain relief.

We continue to work closely with the NT PHN, with a highlight from this year being the completion of the first contracted

arrangement between the Guild and the NT PHN in the *Preventing Falls through Medication Reviews* project for patients of remote health services who are at risk of falls. We hope this project will pave the way for future collaboration.

We also work to ensure that members are represented on NT Department of Health led initiatives and reviews. I am pleased to represent the Guild on a working group established by the NT Department of Health to develop the guidelines and implement the transition from the pilot program to open practice SSTP for Pharmacist Led Immunisation in the NT.

Pharmacy Regulation

It remains a priority to ensure that appropriate and adequate controls on pharmacy ownership and premises are maintained in the Northern Territory. Ensuring the continued progress of the Tilton Review of Schedule 8 of the NT Health Practitioners Act remains a priority and was reinvigorated following the NT election in September 2016. We have also contributed extensively to the *King Review of pharmacy remuneration and regulation*, attending public forums and meeting with the working group separately. There is still more work to do in the coming year to comment on the recommendations of this review.

The controls relating to pharmacies contained in Schedule 8 to the *NT Health Practitioners Act 2007* remain under the oversight of a “Pharmacy Premises Committee” (PPC). Branch Committee member Shelley Forester has served on this committee since its inception.

Indigenous & Remote Health

Equitable access to pharmacy services as well as access to medications by patients of

remote health services remains a high priority at the NT Branch. We continue to advocate on behalf of our members for equitable services for people living in remote Australia, as well as equitable remuneration for the pharmacies servicing them. The NT Branch has continued to take a lead role in the development of both Indigenous Health Policy and regional/remote Health Policy and have benefited from a close working relationship with Helen Bowden in her national role as Indigenous Health Policy Manager.

Pharmacy Assistant Training & Workforce

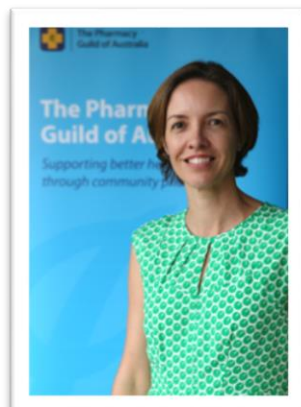
The outcomes have been pleasing with record numbers of pharmacy assistants enrolled and completing qualifications. A special thank you to the members who have supported our work in this area by choosing us as their preferred training provider.

Community Pharmacy Workforce Issues

We were successful in achieving a place for Retail Pharmacists on the NT Skilled Occupation Priority List (NTSOPL) in 2013-14 and this has been maintained ever since, allowing the NT Branch as an industry association and an RTO to access funding and opportunities to assist our members to recruit, retain and train staff.

It has been satisfying to see staff develop, Branch Committee involvement increase and the ability of the Branch to respond to members needs grow over the past year.

Judith Oliver



Indigenous Health Policy

A National Role from within the NT Branch

The announcement by the Prime Minister, Malcolm Turnbull in November 2016 at the Guild's Annual Dinner at Parliament House that the government would recognise the dispensing of medicines to patients of Remote Area Aboriginal Health Services (RAAHS) and reimburse at a rate equivalent to the full dispensing fee was welcomed by community pharmacists delivering the s100 RAAHS program who had been advocating on this issue for many years on behalf of their patients in remote Australia. An interim claiming arrangement was established following agreement by the department and the Guild, and claiming was implemented in January 2017. The longer term aim is to develop a more streamlined process in the future.

The *Preventing Falls through medication reviews project* which was a Healthy Ageing Project funded by the NTPHN, was an overwhelming success with four local pharmacies commissioned to deliver medication review services to fifteen communities throughout some of the remotest parts of the Northern Territory. Results from the project captured some impressive data with a total of 2308 patients audited of which 30% were found to be at a medium to high risk of falls. Pharmacists engaged with patients when they visited the communities and with the assistance of local health workers, 152 individual patient interactions occurred. The project allowed for an additional two visits by community pharmacists to remote communities to enable opportunities of patient engagement and also resulted in up skilling and supporting local health staff. 129 clinic staff participated in the in-services

provided by the visiting pharmacists, focusing on medicine management and what to look out for with medicines, including side effects, desired effects and interactions. The success of this program was in the existing relationship the community pharmacy had with the health service and the advocacy opportunity that pharmacists could promote more broadly their skills and expertise in medicines, highlighting to the community the importance of being able to feel comfortable to talk about medicines.

The results of the *NT Falls Project* were presented at a number of conferences and meetings throughout the year, including the National Primary Health Network and NRHA conferences. Both of these opportunities presented a chance to engage with Primary Health Networks nationally and highlighted the value of engaging with their local community pharmacies in future projects and programs.

It has been an intensely challenging year for all pharmacies in the territory involved with the *NT Remote Health - Provision of section 100 pharmacy services for a period of 36 months* tender thanks to an on-again off-again tender process and a number of extensions required, resulting in considerable uncertainty.

The health inequities that exist for Aboriginal people living in remote communities throughout the Northern Territory are well known and it remains a universal understanding that they deserve access to quality pharmacy services. It is hoped that the NT Government can recognise this in their decision making process for the next tender.

The NT Branch has participated in the NT Heart Foundation Health Ambassador program over the past year – the first time that they have extended the program beyond

nurses. Participating in the program has provided an opportunity to advocate for community pharmacy and highlight to the other participants, predominantly from the public sector, the value of engaging and working with community pharmacy for the benefit of the patient.

This has been the year of reviews with the Guild actively participating in the *King Review of pharmacy remuneration and regulation* and the *Urbis Indigenous pharmacy programs* review have highlighted once again many of the shortcomings of medicines access and management programs for Aboriginal and Torres Strait Islanders. Although it is still unclear what or how the recommendations will be followed, hopefully we will see some enhancements to these programs as a result of these reports, and greater integration between programs for the individual.

Helen Bowden



Pharmacy Business Support

Pharmacy Business Support is a new role within the Northern Territory Branch, focusing on providing business support to members utilising the Guild's expertise and programs.

Members are supported to start their pharmacy's transformation journey by understanding the opportunities that exist outside the traditional areas of 'dispensary' and 'front of shop', particularly in the delivery of Professional Services. Members are encouraged to maintain their core business, and to consider incorporating professional services that protect, complement and add value to provide customers with an integrated health solution.

The Guild provides the Health Advice Plus business support tool free to members. It is a hands on support package that provides members with resources tailored to their individual business needs. Additional operational support tools are designed to sit alongside Health Advice Plus, and consist of:

- ScriptMap 2020 – forecasts your business remuneration out to 2020 and assesses the opportunities of alternative business strategies.
- Professional Services Viability Tool – aims to combine the established cost base within your pharmacy and provide a guide on an appropriate business model for delivering individual pharmacy professional services.
- Opportunity Analysis Tool - provides a customised report using your pharmacies data to highlight the opportunity for new income linked to key professional service areas.

Vaccination Course for Pharmacists

On 16 March 2017 the Scheduled Substance Treatment Protocol (SSTP) for "Pharmacist-led administration of vaccines to adults at pharmacy premises in the Northern Territory" was gazetted, signalling that the program is now mainstream and the pilot program which commenced in 2015 has ceased. The new SSTP allows appropriately trained pharmacists to administer influenza, MMR (measles, mumps and rubella) and DTP (diphtheria, tetanus and pertussis) vaccines to adults aged 16 years and over from community pharmacy premises.

An Information Session on Immunisation for pharmacists was held to explain the new SSTP requirements. Dr Rosalind Webby, Head of Immunisation Department of Health and Centre for Disease Control, spoke about the 2017 flu vaccines as well as the current measles and whooping cough rates in the Northern Territory. Information was provided to members and their staff on how to develop an appropriate business model & implement a vaccination service in their pharmacy. We continued our support in this area by offering the Guild's national "Vaccination course for Pharmacists" in June 2017. The course included online pre-work and one full day of practical training delivered by pharmacist and vaccination expert Mary Bushell and nurse immuniser Nicole Norman, both from Charles Darwin University. Congratulations to the six NT Pharmacists who were the first in Australia to successfully complete the Guild's course.

There are still only a small number of pharmacies that are delivering vaccination services in the NT, and in an effort to increase this number we are currently assisting an extra 3 pharmacies to review their store layout and workflow setting. Vaccination services are just one of the many professional

services that Community Pharmacies can offer, and we continue to work with members to broaden the range of professional services you can offer your customers.

We are fortunate to have regular and ongoing contact with Charles Darwin University school of Pharmacy. Guild staff regularly deliver presentations to the 4th year pharmacy students on Guild programs including Project Stop and MedsAssist. We have provided a number of information sessions on the Guild's Intern Training Program. Our members have benefitted from the University teaching staff assisting with the delivery of vaccination training workshops.

Business Support initiatives and opportunities are regularly communicated to members through our eBulletin and followed up with visits, phone calls and individual emails. We always encourage members and pharmacists of member pharmacies to call or email us with any queries that they may have.

QCPP accreditation support is now provided as an integral part of Pharmacy Business Support – allowing us to help you ensure that any services you offer are delivered in a manner that meets QCPP and best practice standards.

I look forward to working with members to ensure that your businesses are prepared as the pharmacy model continues to transform to meet the shifts in the market and the future needs of the community.

**Dimity
Tsirogianis**



Pharmacy Assistant Training

The Pharmacy Guild of Australia is a nationally Registered Training Organization (RTO 0452) that offers a wide range of education and training opportunities. The NT Branch operates as part of the RTO to offer training to Pharmacy Assistants under the standards set by the Australian Skills Quality Authority and Australian Qualification Framework.

Training your staff in Community Pharmacy is a valuable investment to ensure Pharmacy Assistants are given the opportunity to increase their skills and knowledge in our ever changing industry to ensure they are the best of the best when it comes to providing customer service and product advice to their customers. Many pharmacy assistants in the NT have considerable life experience, industry experience and knowledge. The training provided by The Pharmacy Guild of Australia, Guild Learning and Development Team, acknowledges prior learning, updates skills and provides formal qualifications training that are recognised Australia-wide.

Due to ongoing review and development of Community Pharmacy Training package, the Guild Learning and Development Team have been extremely busy over the last 12 months developing and launching a New Community Pharmacy Qualification Package. The new package includes a new and improved SIR20116 Certificate II in Community Pharmacy, SIR30116 Certificate III in Community Pharmacy and SIR40116 Certificate IV in Community Pharmacy Qualifications. We have also added a new qualification to our scope with the Certificate IV in Community Pharmacy Dispensary. This qualification reflects the role of skilled technicians working in the dispensary who

have substantial knowledge of pharmacy medicines and dispensing techniques. “Short Dispensary” courses are also offered on a fee for service basis to pharmacy assistants who wish to specialise in this area but are not wanting to complete a full qualification.

Our S2/S3 unit has also been updated and is now delivered as SIRCIND002 “Support the Supply of Pharmacy Medicines and Pharmacist Only Medicines”. This unit is delivered as part of all full Certificates and also as a stand-alone module to support the mandatory QCPP requirements, and is now delivered online, hardcopy through a learner workbook and also as a face-to-face session.

Pharmacy assistants in the NT may undertake a “traineeship” administered by the Australian Apprenticeships Centre funded by the Commonwealth Department of Education, Employment and Workplace Relations through the NT Government Department of Business. These funded enrolments are a great way for members to access incentives to assist with the training of new employees who have worked full-time for less than 3 months, or on a part-time or casual basis for less than 12 months. Training is provided at a steady and achievable pace and the order of modules can be arranged to suit the pharmacies needs.

This year the NT Branch have again been successful in obtaining significant funding through the Department of Business for the Northern Territory Training Entitlement Program (NTTEP), allowing us to offer training to pharmacy assistants who are both new and existing workers, in Certificate III & IV in Community Pharmacy and Certificate IV in Community Pharmacy Dispensary.

We also provide the option of fee-for-service enrollments in single units, a short dispensary course and full qualifications for students who do not meet the eligibility criteria for funded

programs or who wish to tailor a specific set of modules.

Congratulations to the 39 pharmacy assistants who were enrolled in training during the year and who are working toward achieving a qualification, and especially to the 6 pharmacy assistants who have successfully completed qualifications during the past 12 months. An impressive 66 pharmacy assistants completed the S2/S3 module during the year with a further 32 working toward completion.

The NT Branch of the Pharmacy Guild of Australia have again sought and successfully achieved ‘Endorsed Provider’ status with the NT government for the provision of training in Cert II-IV in Community Pharmacy. Receiving traineeship funding depends on maintaining this status.

Pharmacy Assistant of the Year (PATY)

The Pharmacy Assistant of the Year (PATY) Award aims to recognise and celebrate the skills, knowledge and attributes of Pharmacy Assistants working in community pharmacies across the country. Denise Brady from Barden’s Pharmacies in Darwin was awarded the NT finalist title, and travelled to the Gold Coast in September 2016 to compete in the national finals where she capably represented the NT.

It has been a pleasure working with all our trainees who continue to impress us with their skills, motivation and knowledge.

**Sarah Ninnés &
Karen Burlinson**



Branch President

It has been another busy year of challenges and change as NT pharmacies continue to grapple with the impacts of price disclosure and other government policy. It is a credit to our members, staff and committees that we have continued to provide the highest possible level of service to our customers and continued to strive to achieve policy changes for the benefit of all Territorians. I believe the NT Branch would have to be the most productive of all Guild Branches in these terms. Even though we are the smallest and most remote branch, pharmacies in the NT are often at the leading edge of change in our industry. Our small but strong network of pharmacies and our robust relationships with government, other stakeholders and healthcare providers, means our small branch is often at the very heart of issues with national significance.

Pharmacy has a reputation for delivering important primary health care within a small business model and delivering savings to the government. Pharmacy has a great future and remains the most accessible health provider in the country.

A strong membership rate provides us with a powerful lever to use when representing our industry, in industrial matters, protecting your interests, co-operating with government and other agencies, and participating in programs. Guild membership is also important for you. The Guild provides access to information, advocacy in many forums - from the Guild's National Council and various Committees through to local and NT government and its agencies.

Community pharmacy continues to evolve and as we move into our third year of the

Sixth Community Pharmacy

Agreement (6CPA), we start looking toward the seventh Community Pharmacy Agreement and the process of change management continues. The challenges of the 6CPA negotiations were significant and there is still work to be done with the development of trial programs, the Review of Pharmacy Remuneration and the cost-effectiveness evaluation of existing programs. We will continue to engage with Government and strongly highlight the importance and value of community pharmacy. The way forward is for a productive and responsible partnership that guarantees outstanding community health benefits, a value proposition for the Australian taxpayer and the viability of pharmacy in Australia.

I acknowledge the tremendous work of our Branch Director Judith Oliver and the hard-working team, as well as the contributions of our Branch Committee, who have thrown their weight behind equitable remuneration and improving pharmacy practice for the benefit of all Northern Territorians.

On behalf of all members I would particularly like to acknowledge the significant contribution of Nunzio Meta who will be retiring from his position on Branch Committee at the end of this term. Nunzio has been an active participant on Branch Committee since the NT Branch was first established, and is a past President and National Councillor. We wish Nunzio well in all his future endeavours and trust that he will remain a stronger supporter of the Pharmacy Guild.

Terry Battalis



Highlights in Pictures



2016 PATY State Winner Denise Brady (R) from Barden's Pharmacies with Nicole Francis NT QCPP Co-ordinator and Training Officer.



Sophie Amundsen with her S2/S3 certificate



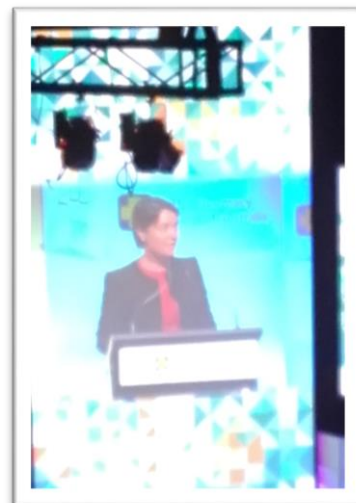
PATY NT Finalist Denise Brady competes for the national title at the Pharmacy Assistant Conference on the Gold Coast.



Pia and Emma from Barden's Pharmacies with their qualifications gained through the NTTEP program.



Qualified Pharmacist Vaccinators Jaetaek Jin (L) and Maria Dang (R) from United Chemists Palmerston.



Indigenous Health Program Manager Helen Bowden 'on the big screen' as MC at APP2017

**MINUTES OF THE ANNUAL GENERAL MEETING OF
THE PHARMACY GUILD OF AUSTRALIA (NT BRANCH)
HELD AT CHAR RESTAURANT, 70 THE ESPLANADE, DARWIN
ON FRIDAY 23 SEPTEMBER 2016**

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|------------------|--|---|--|--|------------------|--------------|----------------|----------------|-------------|----------------|--------------|-------------|-------------|-------------|----------|--|
| 1. | OPENING | 7:00 PM | | | | | | | | | | | | | | |
| 2. | PRESENT | <p>MEMBERS</p> <table border="0"> <tr> <td>Terry Battalis</td> <td>Steven Kong</td> <td>Brad Coleman</td> </tr> </table> <p>BY PROXY</p> <table border="0"> <tr> <td>Adam Bennett</td> <td>Mark George</td> <td>Darryl Wakelin</td> </tr> <tr> <td>Boon Wai Lim</td> <td>Che Kun Lee</td> <td>Steve Large</td> </tr> <tr> <td>Nunzio Meta</td> <td>Sue Meta</td> <td></td> </tr> </table> | | | Terry Battalis | Steven Kong | Brad Coleman | Adam Bennett | Mark George | Darryl Wakelin | Boon Wai Lim | Che Kun Lee | Steve Large | Nunzio Meta | Sue Meta | |
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| Nunzio Meta | Sue Meta | | | | | | | | | | | | | | | |
| | OBSERVER | Judith Oliver | | | | | | | | | | | | | | |
| | APOLOGIES | <table border="0"> <tr> <td>Shelley Forester</td> <td>Marcus Leong</td> <td>Peter Hatswell</td> </tr> <tr> <td>Darryl Stewart</td> <td></td> <td></td> </tr> </table> | | | Shelley Forester | Marcus Leong | Peter Hatswell | Darryl Stewart | | | | | | | | |
| Shelley Forester | Marcus Leong | Peter Hatswell | | | | | | | | | | | | | | |
| Darryl Stewart | | | | | | | | | | | | | | | | |
| 3. | CONFIRMATION OF
MINUTES OF AGM 2015 | <p>The following motion was proposed by Brad Coleman
and seconded by Steven Kong
"That the minutes of the 2015 Annual General Meeting held at Char
Restaurant Darwin be confirmed."</p> <p style="text-align: right;">CARRIED</p> | | | | | | | | | | | | | | |
| 4. | ANNUAL REPORT | <p>The following motion was proposed by Steven Kong
and seconded Brad Coleman
"To receive the Annual Report the year 2015-16 en bloc."</p> <p style="text-align: right;">CARRIED</p> | | | | | | | | | | | | | | |
| 5. | FINANCIAL REPORT
FOR THE YEAR ENDED
30 JUNE 2015 | <p>The following motion was proposed by Brad Coleman
and seconded by Steven Kong
"To adopt the Financial Report for the year ended 30 June 2016."</p> <p style="text-align: right;">CARRIED</p> | | | | | | | | | | | | | | |
| 6. | OTHER BUSINESS | None received. | | | | | | | | | | | | | | |
| 7. | VOTE OF THANKS | The Committee expressed its appreciation for the hard work and
dedication of the Branch Director and all Branch staff over the past 12
months. Unanimous | | | | | | | | | | | | | | |
| 8. | CLOSE | The meeting closed at 7:08PM | | | | | | | | | | | | | | |



PRESIDENT

23 September 2016

DATE