



The Pharmacy
Guild of Australia
WA Branch

GUILD NEWS

WA BRANCH NEWSLETTER | AUTUMN 2017



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BRANCH DIRECTOR'S REPORT

NATIONAL ROADSHOW PROVIDES ADVOCACY UPDATE

Advocacy remains a critical component of your Guild membership. As part of the Guild's National Roadshow, National President George Tambassis and WA Branch President Stephen Wragg welcomed members to a comprehensive update on a range of matters currently affecting community pharmacy.



Joined by Trent Twomey, Chair of the Pharmacy Viability Committee and Nick Panayiaris, Chair of Pharmacy Transformation, George and Stephen provided an

update on the risk share agreement, codeine rescheduling and the latest on the King Review. Trent welcomed the appointment of Greg Hunt as Minister of Health and voiced his hope that the Guild, on behalf of its members, could now see an end to the impasse experienced at the end of 2016.

Pharmacy Trial Program update

The first tranche of trials announced last year included the Indigenous Medication Review Service, Post-Discharge Medicines Reconciliation Service and the Pharmacy Diabetes Screening Trial. The second tranche is now underway with the Minister for Health The Hon. Greg Hunt confirming the release of further funding during his opening address at APP yesterday.

Continuing Community Pharmacy Programs

Cost effectiveness reviews of all continuing pharmacy programs and services are requirement under the 6CPA. In March 2016 the Health Department was directed to undertake full reviews of all programs; these reviews are now underway. Decisions will be made in collaboration with the Guild and other stakeholders, with the Guild's focus on expanding established programs with an existing evidence base (e.g. DAAs, Staged Supply, Clinical Interventions).

The Community Service Obligation – CSO

The CSO is a deed of agreement between the pharmacy wholesalers and the Australian Government guaranteeing timely access to PBS medicines.

- ✘ The exclusion of non-dual-listed S100 medicines and RPBS items (e.g. dressings) has been a long term problem. It means there is no guarantee that a pharmacy can purchase these items at the price on which remuneration is based. The Guild is aware of members purchasing these items and dispensing at a significant loss. The Government is sympathetic but has deferred any action until the outcome of the 6CPA Pharmacy Review.

- ✘ In 2015, the Department changed the requirements of the CSO by introducing a high-volume PBS list (also known as a Top 1000 list). For high volume medicines wholesalers have up to 72 hours to deliver and pharmacies are expected to use minimum order quantities – shelf packs or aggregate order value per high-volume line item of \$15 (non-fridge line) or \$150 (fridge line). If delivery is required earlier than 72 hours or in smaller quantities, the wholesaler is able to charge an additional fee, which cannot be passed on to the patient.

These changes were implemented at the behest of wholesalers. The Guild has opposed the changes to no avail, arguing that it is not patient-centric and that they come at an additional cost to pharmacies that cannot be passed on. The Guild is not aware that any wholesaler has implemented these changes but it remains a threat.

The Guild has raised all these problems with the Health Department but no action is being taken until the outcome of the 6CPA Pharmacy Review. These details are included in the Guild's submission to the Review.

Codeine up-scheduling and MedsASSIST

The Guild is continuing to advocate a practical, multi-pronged approach to this issue, including the implementation of MedsASSIST, smaller pack sizes and stronger and more visible consumer warnings.

The Guild is currently reviewing the TGA decision in order to determine the most appropriate course of action. In light of the TGA scheduling decision, the future of MedsASSIST is being reviewed by National Council.

In the interim, the Guild recommends pharmacies continue their use of MedsASSIST as a clinical support tool for patients.

Remuneration and Regulation Review

The Guild has raised serious concerns regarding the Review's flawed approach and members have been briefed regularly via Forefront and Friday Facts. It has become apparent that the focus of the Review is primarily one of cost-cutting, competition and change. The Guild's strategy is a continued focus on the strength of the existing pharmacy model and demonstrating the shortcomings of the alternatives. Unity of the sector remains critical to our collective success. The Guild will do whatever is needed to maintain the trusted and successful Community Pharmacy model.

The Final Report to Government is expected in May 2017.

6CPA Risk Share

Ensuring the ongoing viability of the pharmacy and wholesaler network requires the 6CPA to be delivered in full. The 6CPA provides a mechanism to address unforeseen variations in prescription volumes. Under the agreement, where the annual percentage materiality threshold for variances in s.85 script volumes is breached, the pharmacy and wholesaler remuneration must be adjusted. 2015-2016 saw a 2.14% shortfall in the number of scripts below 6CPA estimates.

The Guild has put forward to Government that 1% should be the materiality threshold and a 2.14% shortfall is therefore material. The Guild is also advocating that community pharmacies and wholesalers should be compensated the full amount of the loss of remuneration (i.e. estimated \$82m and \$18m, respectively).

Masters Sites

In August 2016 Woolworths sold its Masters sites to a consortium comprised of Spotlight Group, Chemist Warehouse and Aurrum Group. Reports indicated that these sites were to be transformed into multi-tenant retail centres such as JB Hi-Fi, Spotlight, Chemist Warehouse, the Good Guys, and Anaconda. In December 2016 the consortium started lodging planning and development applications with plans to re-open from mid-2017.

Pharmacies on these sites would be contrary to the National Medicines Policy and undermine integrity of the community pharmacy network. The Chemist Warehouse model of community pharmacy in industrial zones is inconsistent with the National Medicines Policy as it gives a false impression that medicines are no different to any other item of commerce.

Following extensive analysis on the location of the Masters sites, the Guild is advocating with State planning agencies and is continues to monitor councils across Australia for development applications for these sites.

The Guild has developed template letters to enable potentially impacted members to raise objections with their local council. To request a template please email guild.nat@guild.org.au.

**MATTHEW TWEEDIE
WA BRANCH DIRECTOR**

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superannuation fund,
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- Helping pharmacy employers meet their super needs
- Providing support to you and your staff when and where you need it

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 **GuildSuper**
helping you get there

Some important changes to super will take effect on 1 July 2017.

Many of them were announced in the 2016 Federal Budget and legislated at the end of last year. The changes will affect employees who are super fund members as well as people with retirement income accounts. As an employer you may be asked questions by your employees, so it's important for you to be across the changes. Always remember though, that you can only provide employees with information - you can't by law give them any personal financial advice.

Some of the key changes are outlined below.

Tax deduction available on after-tax contributions

From 1 July 2017 employees under age 75 will be able to claim a tax deduction on any after-tax contributions they make to their super fund.

Spouse contribution offsets available to more people

Currently a Low Income Spouse Superannuation Tax Offset is only available to people on annual income of \$10,800 or less, when their spouse makes contributions to a super fund on their behalf. From 1 July 2017 the offset will be available for contributions made to super accounts of spouses with an annual income of \$40,000 or less. The offset amount will remain at a maximum of \$540 per year.

Lower annual caps on before-tax and after-tax contributions

The annual cap on before-tax (concessional) contributions to super will be reduced from \$30,000 p.a. to \$25,000 p.a., regardless of a member's age. Before-tax contributions include employer (SG) and salary sacrifice contributions. Currently, but only until 30 June 2017, members can make before-tax contributions of up to \$30,000 per annum if (at 30 June 2016) they were aged 48 or under and up to \$35,000 per annum if they were aged 49 years or over. From 1 July 2017 the after-tax (non-concessional) contributions limit will also be lowered, from \$180,000 per annum to \$100,000 per annum. Also, members who have a superannuation account balance of more than \$1.6 million will no longer be allowed to make after-tax contributions.

A limit on account balances for retirement income stream (pension) accounts

From 1 July 2017 there will be a cap of \$1.6 million (indexed each year) that a member can have in a tax-free retirement income stream. Members will need to transfer any excess amount into a superannuation accumulation account or withdraw it as a lump sum, otherwise they will pay a penalty tax.

15% tax on investment earnings in Transition to Retirement income streams

Members in Transition to Retirement (TTR) income streams will pay tax of up to 15% on investment earnings in their account. (The current Investment Earnings tax rate is 0%.)

Be aware of the boundaries in your super conversations

As an employer, you need to make sure that you only give employees the facts – rather than personal advice. If your employees want assistance with super contribution strategies, then they should contact their super fund and seek personal advice from a licensed financial adviser. Employees who are GuildSuper members have access to personal financial advice from licensed financial advisers at no additional cost to them. To obtain advice members can contact the fund on 1300 361 477.

What to do now

- Read and refer your employees to GuildSuper's detailed information about the 1 July 2017 changes, available at: guildsuper.com.au/july2017
- See GuildSuper's article, How to talk super to build stronger relationships with your employees
- If you need more information, contact GuildSuper's Employer Helpline on 1300 309 882 or ask for a GuildSuper Business Development Consultant to come and see you to explain the changes.

This document contains general advice only and doesn't take into account what you currently have, want and need for your personal circumstances. It is important for you to consider these matters and read the Product Disclosure Statement (PDS) before you make a decision about a superannuation product. You can get a copy of the GuildSuper PDS by calling 1300 361 477 or by visiting guildsuper.com.au. You may also wish to consult a licensed or appropriately authorised financial planner. Guild Trustee Services Pty Limited ABN 84 068 826 728 AFS Licence No. 233815 RSE Licence No. L0000611 as Trustee of the Guild Retirement Fund ABN 22 599 554 834 (which includes GuildSuper) MySuper Authorisation No. 22599554834526

MEET A MEMBER

CHEMMART PHARMACY SUPERSTORE GERALDTON

RURAL HUB WITH A PROFESSIONAL FOCUS



Pharmacy visits remain a critical component of your Guild membership and wherever possible our experienced Business Support team love to meet and support members face-to-face. This month the team has been out on the road visiting pharmacies across WA including many of our Geraldton members.

In this edition of Guild News we meet longstanding member Barbara Kirk, proprietor at Chemmart Pharmacy Superstore Geraldton. Nestled in the heart of Geraldton, the pharmacy has a long history of serving the local Geraldton community.

As a Chemmart Pharmacy the pharmacy maintains a professional focus, servicing customers from both Geraldton and the surrounding towns and regions. The pharmacy also benefits from visitors passing through Geraldton on their way up North. It has also established itself as a destination for premium health and beauty and even incorporates an in-house Beauty Salon.

Barbara has owned the pharmacy since 2005 and notes that operating in a regional centre can present its own set of challenges, including staff recruitment and timely access to supplies. However, she has found the member-only Industrial Relations advice invaluable. "I find I get good, accurate and timely advice on all aspects of staff management."

When asked what Barbara would like to see the Guild do for members she said "I would like to see the Guild continue to lobby all sides of government to acknowledge the important work community pharmacy does, and remunerate accordingly. Newer high cost drug supply arrangements are of concern to me."

To request an in-store pharmacy visit from one of the Business Support team contact the WA Branch on 08 9429 4100.

GUILDLINK CASE STUDY: BEAUFORT STREET 24HR CHEMIST PROFESSIONAL SERVICES: THE FUTURE OF PHARMACY

We all know that Pharmacy is about more than dispensing medicine and selling beauty products and as one of Australia’s most trusted healthcare providers community pharmacy has a lasting effect of the health of all Australians.

The key activity that separates great pharmacies from pharmacies that just dispense medicine is patient care, in the form of Professional Services. To stay competitive in the current state of community pharmacy it is important to provide key services that are vital to the community.

GuildLink, together with The Pharmacy Guild of Australia, value the role that Professional Services play in the future of community pharmacy, and actively work to improve the deliverability of Professional Services in Australia.

With around 350 Million visits to community pharmacies annually, the industry is the most visited medical



profession in Australia. It is this constant and trusted community engagement that is setting the scene for the rise of in-pharmacy Professional Services.

As one of The Pharmacy Guild’s 2017 Pharmacy of the Year Finalists Perth’s Beaufort Street 24hr Chemist is leading the charge towards a Professional Services centric pharmacy model.

Recognised for their ‘Professional Services Innovation’ Beaufort Street 24hr Chemist values its role in improving the health outcomes of the local community, and has made business decisions focused on driving health initiatives in-store.

In an interview with GuildLink, Alexis McLeod, Pharmacist and Partner at Beaufort Street 24hr Chemist, outlined that “Professional Services are the



future of this pharmacy” arguing that community engagement is something that needs strengthening, and one of the most valuable ways to connect with the community is through Professional Services.

As a 24hr pharmacy, Beaufort Street 24hr Chemist has a unique set of circumstances in which to shape its engagement with the community.

Pharmacist and Partner Bruce Affleck highlighted how as a 24hr pharmacy it would have been easy to focus on playing the role of a ‘convenience store’, going on to emphasise that a Professional Services future is something that

the business is passionate about. Making key business decisions over the past few years has seen the pharmacy focus on Professional Services as a component of their pharmacy’s future as a “Healthcare Hub”.

Beaufort Street 24hr Chemist offers a wide variety of Professional Services that include, but are not limited to, Medicine Consultations – MedsCheck, DAA, MedScreen Compliance; Health Checks – Blood Pressure testing, Blood Glucose testing, Hearing testing; Baby Progress Recording; Sleep Apnoea assessments; and Vaccinations.

When questioned about how the store manages the implementation of such a wide variety of Professional Service programs Alexis and Bruce were happy to share their innovative approach, identifying four key factors as critical to their successful Professional Services implementation:

1. **Staffing:** Since 2013 the pharmacy has increased pharmacist rostered hours by 43%, ensuring that all their staff Pharmacists have the support and time to spend with patients delivering Professional Services. They have also invested in an after-hours clinic, run by nurse practitioners, to ensure consistent delivery of a wider variety of services.
2. **Promotions:** An effective way to retain patient and staff attention on Professional Services offerings is to promote health focuses, like choosing a health issue of the month and driving Professional Services engagement around that particular health issue.
3. **Consultation Room:** Beaufort 24hr Pharmacy has converted a back-office space into a consultation room, enabling them to have a conduct their Professional Services in a more practical manner.
4. **Technology:** Many Professional Services are better conducted using a technology partner, like GuildCare. Describing GuildCare as a “friendly interface that pharmacies are familiar with” Alexis went on to explain how using a software that records and tracks services conducted adds more value to the patient and enables healthier outcomes.

Members can visit the GuildCare stand at this year’s APP conference to learn how you can implement Professional Services with a technology partner and experience the future of Professional Services technology with GuildCare NG – Your Next Gen Pharmacy Partner.



SAVE *the* **DATE**

The Pharmacy WA Forum 2017



CROWN PERTH
3RD-4TH AUGUST 2017

GUILD TRAINING NEW QUALIFICATIONS FOR PHARMACY ASSISTANTS

The WA Branch is now accepting enrolments for the updated Pharmacy Assistant Qualifications.

The following qualifications are now available:

- ✓ **SIR20116** - Certificate II in Community Pharmacy
- ✓ **SIR30116** - Certificate III in Community Pharmacy
- ✓ **SIR40116** - Certificate IV in Community Pharmacy
- ✓ **SIR40216** - Certificate IV in Community Pharmacy Dispensary

Guild Training support both Traineeships (funded and fee for service) or Fee for Service enrolments. Guild members can access fee-for-service enrolments at a reduced rate.

Traineeships

There are traineeships available for **SIR20116 Certificate II in Community Pharmacy** and **SIR30116 Certificate III in Community Pharmacy**.

Eligible trainees may also be entitled to additional funding and incentives for the employers.

Eligibility may be dependent on the following*:

- » **Period of employment** (only for new workers employed less than 3 months full time or 12 months part time)
- » **Residency and visa status**
- » **Previous qualifications or study completed**

**Eligibility and any other additional criteria required are assessed by members of the Australian Apprenticeship Support Network (AASN). Guild training can refer you to a relevant AASN to determine eligibility for traineeships, funding and employer incentives.*

PHARMACY ASSISTANT TRAINING

Get the
knowledge.

With the Guild pharmacy assistants can learn specialised skills, build confidence and take on new tasks and responsibilities.

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TRAINING



FINANCIAL BENEFITS

Eligible trainees may be entitled to all or some of the following financial benefits:

- ✓ **Subsidised enrolment fees**
- ✓ **Employer incentives**
- ✓ **Payroll tax exemption (for WA-based trainees)**

Could your Staff be Eligible for Subsidised Enrolment Fees?

Where a trainee has been deemed eligible, there are:

- **fee exemptions** (for school-based trainees);
- **annual caps** for compulsory school aged students (under 18 years of age but not attending school); and
- **subsidised enrolment fees** including concession rates.

Subsidised enrolment fees are payable only on commencement of training for each unit commenced. AASNs will determine eligibility and Guild Training can advise of the fees once eligibility has been established.

Employer incentives (eligible trainees)

For eligible trainees there may be employer incentives available for the commencement, re-commencement, and completion of a traineeship. Eligibility and rates payable are determined by the AASN. There are currently no employer incentives for existing workers.

Payroll Tax Exemptions (for WA based trainees)

All trainees on a national Trainee contract are eligible for a payroll tax exemption where this is required to be paid by the employer.

For a full-time trainee earning \$10.50/hour (\$20,748/year), undertaking a SIR30116 Certificate III in Community Pharmacy for 2 years, this is a saving of \$2,282.30 in payroll tax.

For a full-time trainee earning \$17/hour (\$33,592/year), this is a saving of \$3,695.12 in payroll tax.

**Please note Payroll Tax Exemption eligibility is dependent upon the monthly wages paid by the employer.*

Other Benefits to Training Your Staff

There may be other benefits to having trainees and industry qualified staff including:

- Meeting compliance requirements (selling of S2 & S3 medications)
- Trained to industry standards, in industry-identified tasks
- Training occurs on the job and is supported by industry-developed resources and experts
- Assessment includes evidence of tasks performed on the job and minimal off the job assessment
- Builds customer relations and service skills
- More knowledgeable and competent staff
- Higher retention of staff
- Established probation period as part of trainee contract

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RTO code 0452

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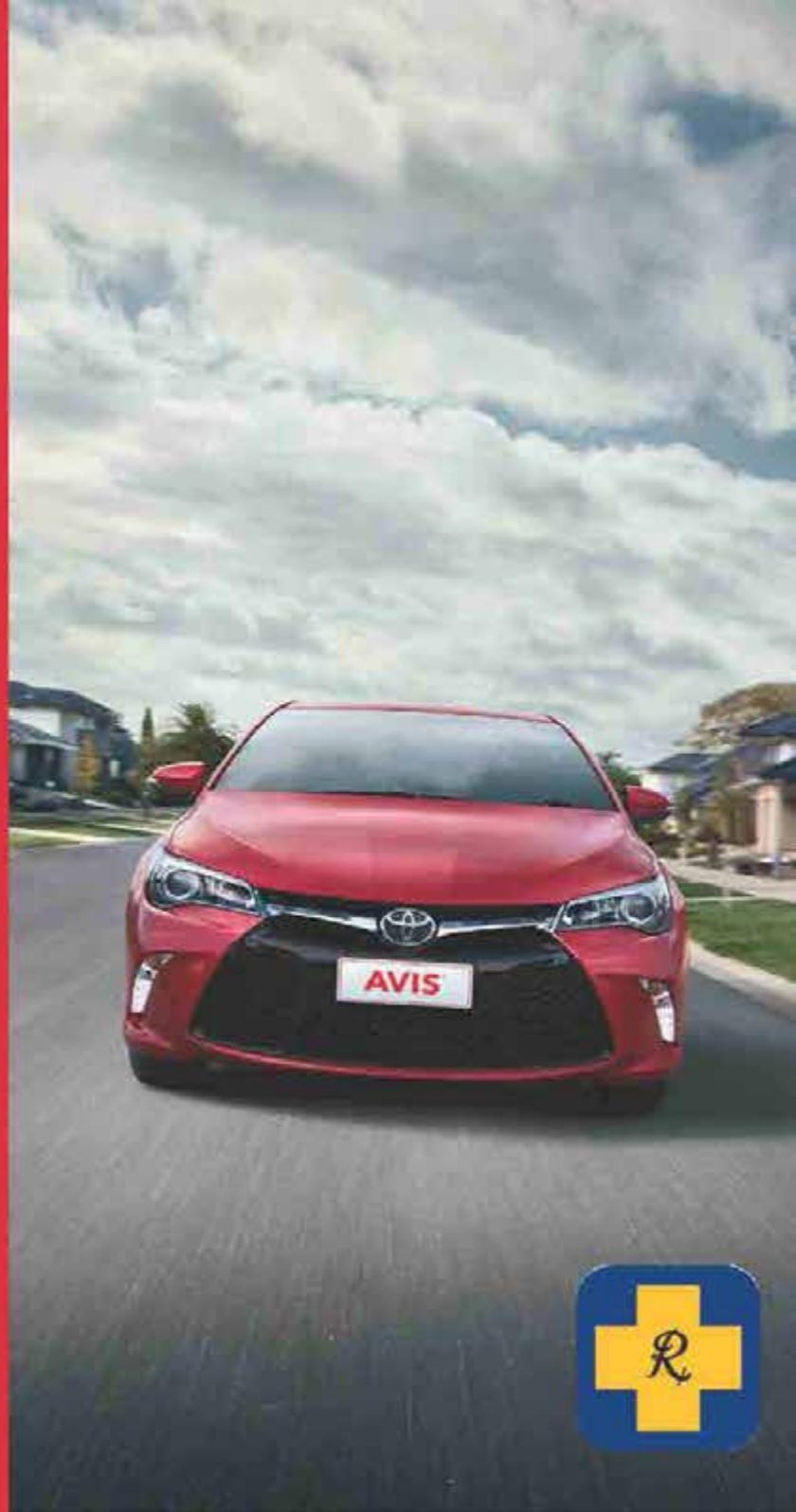
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Visit us at stand 12-13 to experience the new GuildCare NG platform and patient app – myPharmacyLink.

ng.guildcare.com.au

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Your Next Gen Pharmacy Partner

PROFESSIONAL SERVICES

SOLE-PHARMACIST PHARMACIES TO BENEFIT FROM UPDATED IMMUNISATION REGS

In late January the WA Health Department announced new legislation for the regulation of medicines and poisons in Western Australia. Critically, these changes mean that community pharmacies with only ONE pharmacist immuniser on duty can now administer influenza vaccines.

The Medicines and Poisons Act 2014 and the Medicines and Poisons Regulations 2016 replace the Poisons Act 1964 and Poisons Regulations 1965. ([CLICK HERE to go to the DOH website](#))

This has now introduced a new authoritative arrangement called a **Structured Administration and Supply Arrangement (SASA)**. There is now a **SASA for "Administration of Influenza Vaccines by Pharmacists"** which replaces the WA Pharmacist Vaccination Code.

The new SASA for immunisation by pharmacists has two key changes:

1. Appendix 2 Part 2 - The staffing requirements, where previously pharmacies must have had at least two pharmacists on duty this has been relaxed to allow "where this is not possible, the pharmacy must have additional staff on-site holding a current first aid and CPR certificate that can assist with follow up care or management of an emergency situation"
2. Appendix 1 Point 3 – Recognition of equivalent training courses that are approved or recognised by another State or Territory Department of Health.

These changes to the WA immunisation legislation mean that community pharmacies with only ONE pharmacist immuniser on duty can administer influenza vaccines as long as they have other staff on duty with current first aid qualifications and their workflow allows the pharmacist immuniser to be uninterrupted when conducting immunisations.

MAINTAINING YOUR IMMUNISER STATUS

In order to maintain Pharmacist immuniser status there are a number of requirements which must be met annually. Qualified pharmacist immunisers are required to update their knowledge on influenza vaccines for each influenza season.

1. CPR CERTIFICATE HLTAID001

Guild members and their staff can access First Aid Training at a discounted rate by calling CBD College on 1300 616 218.

2. ASCIA ANAPHYLAXIS TRAINING

Pharmacists can access Anaphylaxis Training Online via the [ASCIA website](#).

3. INFLUENZA ONLINE UPDATE

The [WA Department of Health](#) has an online [Influenza Update Module](#) available on the website. [The WA Health Influenza Module](#) provides the user with general influenza information and also reflects recent changes in influenza immunisation. A certificate can be printed upon successful completion of the module.

Evidence must be kept by the pharmacist immuniser that the updates have been completed.

10% discount* on Australian car rentals for Pharmacy Guild Members

Plus earn Qantas Points^ on eligible rentals.

To book visit www.goldx.com.au



Terms & Conditions

*Discount offer is valid for Australian car rentals booked via the Gold Cross booking tool. This discount applies to the base rate (time & kilometre charge) only. Standard age, credit card and driver requirements apply. Rentals are subject to the terms and conditions of the Budget Rental Agreement at the time of rental. Offer valid until 30 June 2017. ^You must be a member of the Qantas Frequent Flyer program to earn points. Membership number must be quoted when booking to earn points. Membership and points are subject to the terms and conditions of the Qantas Frequent Flyer program. A joining fee may apply. Points are earned on time and kilometre charges. For more information about earning points with Budget visit qantas.com/cars.

Health Advice Plus Program

WHAT?

- Health Advice Plus is a program designed to improve and enhance the professional services and advice we provide to our customers.
- There are three tiers of support and a range of Health Modules available to assist our pharmacy to deliver professional services & programs.



WHY?

- Delivering Health Advice Plus aims to improve our patients' health and lifestyle.
- The program will enable us to communicate and build rapport with our customers.
- The program ensures patients are receiving a total solution (advice and/or product) to suit their health condition.



WHY NOW?

- With continuing price disclosure in the dispensary, we need to improve and optimise the professional services being delivered.
- Throughout the 6th Community Pharmacy Agreement the Government has allocated additional funding for the delivery of professional service programs in pharmacy.



BENEFITS to our customers

- Convenient and continuous access to a local health professional.
- Early detection of health risks and potential issues.
- Improved health outcomes.
- Reporting and tracking of screening and tests.
- Referrals to other healthcare professionals.
- Better quality of life.



BENEFITS to our pharmacy

- Creates a 'home' in our pharmacy for the delivery of professional services.
- Allows us to realise the pharmacy's potential in professional services.
- Delivers a consistent level of quality in-store Point Of Care testing.
- Enhances and drives our professional services offer.



84% of Australians rate their pharmacist as highly trusted.[†] 

This perfectly positions pharmacy to provide professional services.

94% of surveyed MedsCheck/ Diabetes MedsCheck and HMR patients were very satisfied or satisfied with the service their pharmacist provided.^{*}


There are approximately **5,500** pharmacies, each serving on average a community of **4,305** people across Australia.[‡]

Source: ^{*}Combined Review of Fifth Community Pharmacy Agreement Medication Management Programmes Final Report, Australian Government Department of Health, 2015. [†]Guild Digest 2015. [‡]Ray Morgan: Image of Professions Survey 2015.

THE STEPS TO IMPLEMENT HEALTH ADVICE PLUS:

STEP 1:	STEP 2:	STEP 3:	STEP 4:	STEP 5:
<p>COMPLETE AN OPPORTUNITY ANALYSIS</p> <p>(a report your store can run at www.healthadviceplus.com.au)</p> <ul style="list-style-type: none"> • This will assist your pharmacy to understand potential income through the delivery of professional services • The report assesses: <ul style="list-style-type: none"> - 6th Community Pharmacy Agreement - Prescription and Medication Services/Programs - Screening and Testing Services 	<p>PREPARE & TRAIN YOUR PEOPLE</p> <ul style="list-style-type: none"> • Read the Health Advice Plus Guide and complete the training modules • Assess the current skills within the team and define staff roles • Develop a change management plan • Allocate a champion to manage the program in store • Set S.M.A.R.T. goals to ensure the team is clear on program goals and give feedback 	<p>PREPARE THE SPACE & LAYOUT</p> <ul style="list-style-type: none"> • Assess the pharmacy and allocated consulting area (or professional service room) • Align the space with services you plan to deliver • Set up the space in store (using the Health Advice Plus Guide) • Ensure the space is maintained as a professional area 	<p>PLAN YOUR COMMUNICATION</p> <ul style="list-style-type: none"> • Set up all Health Advice Plus material within store in prominent locations • Use local area marketing templates and letters to advise local doctors and other health professionals of your offer • Ensure the Health Advice Plus offer is integrated into other marketing collateral and your marketing plan 	<p>DELIVER YOUR PROFESSIONAL SERVICE PROGRAMS</p> <ul style="list-style-type: none"> • Select the services to implement and deliver • Set a calendar of professional service events • Ensure all 'People' steps are completed • Ensure 'Place' is setup ready and maintained • Ensure you have communicated to customers and other allied health partners • Measure, track and claim any potential opportunity • Review the execution of the program and plan for future success!

PROFESSIONAL SERVICES HEALTH ADVICE PLUS - OPPORTUNITY ANALYSIS

COULD YOU AND YOUR CUSTOMERS BE MISSING OUT?

Data from pharmacies which have undertaken the Opportunity Analysis under the Health Advice Plus program shows that, on average, pharmacies are missing out on an additional \$20,000-\$25,000 income from professional services annually.

Furthermore, 100 per cent of pharmacies were found to be under-utilising their full opportunity in compliance and new-to-therapy programs, and 90 per cent of pharmacies had opportunities to increase their prescription reminder services such as MedAdvisor, Healthnotes and, MemoCare.

The Opportunity Analysis also found most pharmacies have unique professional services that remains dormant within their business – with weight management being the most common

Overall, 100 per cent of pharmacies taking part in the Health Advice Plus program reported they were surprised at the opportunities that existed within their pharmacy.

The Opportunity Analysis tool is a key component of the program and is designed to provide a customised report using a pharmacy's data to highlight lost opportunity income linked to key areas including:

- 6CPA funded programs
- Fixed 3rd party Income
- Prescription and medication programs
- Screening and testing services

The tool also establishes a performance benchmarking mechanism to help the pharmacy secure this revenue as it moves to a professional services model.

There are three tiers of support available under the Health Advice Plus program - Bronze, Silver and Gold, enabling pharmacies to choose a level of assistance that meets their individual needs and budgets.

There are currently 10 Health Modules linked to the Health Advice plus Program and members who opt for the gold package receive three of these modules, while silver package participants receive one module. Additional modules can be purchased as required.

The modules range from Standard that are easier to implement (suitable for most pharmacy operational structures) through to Advanced for pharmacies that want to deliver a higher level of screening and testing to their patients.

For more information contact 1300 309 190, email info@healthadviceplus.com.au or go to healthadviceplus.com.au.

How will Health Advice Plus bring you value?

The Pharmacy Guild of Australia

Preview the proven professional services solution

- + Comprehensive services
- + Guided support and mentoring
- + Tailored suite of resources

Health Advice Plus

FIND OUT MORE

QCPP CHANGES TO THE QCPP PROGRAM

The Quality Care Pharmacy Program is excited to be launching an improved QCPP from 1 July this year.

The enhanced QCPP Requirements assess 'AS85000 Quality Care Pharmacy Standard' in a way which provides greater flexibility for your pharmacy business to innovate and grow. While QCPP Requirements will look different, getting ready for assessment will be business as usual; meaning accredited pharmacies won't need to make significant changes to their Operations Manual (policies and procedures).

The key changes to QCPP Requirements include:

- ✓ 18 elements become five domains
- ✓ 'Red' checklists/templates and 'green' procedures/policies will be removed from QCPP Requirements, but can continue to be used in your Operations Manual. Assessment will focus on quality outcomes and alignment with professional standards, guidelines and regulations.
- ✓ 'Evidence required at assessment' replaced with 'evidence examples'
- ✓ Intent added to clearly define each QCPP Requirement
- ✓ 'Remedial actions' replaces with 'major non-conformances, minor-non-conformances and observations'.

The enhanced QCPP Requirements will be less complex, more robust and provide greater continuity. The revision promotes flexibility, innovation and growth in your pharmacy business.

Discover the QCPP improvements from early March at www.qcpp.com and at APP2017 – the QCPP team will be introducing the enhancements at Stand 75.

UPDATING YOUR STORE DETAILS

Any changes to the store details need to be updated within 3 months.

You can update your details via the Change of Pharmacy Status link found on the QCPP Knowledge Hub.

ACCESSING THE QCPP KNOWLEDGE HUB

If you require either a login to the hub, you have lost your login details or are having difficulty accessing the Knowledge Hub, please complete a QCPP Knowledge Hub Login online request form [HERE](#).

Ensure you have a Knowledge Hub login to access information on the latest updates to QCPP.

FLEXIBILITY INNOVATION GROWTH



Quality Care
Pharmacy Program

DISCOVER THE QCPP IMPROVEMENTS
COMING EARLY MARCH AND AT APP2017 – STAND 75



YOUR BRANCH COMMITTEE REPRESENTATIVES

District	Representative	Contact
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Eastern Metropolitan	Adrian Staltari	9362 6633
Fremantle Melville	Lenette Mullen	0417 175 573
Great Southern Country	Greg Da Rui	0412 463 677
North Coast Metro	Paul Rees	9446 7252
North Eastern Metro	Stephen Wragg	6310 6300
Northern Country District	Anthony Masi	9192 1866
Northern Metro	Ernie Pirone	9271 8400
Perth City	David Manuel	9349 1065
South Coastal Metro	Tom Golovoda	0418 993 338
South Eastern Metro or Victoria Park/Armadale	Paul Jardine	9459 7877
South Perth Metro	Natalie Willis	9458 3768
South West Country	Linda Keane	9755 3272
West Coast Metro	Donna Pearson	9389 5215

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WA BRANCH CONTACT DETAILS



**The Pharmacy
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NEED ADVICE
OR SUPPORT?
CONTACT US