

Mt Claremont Pharmacy, WA is an independent local community pharmacy. Open 6 days a week it is the first point of contact for many in the community when it comes to personal health and advice.

Services the pharmacy provides include the following:

- Dispensing of prescriptions
- Health advice/counselling
- Medscheck/Diabetes Medscheck
- Blood Pressure / Blood Glucose monitoring
- Home Medicines Review
- Webster-paks
- Deliveries (at no charge)
- Hire equipment
- Certifying documents plus much more

In the continual changing political and economic landscape of pharmacy it has become no longer viable to provide many of the services at no cost. However saying this many consumers cannot afford to pay for them. Hence we rely on government remuneration.

With PBS Reform and Price Disclosure this has negatively impacted on Pharmacy. Prescription numbers have fallen and turnover has dropped significantly to the point that staff reductions have had to be made.

At Mt Claremont Pharmacy, we go above and beyond to ensure that patient outcome is the main priority. This is not always a straight forward process. For example: a webster patient is discharged from hospital. The pharmacist receives the discharge medication profile; a query is raised by the patient or relative of the patient. The pharmacist then contacts the doctor regarding the query and requests prescriptions where necessary. The old pack is then updated and new packs are made. As the patient is immobile the packs are then delivered. There is no charge for the delivery and more often than not all this occurs late in the afternoon and around closing time.

The Government should be fully funding such services as mentioned above. If you are referring to cost being a barrier to accessing worthwhile health services offered by pharmacy then yes it is.

Last year we held a "flu vaccination" clinic. When analysing the effectiveness and costs it was shown that had we had to pay for the nurse to administer the vaccine then we would not be covering our costs. Therefore a decision was made not to hold the clinic again this year. However there were higher than average number of people who caught the flu virus and had to be admitted to hospital. Imagine if this was something that pharmacy could be remunerated for, the likelihood of people going to ER could be greatly reduced, thus decreasing the burden on our already heavily used system.

Moving forward to the 7CPA, more needs to be done on ensuring the livelihood of pharmacy for the future so that all Australians are able to continue to access pharmacies.

Review of Pharmacy Remuneration and Regulation
Submission #30; 1-Sep-2016; Raquel Tassone

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Mt Claremont Pharmacy

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