



From the Chair and Chief Executive

Talofa lava, Fakaalofa lahi atu, Bula Vinaka, Kia Orana, Mālō e lelei, Tâlōfa nî.

It was great to join the launch of the **Pacific Pharmacists' Association** on Friday 22 March 2019.

Congratulations to the team for this valuable initiative. For all those wishing to join the association's membership, contact can be made via this email address – pacific.pharmacists.assoc@gmail.com

News since our last newsletter:

- **Change of Council Chair:** Dr Jeff Harrison is now Chair of Council as part of a transition to our new Council. Mark Bedford remains on the Council pending the Minister's decisions on Council appointees, which we understand will be decided soon.
- **Accreditation and Examination Services:** Agreements have been finalised now with the Australian Pharmacy Council to maintain our accreditation requirements for the university programmes and the EVOLVE intern training programme. Plus agreements for the provision of the examination requirements for overseas applicants into the pharmacist scope of practice.

- **Therapeutic Products Bill (TPB) Submission:** Council has made an extensive submission to the Ministry of Health on the proposed TPB. In a separate release shortly, we will provide you a summary of our submission.
- **Council Planning Processes Underway:** A refresh of our strategic plan is underway and will be released in the latter part of the year. The strategic plan guides our budget development for 2019/20 ensuring we prioritise work accordingly and effectively manage costs and fees in successive financial years. We will be presenting these plans and budget as part of the fee consultation process which we will be looking to undertake in the third quarter of the year.

Updated information in this newsletter include:

- **New combined statement – Telehealth and Supply of Medicines over the Internet**
- **Council and Society Medicine Reclassification Framework**
- **Updated First Aid Flowchart**
- **Updated Midwifery Statement**
- **Compounding Advisory Group guidance – Compounding Batch Sheets**

Ensuring public wellbeing through safe pharmacist practice

In this Issue:

- New info on our website
- Scenarios needed for pharmacy practice
- Medicine info leaflets in te reo Māori
- Pharmacy practice— providing appropriate info to the public
- Pacific Pharmacist Assn



Jeff Harrison
Chair



Michael Pead
Chief Executive

NEW INFORMATION AVAILABLE

We have recently added new information on our website:

New combined statement

Council has combined the telehealth and supply of medicines over the internet statements and acknowledged many patients (not only those in remote areas or who cannot physically attend pharmacies) may benefit from appropriate telehealth communications with their pharmacist. The statement can be accessed [here](#).

CLICK HERE

Council and Society Reclassification Framework

As part of the Council medicine [reclassification process](#), approved by the Medicine Classification Committee, Council has collaborated with the Society to develop a framework to assess any future proposals to reclassify medicines from prescription to medicines able to be supplied by pharmacists (pharmacist only or restricted medicines and prescription medicines exempted for supply by pharmacists). The framework has been tested and will be used to provide a recommendation to Medsafe regarding pharmacist competence and determine whether or not any formal training is required for supply of a named medicine. Council has published the joint framework and Council process on its [website](#) and [here](#).

CLICK HERE

Updated First Aid Flowchart

The First Aid flowchart has been updated to make references to vaccinator first aid requirements clearer. The revamped flow chart can be viewed [here](#).

CLICK HERE

Updated Midwifery Statement

The Midwifery Statement has been updated and can be found [here](#).

CLICK HERE

Compounding Advisory Group Guidance

The Compounding Advisory Group advice on reducing risks with compounding medicines has been updated to coincide with the completion of the review of the Compounding Batch Sheets. This document may be found [here](#).

CLICK HERE

PHARMACY PRACTICE

Request for scenarios from pharmacy practice

In each of our [newsletters](#) since July 2018, the Pharmacy Council has included articles sharing lessons relating to the practical demonstration of the requirements of our [Competence Standards for the Pharmacy Profession 2015](#) and the [Code of Ethics 2018](#). To date we have covered patient privacy, social media, and pharmacist reflection on an incident that occurred in their practice.

The Pharmacy Council welcomes ideas or scenarios for future articles and thanks those who have contributed to date. Please send your anonymised scenarios or ideas to enquiries@pharmacycouncil.org.nz.

Medicine information leaflets now available in te reo Māori

E wātea ana ngā mātāreke mōhiohio rongōā ināiane i roto i te reo Māori

The Health Quality and Safety Commission has facilitated access to consumer medicines information leaflets in te reo Māori developed by a team of medical practitioners, pharmacists and a consumer at Canterbury District Health Board. This will help reduce barriers of accessing and using medicine information with consumers fluent in one of our official New Zealand languages.

You can access the leaflets in two ways:

1. Go to the My Medicines website (mymedicines.nz):
 - Click on a button or menu item in the top banner to find medicines sorted by name.
 - Or use the 'Search My Medicines' search box.
2. Go to the New Zealand Formulary website (nzf.org.nz):
 - In the 'New Zealand Formulary - Home' menu, click on 'Patient Information Leaflets (PILs) Index' and choose a leaflet available in te reo Māori.
 - Or use the 'Search NZF' search box (the leaflets are in the 'Patient advice' section near the bottom of the page).

For more information, contact:

Sylvia Holman | Communications Advisor, Health Quality and Safety Commission

Email: sylvia.holman@hqsc.govt.nz,

A CASE FOR REFLECTION

Providing appropriate information to the public

At times, the Pharmacy Council receives calls from members of the public who feel they have not received sufficient information to understand the pharmacist or pharmacy staff member's response to their request. These situations are largely due to a misunderstanding.

For example, two recent cases:

Case 1: A patient presents a prescription to a pharmacy. The pharmacy tells the patient they do not have the medicine and the patient would need to find it elsewhere. The patient contacts the Pharmacy Council, feeling they were unfairly treated because they were not told why that pharmacy could not order the medicine and they were not given a chance to discuss possible options for accessing the medicine.

Case 2: A patient presents a prescription for 3-months' supply of a section 29 medicine (melatonin) to a pharmacy. The pharmacy dispenses 1-months' supply, with 2 repeats. The patient asks the price for the full 3-months' supply and is told a price that is cheaper than getting the medicine one month at a time. The patient requests the full 3-months' supply at once as prescribed, because it is cheaper. The patient is told they cannot dispense it all at once. The patient contacts the Pharmacy Council, feeling the pharmacy is deliberately trying to stagger the dispensing, and inconvenience him for monetary gain.

Competence standards

Competency O3.5: Provide patient counselling

O3.5.6: Checks patient's understanding of the advice and counselling given

Code of Ethics

Principle 2: A pharmacist practises and promotes patient-centred care.

2C: Encourages patients to participate in shared decision-making through respectful conversations, and assists by providing information and advice relevant to the patient's clinical needs in culturally appropriate language, detail and format.

2D: Explains the options available, including the risks and benefits, by providing information that is impartial, relevant, up-to-date and independent of any personal commercial considerations to help patients make informed decisions.

During these cases, the pharmacist or pharmacy staff may have provided more information than perceived by the patient. There are at least two sides to every story. What is important, is ensuring the patient:

- receives the **right** information
- receives **enough** information
- satisfactorily **understands** the reasons why they received or were not able to receive a service.

In such situations, the Pharmacy Council:

- encourages members of the public to first approach the pharmacist to help understand and resolve the issue;
- can provide an understanding of the legislation and other regulatory instruments behind some of these situations or refers the patient to other organisations as appropriate;
- notifies the member of the public of their right to lodge a formal complaint with the [Health and Disability Commissioner](#).

Exercise:

We encourage you to discuss these and similar cases you may have come across with your staff and colleagues to review how you would approach them.

PACIFIC PHARMACIST ASSOCIATION MEMBER

“Pharmacy as a career is what you make of it.”

The opportunities are there, we just have to be able to take it. The challenges are there and it's upon us to take those in our stride. There are a lot of learning and training opportunities too - and the opportunity to upskill which adds variety to the role.

At University, I remember listening to a speech on how the pharmacist role was evolving, how we were moving away from primarily dispensing and what pharmacists could potentially be doing one day - they could be vaccinating, doing medicine management, administering injections, etc. Ten years later, I am doing all that. I still check if a Special Authority number is valid when dispensing (as I was doing years ago) but these days on a typical day, I would have done a Medicines Use Review, couple of INRs, made some palliative care syringes and done vaccinations as well.

We can only imagine what a typical day in the life of a pharmacist would be like ten years from now.

S Kumar



*Left to right—Kasey, Natalia, Diana (Executive Committee)
Launch of the Pacific Pharmacists' Association
22 March 2019*

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