



## Message from the Chair

Kia ora

I am constantly reminded of the significant changes in the delivery of healthcare in New Zealand and the challenges our profession is facing in the coming months and years. The Pharmacy Action Plan was a significant piece of work that put in place the building blocks for the future of the pharmacy profession. The Pharmacy Council, along with all of the other pharmacy organisations, are working closely together to ensure the goals and milestones are reached. Council is also closely involved in the impending and long overdue changes in the Medicines Act and Regulations, Misuse of Drugs Act and Regulations and any other regulatory changes required as a result of the Therapeutics Products Legislation that will eventually take place. All of these activities, as well as our core regulatory functions, will have cost implications for our profession.

One of the issues that has become evident as our profession evolves is the emergence of new and extended roles. As we currently only have three scopes of practice, i.e. Intern, Pharmacist, and Prescribing Pharmacist, Council believes that there is a need to look closely at, and further define, the role of pharmacists (for Council from the perspective of public safety). Again, we will be working closely with other pharmacy organisations on this.

Recently there was some publicity around the pharmacy supply of the emergency contraceptive pill and I would like to take this opportunity once again to remind you of your obligations to follow best practice guidelines at all times especially with reclassified medicines.

The uncertainty continues with our office space at 80 The Terrace. In the meantime we remain in our temporary location, Plimmer Towers, whilst we await further information on any potential remedial work and subsequent return (not likely at this stage until earliest mid 2018). I am not confident that this will be sorted in the immediate future.

Council is now consulting on the revamped Code of Ethics. This has been a large undertaking and I wish to thank our Professional Standards Advisor, Pam Duncan, for the huge effort to bring this project to fruition. I also look forward to your support and feedback. The revised Code has been the subject of close liaison with The Pharmaceutical Society of Australia and the Medical Council of New Zealand. The consultation document will provide more information on this.

Nga mihi

Mark Bedford  
**Chair**

*“Promoting  
enhanced wellbeing  
through  
excellence in  
pharmacy practice”*

### In This Issue

- [Message from the CE](#)
- [ENHANCE Updates; Council's Input](#)
- [Certificates of Training](#)
- [CPD - Cultural Competence](#)
- [Outstanding Service from two Pharmacists](#)
- [Code of Ethics Consultation 2017](#)
- [Safe and Legal Supply of Pharmacist Only Medicines](#)
- [New Registrations](#)



# Message from the Chief Executive

Kia ora

It was great to have the opportunity to attend the Pharmacy Awards held in Auckland at the weekend. Well done to **Diana Phone**, the RB Supreme Award winner and to all pharmacists. Although the awards could not recognise all the hard work many of you are consistently doing for the benefit of ensuring healthier New Zealanders – you are all most definitely super stars. It was very evident through a number of the finalists and winners that the integrated healthcare model is happening and is delivering results. It was also magnificent to witness the recognitions of fellowship and awards gained by **Trish Farrelly** and **Dianne Wright** at the Pharmaceutical Society's recent symposium in Wellington. Congratulations also to **Dr John Dunlop** for receiving the Society's Gold Medal earlier this year for his contribution to pharmacy.

As we know, there is a lot happening in the profession and there are many more opportunities to be capitalised upon. The changes occurring in the profession also require the Council to do more. We are responding to those changes. It is important that we ensure regulation of the profession is proactive and enabling to encourage the required innovation to reflect the needs of the patient and the community served. The revised Code of Ethics that we have recently circulated for comment and feedback is fundamentally intended to be enabling. It provides the broad framework for the profession – what is expected of you as pharmacists – enabling you to make the professional judgements you are trained and experienced in, but ensuring the bounds of public safety are not compromised. It is a framework that very much provides the environment for the “ambulance at the top of the cliff” rather than the bottom. We look forward to your feedback and soon the adoption of a Code of Ethics that is fit for enabling pharmacists to play a greater role in the integrated health care model.

With the beginning of a new financial year (1 July 2017 to 30 June 2018) we have been finalising budgets and planning the work programme for the year. We will outline our work programme in more detail later in the year to help us ensure we are prioritising our workload to meet the demands of protecting public safety through ensuring high standards of pharmacists fitness and competency to practise. We are also in the process of finalising the end of year financial results for 2016/17 (plus finalising our annual demographic report on

the profession) and a chance to reflect on the year's performance. Some of the key areas of work we will be continuing and/or building upon in our new financial year (2017/18) include:

- Joining and supporting the great work that is been underway in defining the future role of the pharmacist. For the Council, the focus is not so much on the career perspective but on ensuring we understand the elements of a pharmacist's role that pose the greatest risk to public safety
- Right touch regulation through ensuring the regulatory standards and monitoring are focussed on areas of highest risk
- Reviewing scopes of practise over time
- Working with the various education providers to help ensure we equip future pharmacists with the necessary qualifications and experience to practise accordingly (including appropriate accreditation standards and assessments and examinations that test and identify those most suitable for future roles)
- Continuing to put in place appropriate technology to support online interaction with pharmacists and also enable the extraction of information from both registration and disciplinary activity. Combined with the technology enhancements the team continue to maintain critical business as usual activity in registrations and the complaints and disciplinary processes. The technology also adds requirements to ensure our manual processes fit with the technology and continue to be effective and efficient.

The Council team continues to work with great passion and commitment to meet our mandate of public safety through ensuring fit and competent pharmacists. Regrettably, however, Peter Lourie (our Assessment and Examinations Manager) has recently resigned. Thank you Peter for your dedication to delivering credible and respected assessments and examinations that have provided important assurance to Council of new pharmacists' readiness to practise. Fiona McCourt will be taking up Peter's role on a fixed term basis as we review and consider what requirements we have for the role in the future.

Until our next newsletter in September / October I hope you all manage to stay warm and dry as we move through the winter period.

Kind regards  
Michael Pead, **Chief Executive**

## ENHANCE Updates; Council's Input

We sometimes get asked what role Council has in making changes to the ENHANCE online recertification programme.

A change to ENHANCE may come from a Council decision to introduce a new continuing professional development (CPD) requirement. Recently, Council's [new cultural competence CPD requirement](#) necessitated changes to ENHANCE so pharmacists can record cultural competence learning in a way that allows Council to check compliance during APC applications from March 2019.

General updates and improvements to ENHANCE are the prerogative of the Society, which owns and delivers the programme and has an obligation to Council to support pharmacists in their CPD. Council doesn't necessarily always require changes to be made.

Most improvements come out of frequent discussions and agreements between staff of Council and Society on how the programme can best assist pharmacists to

demonstrate they are undertaking and recording professional learning that assures Council that competence is being maintained in line with the [Competence Standards for the Pharmacy Profession](#) and the [Recertification Framework for Practising Pharmacists](#).

One such modification recently was a facility to upload evidence that an appropriate Group 2 assessment has been undertaken. Council staff suggested that uploading of externally verified assessment evidence would remind pharmacists that such evidence is necessary before an activity can be deemed Group 2; it also means there will be no need to email these documents later should a pharmacist be selected for Council's annual Group 2 Quality Review.

Council values its collegial relationship with the ENHANCE team and the opportunities it provides to update and improve the online programme to assist pharmacists in recording their CPD.

## Certificates of Training

Council staff are receiving many enquiries from pharmacists wishing to obtain certificates of training (e.g. ECP, TMP) for Ministry audits. Although ECP and MUR accreditations are recorded on the Council database, no copies of individual certificates are held.

Please direct all enquiries to the organisation where you completed your training, e.g. the Pharmaceutical Society of New Zealand, College Education and Training.

In addition, we recommend that all certificates of training associated with Group 2 learning, be uploaded to your ENHANCE CPD portal, where you will continue to have access to them.

CPD

## Cultural Competence

Council knows that its new CPD requirement in cultural competence might feel challenging for some and that you might be wondering where to start if you want to ensure your everyday practice of pharmacy is making a difference to health outcomes for Māori. Statistics tell us that Māori have the greatest need for better health outcomes in this country, a direct result of New Zealand's troubled history of colonisation and an urgent call to action for all health professionals.

We asked **Kevin Pewhairangi**, Māori community pharmacist, for his insights. Kevin, from Tokomaru Bay on the East Coast, is a member of Ngā Kaitiaki o te Puna Rongoā, the Māori Pharmacists Association, and practises pharmacy in Wellington.

Kevin reflects that if we are all going to be living the 'kiwi' culture, regardless of where we are from, opening ourselves up

to the Māori culture will make it easier to open up to others (or the other way around). "Giving Māori a chance and giving the language a go" is a good start. Te reo is as much a part of this country as the black jersey, the silver fern or the beehive".

Making an effort to say your patient's name correctly or ask how, if you are not sure, is a great way to show you want to have a respectful conversation and build the trust that is essential for getting the best outcome from your medicines advice.

"Start by listening to Breakfast and Jack Tame or Sumo and Andrew Mehrtens commentating rugby games, Radio New Zealand or Māori TV – or listen to the weather forecasters. They usually pronounce te reo well on their shows, so when they say it, give it a go! What have you got to lose?"



## Outstanding Service From Two Pharmacists

As Pharmacy Council is responsible for dealing with concerns about pharmacists' practice, it is not often that we receive positive feedback about pharmacists from a member of the public.

It is a pleasure to share the following feedback about Sarah Alani, and Yin Yin Chan sent to Council, earlier this year.

---

To whom it may concern

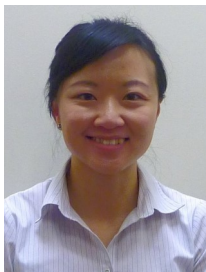
I am very saddened to learn that Unichem Takapuna is to close. I have been advised it is merging with Life Pharmacy Takapuna. Of course I realise the above is not anything to do with you. But given that Unichem Takapuna is closing as a pharmacy I wanted and felt compelled to write to you regarding the service I have received from two pharmacists in particular over a considerable period of time.

### Sarah Alani - Registration 8118

I cannot praise Sarah highly enough - she has been extremely helpful, professional and supportive. Nothing has been too much trouble for her. She is a very warm, thoughtful and considerate young woman, I have **total** trust in her as a pharmacist and as a person. Oh for more people in the world like her. Her interaction with others is outstanding. I am very fortunate to have Sarah in my circle of health professionals caring for me. I too think of her as a friend.



### Yin Yin Chan - Registration 10319



Yin Yin is a locum for Sarah. Yin Yin is also very helpful, professional and supportive - she has the personal traits that Sarah has.

I too have total trust in her.

I hope with all my heart that they will be able to find a place where their outstanding skills can be used.

I for one am going to sorely miss them and wish them all the very best.

*Marilyn*

(Marilyn Glover - long time resident of Takapuna and user of Unichem Takapuna Pharmacy)

## Code of Ethics Consultation 2017

Council looks forward to receiving your valued feedback and comments to the Code of Ethics consultation. This is your opportunity to influence the profession's Code of Ethics – the document that sets the responsibilities and professional values that are fundamental to your profession as a pharmacist.

The revised Code of Ethics was recently released for consultation. Pharmacists are encouraged to read the draft Code and submit feedback to the Pharmacy Council **by 5pm Friday 18 August 2017**.

The revised Code is more principle based and includes fewer prescriptive clauses. It is intended that Council statements, protocols and guidelines will contain the detail required to support the Code of Ethics. For this reason a revised Complementary and Alternative Medicines (CAM) Statement and Protocol has been attached as Appendix B to the consultation document.

This CAM statement sets out the obligations and expectations for pharmacist practise when consulting with people where a complementary medicine or natural health product is recommended by the pharmacist or another health professional or by someone self-selecting a product.

It is anticipated that as the Therapeutic Product and Natural Health and Supplements legislation are finalised, the information in the Council's CAM statement will be updated. The revised Code of Ethics 2017, will be available electronically from our website to reflect more effective and efficient use of electronic format wherever possible.

**The consultation document can be accessed [here](#) .**

send us  
your  
feedback

## Safe and Legal Supply of Pharmacist Only Medicines

Medicines such as sildenafil, trimethoprim and levonorgestrel (ECP) are prescription medicines, except when sold by a pharmacist who has completed specified training to a patient who meets certain screening criteria, and when specified conditions for supply, such as a maximum quantity are followed. These requirements have been set during the medicine reclassification process for patient safety reasons.

It is your professional and ethical responsibility to make sure that you follow practice guidelines, utilise screening tools and record patient details for any pharmacist only medicine supplied.

## New Registrations

Congratulations to the following newly registered pharmacists (both BPharm graduates and previously registered overseas trained pharmacists) who successfully completed the requirements for registration in June 2017.

Anita Abeygooneskera	Jordan Jeffray	Davy Ma	Linqiong Shen
Alaa Al-Khaleefa	Farzana Karim	Joseph Marcha	Hana Shin
Hamza Al-Rikabi	Tae Kim	Janice Moody	Colin Situ
Nicolla Augustine	Hyeon Kim	Beverly Ngo	Lucy Smith
Tim Bandi	Alex Kim	Matthew Oldridge	Jason So
Taymoor Behnam	Christina Kothapally	Eriny Philips	James Standley
Rosemarie Boulton	Geeng-Liang Kuo	Rahul Prasad	Sarah Strong
Seng Wai Cheah	Neeha Lal	Keryn Ramsay	Sozan Taher
Gina Egger	Chi Lim	Raffi Rassam	Nichelle Tong
Elena Elovskaya	Valerie Lim	Bharathy Ravichelvan	Peter Wadea
Benjamin Firestone	Nickson Lim	Nabila Saadon	Man Wong
Kate Gray	Yennie Lo	Phillip Sacheun	
Ching-Wen Hu	James Lucic	Mechail Sediqi	

Welcome also to these newly registered pharmacists who were previously registered in Australia, Ireland, the UK, Canada or the USA.

Steve Drackett	Josef Knatt	Clancy Pamment	Fiona Roberts
Azman Haroon	Eric Kwok	Michelle Pan	
Rinasha Kalyan	Andy McKee	Maya Patel	