

Dispensary Corner

THINGS smelt a little off in a Welsh pharmacy recently, when a shopper attempted to return a bottle of perfume they had purchased online.

The discovery sparked pharmacy owner, Raj Aggarwal, into action and it soon became apparent that the store's executive manager, Maria Andrade, had stolen 127 Chanel products worth £7,620, and flogged them on eBay.

A subsequent internal investigation revealed that Andrade's online side hustle was just the tip of the iceberg.

As a trusted assistant, Aggarwal had given Andrade responsibility for the pharmacy's finances, which in hindsight was not a great decision, as investigators found she had manipulated the payroll by including details of former employees who were not due to be paid and diverting funds into her bank account.

Newport Crown Court heard that between Jan 2015 and Nov 2016 Andrade obtained just under £38,000 through this creative accounting process, while she took another £10,000 by claiming Aggarwal had agreed to lend her the money.

WalesOnline reported that Andrade sent a further £7,430 offshore, claiming it was to pay for tax in Germany, however, the funds were directed to her brother's struggling construction company in Portugal.

In total the once trusted employee's deception cost the pharmacy £62,860 (A\$115,000).

While Andrade admitted to three counts of fraud, apart from these matters her lawyer said she was an "impeccable employee".

Union to sign 7CPA

THE Pharmacy Guild of Australia has welcomed Federal Health Minister Greg Hunt's decision to invite Professional Pharmacists Australia (PPA) to be a signatory to the Seventh Community Pharmacy Agreement.

The Guild said having the union involved would give employee pharmacists a "clear picture of the challenges facing owners".

Axe the fax - ADHA

THE Australian Digital Health Agency (ADHA) has announced an incentive to accelerate clinical software provider adoption of standards to deliver enhanced secure messaging functionality into systems by 2020.

Eliminating paper-based messaging in healthcare is a priority of the National Digital Health Strategy, with the new incentive providing \$30,000 to software vendors to integrate the updated standards into their systems.

New interoperability standards for secure messaging were agreed by the software industry, the clinical community and the ADHA last year - see digitalhealth.gov.au.

GP slams pharmacy vaccinations

ROYAL Australian College of General Practitioners (RACGP) President, Harry Nespolon, thinks pharmacy flu jabs stink.

Speaking to *Nine News* about pharmacist-administered flu vaccinations, Nespolon accused pharmacists of pushing unrelated products on patients while giving them the jab.

He also questioned the wisdom of the Pharmacy Guild of Australia's current flu immunisation campaign, which urges the public to visit a pharmacy or their GP to get vaccinated now (*PD* 29 Mar).

"You might be confronted with 'do you want a bottle of perfume with your flu vax,'" Nespolon said.

With the flu season traditionally between Jun and Sep, the RACGP President suggested patients would be advised to get their flu vaccination from their GP in mid-Apr or early May.

However, Guild Victorian branch president Anthony Tassone noted the number of confirmed cases for the year to date was significantly higher than at same stage last year.

Responding to Nespolon's comments, Tassone took to Twitter to suggest the comments meant the RACGP was not interested in collaborative patient care.

"The snipe by @HarryNespolon @RACGPpresident on pharmacy... says more about you than anybody else," he tweeted.

"Let us know when you're ready to be a team player in patient care."

"In the meantime stay classy."



Welcome to Pharmacy Daily's weekly comment feature.

This week's contributor is



Kimberley Nieuwenhuize, Digital Marketing Specialist at instigo pharmacy consulting.

The Benefits of Social Media for Pharmacy

DOES your pharmacy have a social media presence? In today's busy world, people have grown accustomed to getting information quickly. Within seconds customers can now look up and see everything they need to know about your business without taking a step out the door.

Having a Facebook account provides your pharmacy with access to current and potential customers and presents you with a number of ways that you can now communicate with them. You can now get your messages out to more people with the push of a button, which can be extremely beneficial for situations where the need to get information out quickly is paramount. This can be used for things like specific vaccination availability or weather events that could impact your customer's health.

Social media is also a great way to build trust and rapport between you and your customers without them physically coming into the pharmacy. By sharing studies, keeping your community up to date with the latest new health information, and advertising your services you can really solidify your position in your community's minds and news feeds as a place to go for expert health advice.

Win with PURE Papaya

Everyday this week Pharmacy Daily and PURE Papaya are giving away a prize pack valued at \$48.95.

100% Natural skin care range perfect for use by the whole family. PURE range includes Vapour Balm (Chest rub), Papaya Ointment (ultra-rich multi use skin food), Papaya Renew (Scars & Stretch marks), Papaya Lips (lip balm to nourish & protect). Visit Purepapayacare.com.au to find out more.



To win, be the first from NSW or ACT to send the correct answer to the question to comp@pharmacydaily.com.au.

What are the key nutrients and enzymes in Papaya?

Check here tomorrow for today's winner.