

A PHARMCIIST'S SUBMISSION FROM A RURAL AND REMOTE REGION

I would like to make some pertinent points after reading the preliminary report released by the King review.

My business partner and I are owners of three pharmacies in Whyalla. Until recently they were the only pharmacies in the town. I note that your reference to anti competitive situations in the report is how we might be viewed.

We did not set out to be anti-competitive or dominate the market but because of absent owners and financial difficulties we stepped in and bought the pharmacies.
This has also happened over the last couple of decades where pharmacies have closed due to financial difficulties or health/age.

We are very aware that we have to be competitive and we certainly try to be **both in pricing and service**. Many people come from other towns in our region to shop at our pharmacies because we are competitive and we do have two major brands (Priceline and TerryWhite Chemmart). Competition is not only from a local area as many of our customers travel and have the options of buying in Adelaide or online- we are not immune and we certainly match prices if they are better than ours.

We also have only five deliveries a week from our wholesaler so investment and good management of our businesses is crucial.

We perform all professional services eg HMR, Medschecks, Rmmr, methadone supply, DAA's etc.,

We are **not absent owners**, we live in our community and care very much for the service and welfare of our patients.

We offer deliveries every week day and service our local aged care facilities with great pride.

We are proud locals that serve our community **SEVEN DAYS A WEEK** and have taken the mantle from other pharmacies that have failed financially and professionally.

From the report, I read that the suggestion is that we should be open to competition. I have seen many pharmacies come and go over 36 years serving this town. Many have been absent owners and just employ young inexperienced pharmacists. On occasions I have been asked by the relevant authorities to pick up the pieces of people lives through the result of unprofessional and inexperienced pharmacy practice.

We recently had a pharmacy open attached to a medical centre and we welcome that. I only implore that the standards of practice we have upheld are maintained throughout all pharmacies in the town.

DO NOT EVER COMPROMISE STANDARDS OF PROFESSIONAL SERVICE JUST FOR A PERCEPTION OF COMPETITION.

PATIENT CARE IS PARAMOUNT AND BEST PRACTICE PHARMACY CARE IS WHAT MY COMMUNITY DESERVES.

I would be happy to clarify any comments.

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