



International liaison: Pharmintercom, 18 – 22 August 2019

Jan du Toit, Executive Director



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Pharmintercom consists of the Presidents and Executive Officers of the Community Pharmacy Associations of the seven English-speaking countries namely, Australia, UK, USA, Canada, Ireland, New Zealand, and South Africa. The Pharmintercom event takes place annually and this year (2019) it was the honour and privilege of the South African Association of Community Pharmacists (SAACP) to

host Pharmintercom in South Africa. The event took place at the Shepherd's Tree Game Lodge (Northwest Province) from 18 – 22 August 2019.



Participants:

Front row (left to right): Daragh Connolly; Christine Hrudka; Tshif Rabali; Christine Venter; Jan du Toit; Eoghan Hanly

Back row (left to right): Hugh Chancy; Bill Osborn; Glen Doucet; Douglas Hoey; Andrew Lane; Mark Lyonette; Darragh O'Loughlin; Andrew Gaudin; Trent Twomey; Mike Dent; Brian Caswell; Cameron Monteith; George Tambassis

As can be seen from the photo included, the event was well attended. These participants are the decision-makers in their various countries on matters relating to community pharmacy practice,

remuneration models, how to approach the implementation of new services and also to maintain services indispensable to the viability of community pharmacy.

The business agenda for the event therefore included a variety of old and new matters important to community pharmacy and of course specifically for community pharmacy in South Africa which is on the brink of the implementation of a National Health Insurance financing system (or "one-payer" system). The remuneration models in place in most of the countries represented are "one-payer systems", such as the 6th Community Pharmacy Agreement for community pharmacists in Australia and the current new five-year Community Pharmacy Contractual Framework negotiated between the Pharmaceutical Services Negotiating Committee (PSNC), NHS England and the Department of Health and Social Care (DH) in the UK.

The full business agenda stretching over three days is available on request. The following very informative presentations added further value to the event:

- Reducing health inequity – distribution of pharmacies in RSA (Prof Martie Lubbe, NWU)
- Training and Scope of practice of pharmacy support personnel in RSA (Christine Venter, IPP)
- Development of Good Pharmacy Practice Standards (Mojo Mokoena, SAPC)
- Grading of pharmacies as a mechanism to improve compliance with GPP (Vincent Tlala, SAPC)

Much was also learnt from the implementation of the full scope of practice of pharmacists in Canada to the successes of the Pharmacy Guild of Australia in negotiating for the implementation and remuneration of new services in the best interest of the public. However, what was evident is that none of the agreements reached and contracts negotiated in these countries for community pharmacy was achieved overnight. Many years of negotiations with governments (as one-payer systems) were required to achieve what has been achieved to date. Of the utmost importance, and highlighted again at Pharmintercom 2019, was the need for well-documented evidence on the added value of community pharmacy

to healthcare delivery. In most cases such evidence was a result of initiatives and resources invested by the Community Pharmacy Associations in the future of their members.

The same would apply to how these countries dealt with the challenges such as the misuse/abuse of codeine containing products, and/or sale of substances with abuse/misuse potential. It was emphasised that improved control would only be achieved with real-time monitoring of the use of these substances. Without such monitoring, it would not be possible to implement workable mechanisms and measure improvements. We must take note and learn from their experiences and the information gathered will be used during discussions regarding the way forward with this challenge in South Africa.

We also learnt that a Fee For Service was the most preferred method for remuneration of community pharmacy in most of these countries. A “hybrid” system involving capitation is under investigation in New Zealand. We were warned/advised to tread carefully with a capitation model for the remuneration of community pharmacy in South Africa as part of NHI as it could result in the closure of many smaller (independently) owned community pharmacies.

Amongst the emerging pharmacy practice matters discussed were the following:

- Is community pharmacy more than just dispensing
- Negotiating for remuneration of (new) services – lessons learnt
- Electronic data capture systems/developments applicable to community pharmacy
- Promoting community pharmacy services to the public and payers

Of course, it was not all “work and no play” and our overseas guests were treated to the best that the Pilanesberg Game Reserve could offer. This contributed tremendously to a very successful Pharmintercom 2019 event.

The next Pharmintercom event will be held in Killarney, Ireland, in 2020.

Some of the comments received after the event, summarised as follows:

Jan, Tshif and Christine

It was a trip of a lifetime.

Many thanks to you all.

Trent Twomey
Vice President: Pharmacy Guild of Australia

Such hospitality and a great introduction to PharmIntercom. You have set the bar high. A sincere thank you.

Eoghan Hanly
Vice President: Irish Pharmacy Union
IRELAND

Thanks Jan

Congratulations to you and your team for such a great conference and great meetings with the rest of all of you. Truly a once in a lifetime experience!!!

Great to meet all of you.

I also spent a few extra days and enjoyed my time immensely.

Cheers and thanks again.

Christine Hrudka
Chair: Canadian Pharmacists Association
CANADA

Thanks Jan and particularly thanks to Christine and Confidence with Tshif’s backing to make it a truly memorable experience for my first Pharmintercom (Lynn enjoyed the partner activity program as well!).

We also enjoyed 4 nights in Joburg post conference which was a humbling experience, you have a wonderful country!

Cheers and Kind Regards

Andrew Lane
Vice Chair: National Pharmacy Association
UNITED KINGDOM

Hey Jan:

I echo Christine’s comments and those from all others. Great job by the South African Team—it was a fantastic meeting. Thank you for taking such good care of us.

Look forward to seeing everyone next year.

Cheers,

Glen Doucet
Chief Executive Officer: Canadian Pharmacists Association

Jan,

Thanks to you, Tshif, Christine, and Confidence for hosting such an amazing and hospitable event. I know our contingency is taking back many interesting ideas and thoughts that we can apply in our country and, of course, the sights and sounds from our visit to South Africa will be remembered (and memorialized on social media!) forever.

Best to all and look forward to paths crossing again soon.

Doug Hoey
CEO: National Community Pharmacists Association
USA

Hi Jan

Thanks so much for being a great host .

You and the team put on a great program and made us all feel welcome.

On behalf of Maria and I and the Pharmacy Guild thanks again.

Kind Regards

George Tambassis
National President: The Pharmacy Guild of Australia

Hi Jan, Tshif, Christine & Confidence

As others have already said, thank you so much for hosting a great and memorable Pharmintercom in South Africa. Colleen and I enjoyed it a great deal.

Kind regards

Andrew Gaudin
Chief Executive: Pharmacy Guild of New Zealand

Many thanks Jan,

Please pass on my appreciation to the broader SAACP executive and team. This was my first international conference, and I can't help but think you've set a very high bar. In fact, after sharing some of the images of the game drives, I've convinced my wife Julie and our two sons to join the PharmIntercom family in Killarney next year, then tag-on a visit to RSA (Shepherds Tree Lodge) as we return.

Let's hope I can lose the half-stone I put on in the last 2 weeks before the PharmIntercom experience next year.

Thanks again, and Ka kite anō au i a koutou (I'll see you all again)

Cameron Monteith
Board President: Pharmacy Guild of New Zealand

Hi Jan

Epic doesn't go half way to describing it. Truly brilliant experience Jan and colleagues, thank you so much. I also really enjoyed the company of the politer delegates...

Mike Dent
Director of Pharmacy Funding: Pharmaceutical Services Negotiating Committee
United Kingdom

Dear Jan,

The others have said it all. Congratulations on hosting such an excellent event and thanks to you, Christine, Confidence and, of course, Tshif for your hospitality, flexibility and friendship. You and your amazing team made us all feel remarkably welcome in your

beautiful country; we have brought home a lot of useful information and insights from colleagues around the world, as well as memories that will last a lifetime.

Looking forward to seeing you all next year in Ireland, where the wildlife is smaller and the sky is lower but the welcome is just as large.

Regards,

Darragh J O'Loughlin
Secretary General: Irish Pharmacy Union, Ireland

Dear Jan, Tshif, Christine and Confidence

I echo all that my colleagues have shared. It was a fantastic experience, a well-planned event that even survived the disruption of participants thirst for early morning game drives!

For me there is much still to do to realise the value available in the event. No doubt I will be sending notes bilaterally to many of you following up on the offers of documents etc.

Well done to all involved

Regards

Mark Lyonette
Chief Executive: National Pharmacy Association, UK

Jan,

Thank you to you, Tshif and team for an incredible Pharmintercom. We had an incredible experience and are heading home today. Thanks to our conversation at dinner with Chief, we visited Robben Island and also a personal tour of the last prison (home) from where Nelson Mandela was finally released.

Bucket list checked!

Bill Osborn
President: National Pharmacists Association, USA
Osborn Drugs, Inc.

Jan,

Thanks to you, Tshif, Christine and team. You guys put on an amazing meeting and your Hospitality was over the top. It was great getting to know each of you and I was honoured to be a part of such an esteemed group. Tina and I hope to cross patches with each of you in the future. Loved your country and definitely made memories for a lifetime.

Hugh Chancy
Treasurer: National Community Pharmacists Association, USA
