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Australian First: Study into attitudes of pharmacists towards complementary & alternative medicines

Improving continuing education for rural pharmacists
Welcome from the Vice-Chancellor

Welcome to the third edition of CSU Script, a magazine designed to provide the pharmacy industry with a unique insight into the education of pharmacy students at Charles Sturt University (CSU).

Earlier this year, it was a great pleasure to learn Ian Dean, former Registrar of the Pharmacy Board of NSW, received the ‘Companion of the University’ award for his contribution to the Pharmacy program at CSU. The University is fortunate to have a strong and vocal supporter of the program in Ian Dean, and this award reflects his tireless efforts on behalf of the CSU and the pharmacy profession.

Australia’s first Professor of Rural Pharmacy, CSU’s Patrick Ball, continues to work towards increasing the profile of pharmacy in rural Australia in ways too numerous to feature in this publication. His involvement in the Continuing Education Program has ensured rural pharmacists are able to access quality information which, until recently, was only available in metropolitan Australia. The Continuing Education program is proving to be highly successful and I urge you to consider attending the remaining two sessions planned for 2006.

CSU is currently in one of the most exciting periods of its history as we continue to deliver industry-focused courses that benefit rural and regional Australia. In 2005, we introduced the Bachelor of Veterinary Science which is hoped to follow in the footsteps of the pharmacy degree by producing graduates dedicated to work in rural areas of Australia.

I sincerely hope that as you read this edition of CSU Script you will recognise the great impact the pharmacy program at CSU is making on communities in rural and regional areas of Australia and on the pharmacy profession as a whole. I would also like to extend my thanks to all those who have made donations to the Charles Sturt Pharmacy Foundation. The Foundation works to assist in establishing facilities for students and staff such as the state-of-the-art laboratories which are now present on both the Orange and Wagga Wagga campuses. Without the help of individuals and industry groups, these facilities would not be available.

I hope you enjoy the Winter Edition of CSU Script.

Contact us

For more information on the Charles Sturt Pharmacy Foundation, please contact:

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Web: http://www.csu.edu.au/special/pharmacyfoundation/

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Future editions of this magazine depend on industry support.

To advertise in CSU Script please contact: 02 6338 4680

Front cover: Charles Sturt University Pharmacy students Hugh Schultz, Tara Byrne and Peter Guthrey. Photo courtesy of Keith Wheeler.
Welcome once again to CSU Script. The pharmacy program at Charles Sturt University continues to expand and this year has seen our student and staff numbers increase once again as our Orange Campus moves into its second year and we consolidate further in Wagga Wagga.

The University has expanded its Continuing Education Program for practicing pharmacists this year with a total of four days planned. In an exciting initiative we have begun to utilise the University’s resources to present sessions simultaneously in both Wagga and Orange. Presenters are a combination of CSU staff and invited guest presenters, pre-eminent in their respective fields. Evaluations of the first programs have been very positive and will be used to continue to develop and improve this important initiative.

In June we will participate in the Good Health and Beauty Expo for the third successive year and expand our presence with an additional display in the public area which will include wine tasting and University careers advice.

This year has also seen a significant expansion in our Scholarship Program most of which has been funded by individual pharmacies or pharmacy groups. This provides very tangible support for students but also real benefits for the donors. It’s a great example of our philosophy of developing industry partnerships at work. There are still opportunities for additional undergraduate scholarships and we are also expanding the availability of scholarships for honours and postgraduate students.

The support which has been forthcoming from industry and individual pharmacists in recent years is also now beginning to impact in some of the research programs being undertaken by both staff and students. It is the University’s intention to seek funding for new research laboratories in both Orange and Wagga to allow for the continued expansion of such important research.

Contact me on 0419 358063 or Associate Professor Lyn Angel on 02 6933 2836 and we can discuss how your support of the Charles Sturt Pharmacy Foundation can bring you very real benefits.

Industry Support Continues for the Charles Sturt Pharmacy Foundation

2006 has already proved successful for the Charles Sturt Pharmacy Foundation, which has been working to establish relationships with industry to assist and further develop the pharmacy program at Charles Sturt University (CSU).

In May this year, seven new pharmacy scholarships were awarded to students on the Orange and Wagga Wagga campuses, increasing the total number of scholarships available to pharmacy students to 14.

The Country Pharm group awarded two inaugural scholarships to first year students enrolled in the Pharmacy program. The scholarships will allow recipients Erin Bertolin of Orange and Samuel Ledger of Wagga Wagga to concentrate on their studies, with Country Pharm providing financial support for the duration of the four-year degree.

Other Pharmacy scholarships were awarded to; Mark Berry (John Matthews & Co Chemworld Chemist), Melanie Moses (Lawler’s Family Pharmacies), Sally Whiting (Lithgow Valley Healthsense Pharmacy), Kevin Mullins (Dowley’s Amcal Pharmacy), Linda Krogh and Tina Graham (Martin Phillips Pharmacy) and Caroline Lum (Pharmaceutical Society of Australia, NSW). Mena Abdel Messih, Sarah Thompson and Sarah Smith received scholarships from Capital Chemist, who have been involved with the Pharmacy Foundation since 1997, the first year a pharmacy was offered at CSU.

Malcolm Rosborough of McCarthy’s Pharmacy in Orange has become a Governor of the Charles Sturt Pharmacy Foundation through a donation of $25,000. Malcolm’s passion for the industry is continually demonstrated through his contribution and involvement with the CSU Orange Campus and pharmacy program.

The Charles Sturt Pharmacy Foundation also received assistance from Pfizer Australia, Consumer Healthcare, through the sponsorship of the Charles Sturt University Continuing Education Program. For more information on this program see page 5.

The Foundation continually seeks support from industry and professional groups to assist in a range of activities and programs designed to improve the education of pharmacists in rural and regional Australia. For information on how you can provide assistance, please contact Aimee Owens on 02 6338 4680 or visit www.csu.edu.au/special/pharmacyfoundation
Opportunity to interact for Dubbo Pharmacists

In an initiative to meet local pharmacists in rural and regional areas of Australia, representatives of the Charles Sturt University (CSU) Pharmacy program travelled to Dubbo in April to answer questions and interact with potential employers of the program’s graduates.

15 pharmacists from Dubbo and the surrounding area enjoyed a range of CSU wine and cheese while gaining an insight into the Bachelor of Pharmacy program offered at CSU, and the success the program has seen in keeping graduates in regional Australia.

Associate Professor Lyn Angel, Head of The School of Biomedical Sciences at CSU says the event provides the opportunity to interact and engage pharmacists across the state.

“To be able to talk to pharmacists about how the CSU pharmacy program can assist the profession is invaluable to both staff and students. It is so easy to forget the difficulties and demands the industry is facing. Events such as this allow us to interact and keep up to date with what is happening across the state and pass this on to students who will soon form the future of the profession,” said Associate Professor Angel.

Chair of the Charles Sturt Pharmacy Foundation, Peter Gissing and Professor of Rural Pharmacy, Patrick Ball spoke alongside Associate Professor Angel on the importance of the pharmacy program at CSU and the teaching methods utilised which equip graduates for practicing in regional Australia.

“It is so important to talk to people in the same situation many of our graduates will be in a few years’ time,” said Professor Patrick Ball. “With the majority of our graduates remaining in rural areas, we need to keep the lines of communication open to ensure we are providing them the best education and practical knowledge. Through initiatives such as this, we are continually improving the pharmacy program and the education we are providing.”

Local pharmacist Tony Lawler enjoyed meeting the staff of the University and has subsequently made some enquiries on community research on nutrition following a discussion with one of the academics. Lawler’s Pharmacy has been associated with the Pharmacy Foundation through the scholarship program since 2005.

The Dubbo event follows similar activities which have been hosted in Orange and Albury in 2005.

What’s on?

Pharmacy Ball
Date: 17 June 2006
Darling Harbour Convention Centre

Good Health and Beauty Show
Date: 16 - 18 June 2006
Hall 4 at Darling Harbour

Charles Sturt Pharmacy Foundation Dinner
Date: 15 July 2006
Wagga Wagga

In the next edition of CSU Script
Kos Sclavos visits pharmacy students

National President of the Pharmacy Guild of Australia, Kos Sclavos, took time out in May to visit with Charles Sturt University (CSU) pharmacy staff and students at the University’s Wagga Wagga Campus and to meet with Orange staff and students via video links.

Mr Sclavos is a Community Pharmacist based in Brisbane while serving a variety of industry bodies and university committees. In 1999, Mr Sclavos was awarded the Pharmaceutical Society of Australia (PSA) Young Pharmacist of the Year Award and the PSA Bowl of Hygeia Award.
A state-wide survey of NSW pharmacists conducted by Charles Sturt University (CSU) researchers Dr Jenny Wilkinson and Dr Maree Simpson and honours student Sarushka Naidu, has identified a need for further education of health professionals about complementary therapies.

The study, which was the first in Australia to investigate the attitudes of pharmacists towards complementary medicines, was targeted at 1,500 randomly selected pharmacists in NSW and aimed to determine the knowledge and attitudes of the group towards complementary and alternative medicines (CAM).

Knowledge of CAM has arguably fallen in recent years. A generation ago, pharmacists were trained in pharmacognosy (a study of medicinal plants and plant products) which prepared graduates for dealing with these natural products. However, more recent teaching patterns tended to dismiss this subject, resulting in a lack of education and knowledge of these products in new graduates.

In an attempt to reverse this trend, CSU has incorporated a subject in fourth year pharmacy which specifically addresses the current and growing need for pharmacists to have evidence based knowledge of CAM products that many pharmacies stock, sell and recommend.

Researcher, Dr Maree Simpson believes the study is valuable in determining the usage of CAM and the knowledge of these alternatives.

“It is imperative that we establish the current knowledge of CAM and the need for additional training for Australian pharmacists as they are assisting patients every day to make self-care decisions, and in some instances, may be the first or only health care professional consulted,” said Dr Simpson.

“It is crucial that pharmacists are able to offer clear, accurate information to guide patients in making evidence based choices appropriate to their age, gender and disease states.”

With a response rate of more than one third, 90 percent of respondents believed it is necessary for pharmacists to know about complementary and alternative medicines. The study also found more than 70 percent of respondents had personally used alternate therapies and a similar number offered the products for sale.

The research found that the most commonly used CAM were herbal vitamin supplements (74%), which was significantly higher than the next most frequent CAM, massage therapy (6%). Most pharmacists (71%) reported offering CAM products for sale; however 27% of these practices did not have access to CAM information for pharmacy staff or patients. 77% of respondents indicated that they had personally used CAM and 60% correctly identified that CAM was comprised of more than just botanicals and nutritional agents.

Pharmacists generally viewed CAM positively and believed that they enhanced the customers’ image of pharmacy (57%), increased customer numbers (87%), and could increase annual sales (72%). 91% of respondents believed that it is necessary for pharmacists to have knowledge of both CAM and conventional medicine to be able to inform patients of their treatment options.

Dr Wilkinson says she will recommend all universities including CSU place a greater emphasis on the education about complementary treatments.

“I think particularly in areas poorly serviced by all medical professionals there is a role for all health professionals to get together and provide the best health care that they possibly can for their community,” said Dr Wilkinson.

The information collected during the study provides CSU with the opportunity to evaluate the Bachelor of Pharmacy program and will enhance the teaching of CAM at the University.

The survey results were published in the September 2005 edition of The Annals of Pharmacotherapy.
Pharmacy students celebrate the start of the 2006 academic year

In a celebration to mark the beginning of the academic year, Charles Sturt University (CSU) pharmacy students met with academics, local pharmacists and industry representatives at the annual Commencement Dinner held in April this year on the Wagga Wagga Campus.

The Commencement Dinner is organised annually by the Charles Sturt University Pharmacy Student Association, Pharmers. Association member, Megan Billing says the dinner allows students to develop a greater understanding of the industry and form personal and professional networks.

“The Dinner provides a rare opportunity for pharmacy students to meet with representatives of the industry and academic staff,” said Ms Billing.

“The growing success of the event demonstrates its effectiveness in developing friendships and networks and also provides a forum to share information on expectations and experiences in the industry.”

Registrar of the NSW Pharmacy Board, Ms Kym Ayscough, addressed the audience of just over 100 guests on the increasingly important role and value of pharmacists in the community. She motivated new and continuing pharmacy students to maintain perspective throughout their studies when it becomes easy to get bogged down and overwhelmed while trying to obtain a goal.

The 2006 Dinner also marked the first attendance of pharmacy students from the Orange Campus. 12 students travelled the 300 kilometres to Wagga Wagga to meet peers and share their experiences of the program.

Among the guests on the evening were Mayor of Wagga Wagga, Cr Kerry Pascoe, and representatives from the Charles Sturt Pharmacy Foundation and the Pharmaceutical Society of Australia.

A robust approach to frailty

Australia’s first Professor of Rural Pharmacy, Charles Sturt University’s Patrick Ball is working to highlight the complex nature of frailty by developing a training and educational roadshow for rural and remote healthcare workers.

“Frailty is regarded as a knife-edge condition, like a waiter balancing an overloaded tray. As long as the tray stays balanced, it may be carried safely, but if one plate falls off and the balance is upset, it is likely the plates will fall,” says Professor Ball.

As Australia’s population continues to age, the new two-year project led by CSU hopes to use this novel approach to increase awareness in rural Australia of the problems linked with the frail elderly.

The roadshow, to be developed by Professor Ball, will highlight the need for a multi-disciplinary approach to the available treatments by health professionals, such as pharmacists and medical specialists. It will be delivered by health specialists and academics and will include training materials such as audio and video tapes and CD’s, to allow those attending to take the material back to their own workplaces.

On his appointment to CSU in 2005, Professor Ball flagged the importance of drawing together multidisciplinary teams of health professionals in rural communities to maximise the levels of service available to small and large country towns.

Funded through the Federal Government’s Rural Health Support, Education and Training (RHSET) Program, the $92,500 project entitled Frailty: a team effort is the robust approach will be initially directed to the rural areas of NSW and South Australia.

“Rural areas face particular problems when dealing with frailty due to a lack of support facilities and distances, and the roadshow will emphasise how different professions can work together to bridge gaps where particular skills and services are not locally available,” said Professor Ball.
Charles Sturt University is enhancing the information and training for rural and regional pharmacists by expanding the University’s annual Continuing Education initiative.

In 2006, CSU’s Continuing Education program will host four four-hour sessions focusing on issues such as management of the common cold, an update for pharmacists on the diseases of the eye, communicating with the mentally ill, and community pharmacy. Each session will have two or three clinical lectures or workshops and one dedicated to pharmacy management issues.

The first two sessions, which were held earlier this year, focused on issues such as congestive heart failure and planning the future of pharmacies. The events received praise and positive feedback from the practitioners and industry representatives in attendance.

Mandy Cooper of Turvey Tops Capital Chemist believed it is important for the industry to support local Continuing Education initiatives.

“Forty new CSU pharmacy graduates are employed in rural practices each year. Through this continuing education program, skilled graduates and practitioners have access to education initiatives usually only available in the city. We know the majority of our graduates stay in the country, now we have to work on keeping them there,” said Mr Gissing.

Pfizer Australia, Consumer Healthcare, provided the much needed financial support to enable CSU to host the Continuing Education Series.

Associate Professor Lyndall Angel, Head of the CSU School of Biomedical Sciences, says the financial support means pharmacists in regional Australia have greater access to education outside metropolitan areas.

“With the support of Pfizer, CSU and the pharmacy program can enhance the quality and practicality of the continuing education program and ensure it meets the needs of pharmacists working in regional areas,” said Associate Professor Angel.

To improve the accessibility of the Continuing Education program, the University’s Orange and Wagga Wagga campuses are co-hosting the events. Real time video and audio links are used to link the campuses, and speakers will attend both venues.

The third and fourth sessions will be held in July and October 2006.

For more details and a copy of the program, please contact The Charles Sturt Pharmacy Foundation on 02 6338 4680.

Over 120 students were accepted into the pharmacy program at Charles Sturt University this year, with 45 joining the Orange Campus and 79 in Wagga Wagga. This new intake brings the total number of students enrolled in the Bachelor of Pharmacy to 340.

Students are attracted to the CSU program as it incorporates elements of pharmacy specific to students wishing to practice in rural and regional areas of Australia.

CSU Pharmacy welcomes new staff and students

Eleven CSU Pharmacy students are taking advantage of the integrated pharmacy honours program this year, which sees students study for their honours alongside their normal third and fourth year study load.

2006 has also seen the addition of six new pharmacy staff across the Wagga Wagga and Orange campuses. A Biochemist, Microbiologist and a Laboratory Technician are among the new members of the team who will assist in supporting the growing numbers of Pharmacy students and related activities at CSU.

A further recruitment of three new academic staff for the Orange campus in 2007 is currently underway.
Following on from the success of the last two years, the Charles Sturt University (CSU) Pharmacy Foundation will again be participating in the Pharmacy Good Health and Beauty Show at Darling Harbour from 16-18 June, 2006. Pharmacy School staff, students and members of the Foundation will be available to answer questions regarding CSU activities at the CSU Pharmacy stand.

Information will be available on the pharmacy course as well as the University’s Wagga Wagga and Orange campuses. The Foundation and Scholarships offered will feature on the stand, and the CSU Winery is offering a special deal on CSU wine purchased at the show.

For the first time in the public area the CSU Winery will have its own stand on which details of its Wine Science programs and general information on courses available at CSU will be available.

CSU Pharmacy students Peter Guthrey, Bashar Iwas and Mena Abdel Messih took advantage of the opportunity to represent the University and their peers at the 2005 event. “We were introduced to aspects of the pharmacy profession that we do not see in the university environment. We found it exciting to see the broad range of companies and products marketing to pharmacies; the array of health organisations available to assist sufferers of various diseases; and experience a personal interaction with the professional bodies that represent the profession,” said Mr Guthrey.

2006 is also the first year CSU Pharmacy Alumni in conjunction with Sydney University Pharmacy Alumni are organising the 2006 Pharmacy Ball, “reignite, renew, rekindle” to be held in conjunction with the Good Health and Beauty Show on Saturday 17 June (see flier in this issue).

The ball is a wonderful opportunity for friends in your year to gather again and enjoy each other’s company. Why don’t you become a table captain? Contact Martin Carroll on mcarroll@mail.usyd.edu.au for more information. We look forward to the Pharmacy Ball becoming an annual ‘must attend’ item on the pharmacy calendar.

Since hearing about Charles Sturt University’s plans for a pharmacy degree in 1995, Registrar of the Pharmacy Board of NSW at the time, Ian Dean has had the opportunity to see first hand the high standard of Charles Sturt University’s teaching and the special qualities it brings to the provision of educational excellence.

CSU is fortunate to have had a long association with Ian Dean. The activities, support, involvement, mentoring, advocacy and developmental aspects of his interaction with the University, its students and its graduates have been over and above his role as Registrar of the Pharmacy Board. As a result of his efforts, the course remains the principal pharmacy program in Australia offered outside a metropolitan area. Mr Dean’s personal input and regular visits to the University earned him the award of Companion of the University earlier this year.

Mr Dean attended the Faculty of Health Studies Graduation Ceremony at the Wagga Wagga Campus and commented that the introduction of the pharmacy degree at CSU in 1997 was the catalyst for a positive reaction from academic and professional pharmacy throughout the country.

“Charles Sturt University has had a significant beneficial impact on the teaching of pharmacy and everyone has benefited - students, academia, the pharmacy profession, and, most importantly, the public,” said Mr Dean.

In presenting the Companion of the University, Dean of the CSU Faculty of Health Studies, Professor Mark Burton said “Ian Dean has advocated on behalf of staff, students and the University as a whole in various pharmacy and industry forums and most notably within the NSW Government.”

“His understanding of the role that CSU plays in the recruitment and retention of rural pharmacists contributed significantly to the establishment of the first Professor of Rural Pharmacy in Australia at CSU in 2005,” said Professor Burton.

Ian Dean has worked in the pharmaceutical industry in Australia, Canada, Europe, New Zealand, UK and the USA. From 1990 to 2003 Mr Dean was Registrar and Chief Executive of the Pharmacy Board of NSW.
Prior to 1997 Associate Professor Mark Burton, the then Head of School, Faculty of Health Studies approached me to have my employer (F.H. Faulding) sponsor some aspect of the new Pharmacy School at Charles Sturt University, Wagga campus. In fact we ended up sponsoring the Pharmacy Practice Laboratory and all the computers housed in the lab including some software involving “Point of Sale” information.

Through this association I became personally involved as a member of the Course Advisory Committee and then became the first chairman of the Charles Sturt Pharmacy Foundation, of which I still remain a dedicated committee member. In 1998 I was admitted as a Governor of the Charles Sturt Foundation in recognition of my contribution to the establishment of the Pharmacy School. Currently, I serve on the CSU Foundation Investment Committee which caters to the investments of all the University’s Foundations.

My total working career has revolved around “small business” both within Australia and overseas. However, the most rewarding has been the almost 30 years involvement with the pharmaceutical industry. As an executive of API and senior executive of F.H. Faulding I was lucky enough to be exposed to most parts of the wholesale industry from a finance and retail perspective. From 1990 to 2001 I was a Director of the Australian Institute of Pharmacy Management (AIPM), now Australian College of Pharmacy Practice and Management (ACPPM) and served as the chairman of the Finance and Audit Committee.

Pharmacy is a wonderful profession and will continue to be so as long as the industry and the personnel involved are proactive and steadfast in their conviction of retaining the profession within the hands of those who care, the pharmacist. Unfortunately a large number of pharmacists are apathetic and if we aren’t careful this apathy will be a contributing factor in the next Guild/Government Agreement.

Pharmacy for years has been under attack from Government, grocery retailers, the activity of some manufacturers from time to time, other retailers, even the consumer but we are still here and the envy of other health professionals. As long as we exercise logic and be astute in our way of approaching our future and how we manage that, I believe pharmacy will be a “wanted” and successful profession for decades to come.
What inspired you to become a pharmacist?
I had always been interested in a career which involved a highly cognitive service encompassing health and science, which also gave the opportunity to help others. I was also interested in the possibilities of continued education within my profession, which gives me the opportunity to explore a variety of occupational paths. The pharmacy profession gives me the opportunity to incorporate all of these attributes, without having to work ungodly hours, like some other health professions.

Why did you choose CSU to study pharmacy?
I’m a country boy, so I wanted to study in the country too. I wasn’t attracted to the city lifestyle and when I visited Wagga to check out the campus, I loved it. Wagga is a similar town to my home town, Dubbo, so I thought I’d fit in pretty quickly.

What do you remember most about your time at the University?
The most memorable times at Uni include the friends and associates that I made over the four years in Wagga. I was lucky enough to meet lots of amazing and inspiring people whilst involved in Uni activities, such as Pharmers’ Society, Reddles Rugby and as a residential adviser. The friends I have made are lifelong, and I have great memories of our times together in Wagga.

What is your favourite part of being a pharmacist?
The many opportunities to talk to patients about their health problems are by far the most rewarding attribute of being a pharmacist. It gives me the opportunity to talk and connect with a person about their personal health issues, whilst allowing me to challenge myself to provide accurate information to the patients so they may make an informed decision. I really love how appreciative patients are when you take the time to explain an issue to them that they didn’t previously understand.

How did receiving a CSU Scholarship help you?
I was lucky enough to receive one of the first Lawler’s Family Pharmacies scholarships. I can honestly say that if I hadn’t had financial assistance, I would not have had the opportunity to study at university. The scholarship helped my family and I afford to pay for accommodation and books, which are the most costly outlays each year at Uni (beer was a close third...).

I also had many opportunities during uni holidays and externship periods to work in one of the three Lawler’s Pharmacies. These opportunities introduced me to the pharmacy industry early into the degree and gave me great exposure to the public. I learn a lot during my time as a shop assistant, which held me in good stead when my graduate year came around.

Where do you see yourself in 10 years’ time?
I want to become involved in a clinical role, but still be based in a community pharmacy role. This means I will be involved with medication reviews part of the time, whilst working in MY pharmacy (or at least in a partnership). Obesity is a major health issue within Australia, and pharmacy is in a great position to help patients with this problem. I want to become involved with weight loss strategies as well as treatments of metabolic disease.

What motivates you as a pharmacist?
I need to challenge myself daily with clinical knowledge, and find a way in which my knowledge can benefit the patients and community I am involved with. I love to make a difference to the day of just one patient, whether it is by listening to their problems or helping them better understand their disease state or medication.

What do you think is the main issue facing rural pharmacy?
A concern of mine is for pharmacy in general, not just rural pharmacy. With the advent of Coles Myer purchasing stock of Sydney Pharmacy Group (Pharmacy Direct), I’m anxious to see what this will bring to pharmacy in future years. Obviously the fourth agreement allows pharmacy to continue functioning as it had previously, but what will occur when negotiation of the next pharmacy-government agreement takes place? From what I can see, all of pharmacy is working extremely hard to prevent the entry of Woolworths and Coles into the pharmacy sector, whilst improving individual pharmacy prospects if or when it does occur. Only time will tell.
I would like to support the Charles Sturt Pharmacy Foundation by becoming a (please tick one):

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