



PHARMACY WEEK 2015

NETCARE PHARMACIES

COMPILED BY: N SINGH & V GOKOOL
COLLATION DATE: 12TH OCTOBER 2015



Clinical
PHARMACY

Chronic Diseases: Take control

Netcare Pharmacies optimised from Pharmacy Week, to share the value of the Clinical Pharmacy Services component of our Netcare Pharmacies.

As Pharmacy week 2016 spread a message of **Chronic Diseases: Take control**, with a focus on Pharmacy striving towards Quality Care together with patients, **Netcare participated** to target different patient groups, as follows:

1. **Discharged patients** : Counselling of TTO's for chronic medication
2. **Hospital In-patients** : Safe management of patient's **own** chronic medication
3. **Retail patients** : Introducing "Educate Before you Medicate" campaign



Chronic Diseases: Take control

- 26 Netcare Pharmacies participated

Gauteng North East (9)

- Jakaranda
- Linmed
- Montana
- Moot
- N17
- Pelonomi
- Pretoria East
- Sunward Park
- Unitas

Gauteng South West (9)

- Clinton
- Garden City
- Krugersdorp
- Linksfield
- Milpark
- Olivedale
- Rehabilitation
- Sunninghill
- Waterfall

Coastal Region (8)

- Alberlito
- Blaauwberg
- Cuyler
- Greenacres
- N1 City
- St Augustines
- UCT
- Umhlanga

1. DISCHARGED PATIENTS: COUNSELLING OF TTO'S FOR CHRONIC MEDICATION – NUMBER OF PATIENTS DISCHARGE FROM HOSPITAL COUNSELLED ON CHRONIC MEDICATION TTO'S

Number of Discharged patients counselled on TTO's relating to chronic medication	507
Number of hospitals that participated	20
Breakdown per chronic disease: Hypertension	23.6%
Breakdown per chronic disease: Diabetes	16.6%
Breakdown per chronic disease: Asthma	8.7%
Breakdown per chronic disease: Cardiac	7.2%
Breakdown per chronic disease: Hyperlipidemia	7.0%
Breakdown per chronic disease: Other	33.10%

2. HOSPITAL IN-PATIENTS: NUMBER OF PRESCRIPTIONS REVIEWED TO ENSURE SAFE MANAGEMENT OF PATIENT'S OWN CHRONIC MEDICATION WHILST IN HOSPITAL

Number of hospitals that participated	21
Number of patients chronic medication reviewed	767
Chronic medication list documented on admission	85.1%
Chronic medication list transferred to all medication charts in use	53.2%
Chronic medication administered	73.9%

3. RETAIL PATIENTS: INTRODUCE THE “EDUCATE BEFORE YOU MEDICATE” CAMPAIGN IN RETAIL PHARMACIES

- The “Educate before you Medicate” campaign was introduced to encourage the communication of Medication information to hospital in-patients.
- This campaign was extended into the Retail sector to ensure patients were informed of their medication, especially chronic medication
- The slides that follow shares the hospital initiatives completed to deliver this message of “Educate before you Medicate”



NETCARE ALBERLITO HOSPITAL

Upon discharge, if there are any questions or queries regarding your medication, please feel free to contact Netcare Alberlito Pharmacy on 032-9466844 / 46.

We wish you a speedy recovery.

DISPENSING & COUNSELLING GUIDELINE

- ✓ AGREES TO GENERIC SUBSTITUTION?
 - ✓ CHECK ALLERGIES
 - ✓ CHECK CONCURRENT MEDICATION (OTC & CHRONIC)
 - ✓ WHAT ARE THE MEDS FOR?
 - ✓ HOW TO TAKE THE MEDS?
 - ✓ WITH, BEFORE, AFTER, OR WITHOUT MEALS?
 - ✓ RELEVANT STORAGE CONDITIONS?
 - ✓ CHECK FOR FURTHER QUESTIONS FROM PATIENT
- ALL DONE IN A PRIVATE MANNER



• TRUTH • PARTICIPATION • PASSION

Pharmacy Week

1 -11 September 2015



2015 - Quality Leadership Award

Top 5 Performer - Uleesha Maharaj

2014 - Netcare Alberlito Pharmacy receives A Grade
by South African Pharmacy Council.

2013 – Private Institutional Pharmacy of the Year
Listed as South Africa's top quality pharmaceutical service delivery facility in
the above category.

Undoubtedly the Best Pharmacy!
Happy Pharmacy Week!



Alberlito Hospital



Clinical
PHARMACY

The Pharmacy Manager held training in **three wards**; namely Medical ward, ICU and Paediatric ward, and handed out booklets to all staff being training. These **booklets** give the indications, and side effects of many medicines we come into contact with daily and include all chronic medicines.

Stickers introduced in wards –
to use on Patients chronic
medication brought into
hospital



NETCARE CLINTON

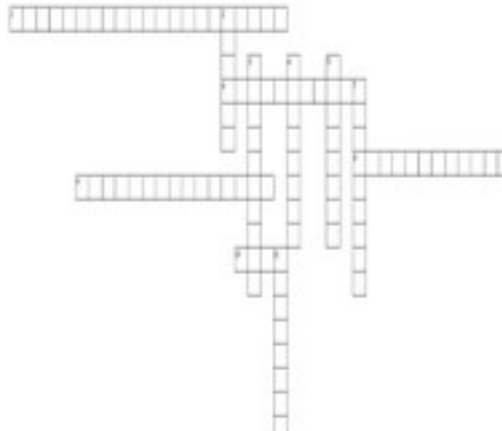
- Hospital display with information leaflets on chronic diseases and healthy living with a chronic condition.
- Competitions in the hospital for the staff to create awareness of healthy living with chronic conditions.



Pharmacy week 2015 Chronic conditions

Across

- abnormally elevated plasma lipid level
 - medical condition in which the ability of the blood to clot is severely reduced
 - high blood pressure
 - overactive thyroid
 - chronic obstructive pulmonary disease
- Down
- attacks of spasm in the bronchi of the lungs
 - feelings of severe despondency and dejection
 - neurological disorder causing seizures
 - a condition of increased pressure within the eyeball
 - chronic or acute inflammation of one or more joints
 - a condition that occurs when the body can't use glucose normally



CHRONIC CONDITIONS

N G E B A S D D G P G A Y G R
Z O C X S A I I W U Y R W A C
Z V I E C A M C E B O T S A C
S A R T B E Q H K T L H I O K
Y T I E N P R I T O K R S N N
S F T B Z E H C R S T I O D Y
X E O B K I T E I F A T R K M
S W L M L R T R K S W I O Q I
R G Y F A S G J E Q E S P A A
I Y S P E L I P E P I N O M I
W S S L E E P J X Y Y I E E J
N J O J M S S U I H B H Y Z J
Q H O C C G O Q X R Y T S C G
C X V T T G H D I N X C O E C
D E P R E S S I O N M P V B J

ARTHRITIS
DEPRESSION
ECZEMA
HYPERTENSION

ASTHMA
DIABETES
EPILEPSY
OSTEOPOROSIS

CHOLESTEROL
DIET
EXERCISE
SLEEP



CHRONIC CONDITION QUIZ

- What should a normal bloodpressure be?
 - 145/90
 - 110/70
 - 120/80
- What cholesterol level should you strive for?
 - 7
 - 5
 - 10

NETCARE



Educate before
you Medicate

NETCARE GARDEN CITY



Tools Implemented :

1. **Stats recording system for all retail patients** counselled on Chronic conditions.
2. **Patient information leaflets** for chronic conditions (Hypertension, Asthma and COPD, Cholesterol and Low Cholesterol eating Choices, Warfarin Therapy, Management of Pain, Heartburn).
3. "Pharmacy Week" initiative included awareness of the various chronic:
 - a. **Hypertension** - including Blood Pressure readings and Dietary recommendations.
 - b. **Diabetes** - Blood glucose screening, Diabetic diet and correct eating habits by our Dieticians.
 - c. **Asthma and other Respiratory conditions**, including Allergies – Demonstration on the use of Inhalers, Spacers, Nasal Sprays and the functioning and purpose of a Peak Flow Meter.
 - d. **Dieticians** – Conducted BMI screening and provided advice and recommendations on Dietary changes according to conditions and BMI results. We provided a fresh fruity smoothie as a healthy breakfast alternative.
 - e. **HIV / AIDS** – HIV Counsellors conducted HIV Pre-test Counselling, Testing, and Post-test Counselling as well as TB Screening and Male circumcision referrals.
 - f. Our **Dental Clinic** provided information on Dental Hygiene and its effect on health and Chronic conditions.
 - g. Information on **PMB's** was provided.
 - h. MIRREN provide an "Ultimag" tasting and advice on **Magnesium deficiency**.
 - i. Various **Representatives** from Cipla, Aspen, Sanofi, Abbott, "One Touch",
 - j. **Kiddies corner** with tables and chairs and a colouring competition for 0-4 yr olds and 4-8 yr olds.
 - k. **Poster competition** for Pharmacy Week, the topic being Chronic conditions and presented a hamper as the prize.
 - l. **Patient Questionnaire** to assess satisfaction of Pharmaceutical service and where improvements can be made.
 - m. **Raffle** for fund-raising towards TLC Children's Home.



NETCARE GREENACRES



CARE • DIGNITY • TRUTH • PARTICIPATION • PASSION

Role of nursing in **chronic medication presentation** done in each ward.

Pharmacists took extra time to **counsel patients** that came for their chronic repeat prescriptions on how to manage their disease.

24 Patients counselled. Some of the examples of questions that our pharmacists asked patients:

- Are you familiar with your disease?
- Are you compliant with your medication?
- Do you experience any difficulty with you medication e.g. Medical aid not paying?
- Do you have any difficulty with refilling your prescription?
- Do you know why are you taking each tablet – the indication of the medication?
- Do you have any side-effects?



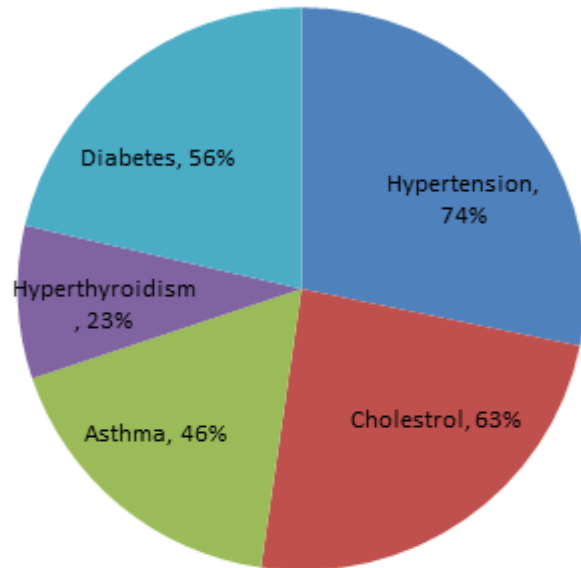
Nursing Staff participating in Pharmacy Week



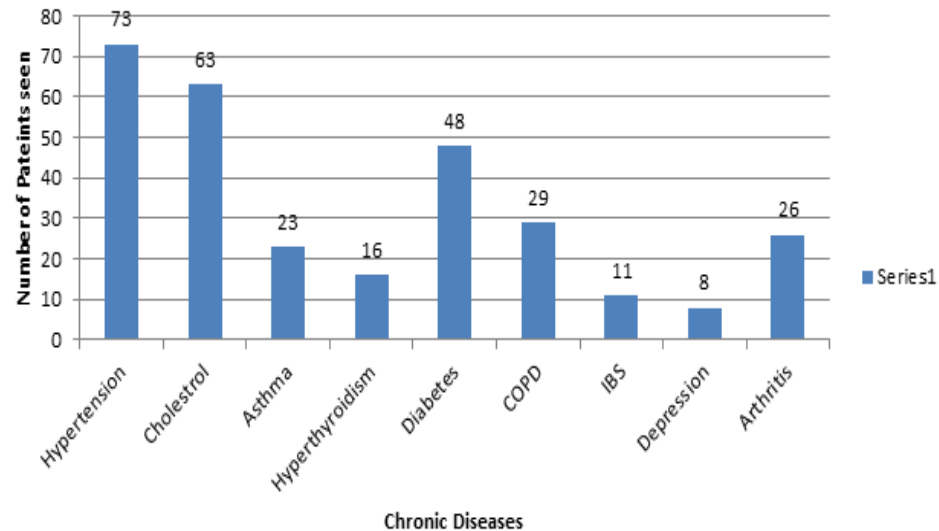
Pharmacy Staff celebrating Pharmacy Week



The Percent of Retail Patients Counselling per Chronic Disease for Pharmacy Week



Number of Inpatients Counselling on Chronic Diseases - Pharmacy Week



Hypertension

- Do at least 30 minutes of moderate activity 3-5 days a week (divided into three 10-minute sessions).
- Decrease smoking and ultimately quit your pharmacist about way to quit.
- Have a diet low in salt/sodium, eat more vegetables and low-fat dairy products.
- Limit your alcohol intake: ≤ 2 standard drinks per day for men or ≤ 1 standard drink per day for women.
- Reduce stress by having good time for relaxation
- Do not exceed more than 5 cigarettes per day

Asthma

- Avoid food that contain allergens that trigger attacks
- Make sure your pets are clean
- Have clean food hygiene
- Clean your house often to remove allergens from home
- Do at least 30 minutes of moderate activity 3-5 days a week (daily total divided into three 10-minute sessions).
- Decrease smoking and ultimately quit your pharmacist about way to quit.

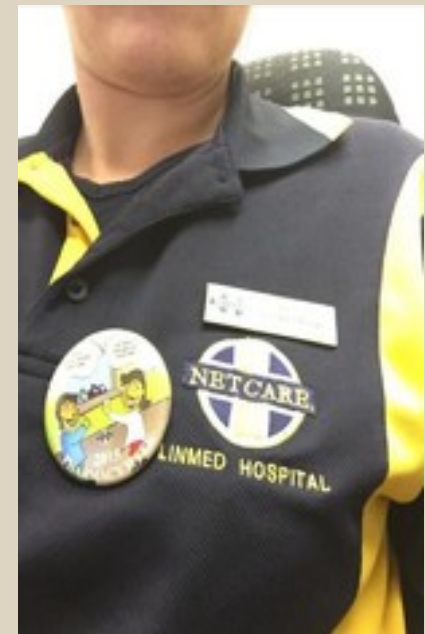
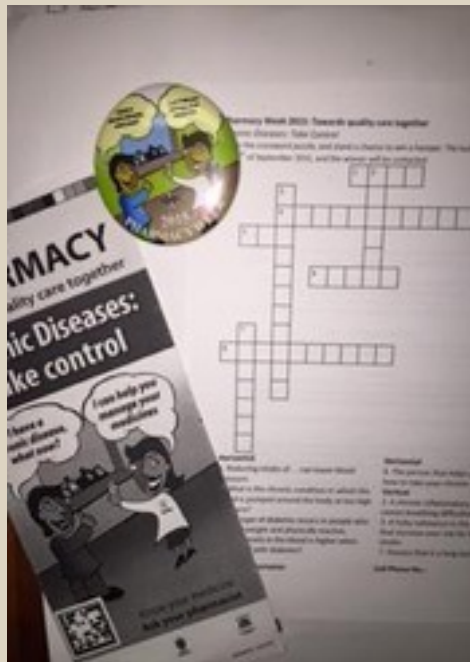
Cholesterol

- Eat no more than 300mg of cholesterol per day
- Increase your intake of fruit and vegetables
- Include whole grain foods into your diet
- Eat fish and poultry without the skin
- Consume low fat or skim milk
- Try consuming foods which are rich in polysaturated fats such as health oils
- Remind your doctor of any medication you are taking, especially hypertensive medicine and oral contraceptives
- Try consume only water for 12 hours a day and do not exercise for 2 hours after eating

Hyperthyroidism

- Avoid drinks that are high in caffeine such as coffee and energy drinks.
- Avoid foods that suppress the function of the thyroid gland such as cabbage, broccoli, sweet potatoes, lima beans and soy products. These foods interfere with iodine uptake and disrupt thyroid function.
- Take multivitamins as to overcome the extra demand of the body.
- Increase your intake of foods that contain Selenium such as mushrooms, garlic, onions, eggs, beef liver, shellfish and sunflower seeds
- Use moisturising creams high in urea relieve the dryness, redness of the skin.

- Reaching 204 patients via Crossword puzzles, distribution of chronic booklets and coloring competitions
- Training of staff on asthma, COPD and the correct use of inhalers
- Blood Glucose testing
- 87 lung function tests with counselling were performed
- Pharmacy staff wore a “2015 Pharmacy Week” pin on their uniforms



NETCARE MILPARK



Re-iterating to all patients to
'Know your Chronics'





NETCARE MONTANA

- Focussed on Diabetes and Hypertension
- Collaborated with nursing students and staff
- 293 Patients screened and educated
- Educated new mothers and the parents of children with COD conditions



The presentation slide is titled "Pain management - not without risk" and "Opioids are commonly used". It lists two points: a green checkmark indicating "pain free" and a red X indicating "can lead to injury or death". Below this, under the heading "Objective", it states that safe use of narcotics (also known as opioids) is required, and that overuse leads to respiratory depression/arrest, which is life-threatening. To the right, two boxes detail treatment and involved parties. The treatment box lists: "Treatment involves", "Reference to reverse effect", "Resuscitation", and "Intubation to deliver oxygen". The involved parties box lists: "Many role-players involved", "Doctor", "Nurse", "Clinical facilitators", and "Pharmacist". At the bottom of the slide, the text "© 2014 Janssen | 0000000000000000" is visible, along with the Janssen logo and the word "PHARMA".

- Pain management - not without risk
- Opioids are commonly used
 - ✓ pain free
 - ✗ can lead to injury or death
- Objective
 - Safe/guided use of narcotics also known as opioids
 - Overuse of opioids has a high sedative effect - respiratory depression/arrest - life threatening
- Treatment involves
 - Reference to reverse effect
 - Resuscitation
 - Intubation to deliver oxygen
- Many role-players involved
 - Doctor
 - Nurse
 - Clinical facilitators
 - Pharmacist

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PHARMA

A wooden pillbox with multiple compartments, each labeled with medication names and instructions. The labels include "AVOID ALCOHOL", "FOR PAIN", "ANTIBIOTIC", "STORE IN FRIDGE", and "DO NOT TAKE WITH FOOD". A small blue cross logo is visible on the front.

Awareness of campaign

NETCARE

EDUCATE
BEFORE YOU
MEDICATE



NETCARE N17

- Pamphlets – Given to patients on Hypertension , diabetes , cholesterol, usage of turbo halers and other asthma devices
- Training completed by Pharmaceutical companies for all nursing staff (Pfizer –cholesterol and pain management; Aspen – DVT and Anticoagulants; Norvatis –Hypertension; Cipla –Asthma And Allergic Rhinitis; Abbot –diabetes

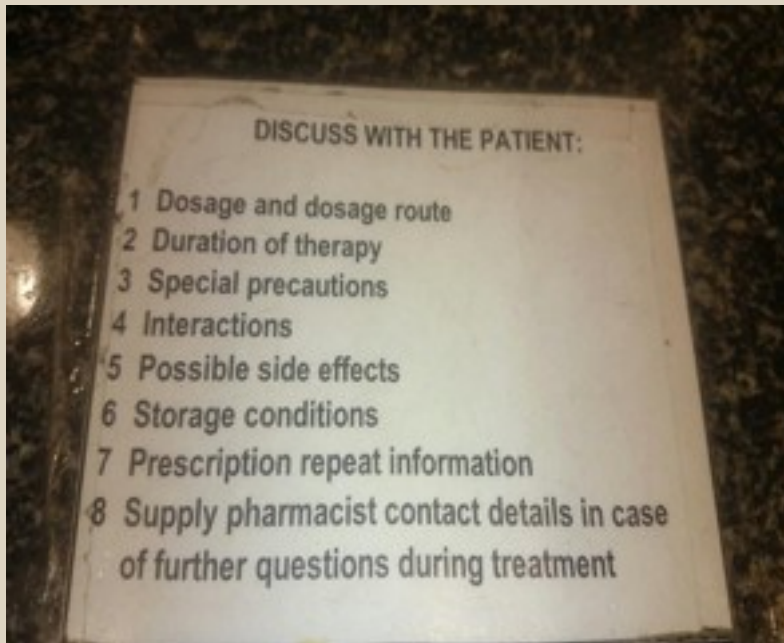


NETCARE OLIVEDALE

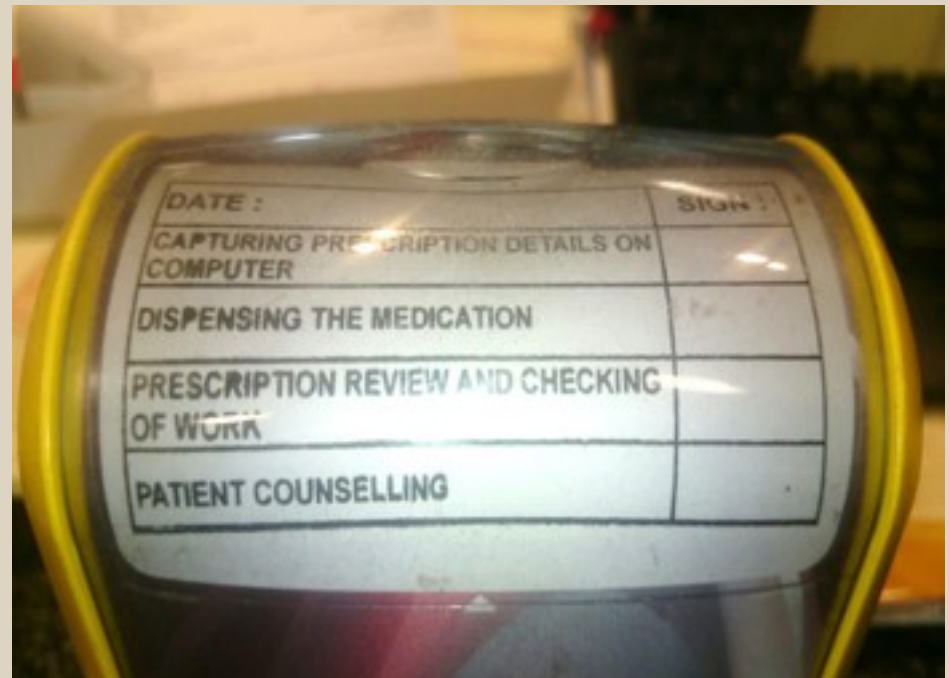
- Gave training to nursing staff by means of an information packet consisting of pens, a booklet, medication inserts, a leaflet on generic medication and the Pharmacy Week brochure.
- In-patients were given information on their medication as well as why it is important to take chronic medication exactly as prescribed



A 'reminder' on how to council each patient's is taped to each dispensing counter. This tool assists the pharmacist or pharmacist assistant not to miss any crucial detail.



A stamp is put on each script copy to tick off and be signed off by each member in the dispensing process to make sure that no detail is missed.



NETCARE ST AUGUSTINES

- Introduction of “My Medication Card” – a compact card containing patient-specific medication-related information, e.g. chronic medication, OTC’s, allergies etc.
- A display table outside the retail pharmacy encouraged participation as pharmacists and assistants were able to interact with patients and address queries



Template: Cut out and fold card

MEDICAL HISTORY What chronic condition do I have? • Diabetes • Hypertension • Asthma/COPD • Heart Disease • Kidney Disease • Other _____ What Over the Counter medicines do I regularly use? • Analgesics (e.g. <i>Paracetamol</i>) • Antihistamines for allergies (e.g. <i>Advair</i>) • All pain killers (e.g. <i>Paracetamol</i>) • Cold/Flu/Cough Preparations (e.g. <i>Paracetamol</i>) • Oral Pills (e.g. <i>Paracetamol</i>) • Sleeping Pills (e.g. <i>Solomid</i>) • Laxatives (e.g. <i>Sennalax</i>) • Other _____	ALLERGIES What am I allergic to? 1. _____ 2. _____ 3. _____ 4. _____	MY MEDICATION CARD Name: _____ Address: _____ Contact Number: _____ 
IMMUNISATION RECORD When was I last vaccinated against: • Tetanus • Polio • Measles/Mumps/Rubella • TB • Influenza/Flu • Pneumonia • Hepatitis • Chicken pox	IMPORTANT CONTACT DETAILS: Doctor/GP: _____ Contact No: _____ Pharmacy: _____ Contact No: _____ Emergency Contact: _____ Contact No: _____	TEN THINGS I SHOULD KNOW ABOUT MY MEDICATION: 1. What is my new medication called and what does it do? 2. When and how do I take my medication? 3. How long do I take this medication for? 4. Can this medication cause an allergic reaction? 5. Is there anything I should avoid while on this medication? 6. Can I expect any side effects from this medication? 7. What happens if I forget to take my medication? 8. Is this medication safe during pregnancy or breast-feeding? 9. Is there a generic version of my medication available? 10. How should I store this medication?



NETCARE SUNNINGHILL

- Supplier Disease condition and Patient Information pamphlets to be available in Retail Pharmacy
- Education and upskilling of knowledge of Retail Pharmacists to build confidence to counsel patients.
- Postgraduate pharmacists to train monthly on following modules:
 - Respiratory; Cardiac; Endocrine; Neurology; Infectious Diseases; Nephrology; Psychiatry and drugs used in each discipline
- Before each module Pharmacists to be allocated certain drugs to research and report to other pharmacists: Drug Interactions, Side effects; Absorption in relation to food intake; Special Precautions



NETCARE SUNWARD PARK

- Patients were encouraged to present a chronic card with a list of their medication so as to ensure optimal use.



NETCARE PRETORIA EAST



Retail survey on Chronic patients completed. Results identified the following:

- **50%** of survey patients are taking 2-3 tablets daily
- **25%** of the patients are taking 6-8 tablets daily
- **12.5 %** of the patients are taking more than 8 tablets per day
- On average survey patients are taking 3 different types of medication.
- **66%** of the doses are taken as a morning dose, and 37.5% are taken at night, only selected patients are taking chronic medication at various other times during the day.
- However, **62.5%** of patients indicated that they are more likely to forget to take the morning doses
- **50%** of patients indicated that if they forget to take a dose they would take the dose as soon as they remember and the other **50%** of participants indicated that they would wait for the next day before taking the skipped dose.
- In general our patients that participated in the survey knew what each of the medication they are taking was prescribed for and only a selected few needed some advice on the medications indications.

BP & BLOOD GLUCOSE TESTING: 178 PEOPLE ON DAY ONE AND 103 ON DAY TWO

mmol/L	mg/dL	Interpretation
2.0	35	Extremely low
3.0	55	Low
4.0	75	Slightly low
4.4	80	Normal
5.5	100	Normal
5 to 6	90-110	Normal before meal in nondiabetics
8.0	150	Normal After meal in nondiabetics
10.0	180	Maximum After meal in nondiabetics
15.0	270	A little high to very high depending on patient
20.0	360	Very high

Blood Glucose levels displayed and distributed to wards

	Age	Min	Normal	Max
	1 to 12 months	75 / 50	90 / 60	100 / 75
	1 to 5 years	80 / 55	95 / 65	110 / 79
	6 to 13 years	90 / 60	105 / 70	115 / 80
	14 to 19 years	105 / 73	117 / 77	120 / 81
	20 to 24 years	108 / 75	120 / 79	132 / 83
	25 to 29 years	109 / 76	121 / 80	133 / 84
	30 to 34 years	110 / 77	122 / 81	134 / 85
	35 to 39 years	111 / 78	123 / 82	135 / 86
	40 to 44 years	112 / 79	125 / 83	137 / 87
	45 to 49 years	115 / 80	127 / 84	139 / 88
	50 to 54 years	116 /		
	55 to 59 years	118 /		
	60 to 64 years	121 /		

BLOOD PRESSURE VALUES DISPLAYED AND DISTRIBUTED TO THE WARDS



NETCARE UCT



NETCARE UNITAS

Educate before you medicate Questionnaire
Do you suffer from asthma?
Do you suffer from stomach ulcers?
Are you using Warfarin?
Are you taking your medication after meals?



Old Age Home visits

Mr Unitas handing out Fridge Magnets



Yummy Netcare Cupcakes



Hanna the clown entertains the paediatric ward



EDUCATION ON CHOLESTEROL, ASTHMA, DIABETES AND HYPERTENSION. CHOLESTEROL TESTS WERE PERFORMED, COUNSELLING GIVEN, PATIENT INFORMATION LEAFLETS DISTRIBUTED

Date	Event
RETAIL PHARMACY	
Tues 1st September 2015	Distribution of bulk email to all at UMH - Free Menopause Test
	Launch of Gluki competition (win R1000 Gluki Hamper)
Wed 2nd September 2015	Educate before we medicate initiative rolled out to patients and staff
Thurs 3rd September 2015	Educate before we medicate initiative rolled out to patients and staff
	Informed new staff at Orientation session about our PPP status with medical aids wrt chronic medication, chronic medication authorisation and chronic medication sms service
Friday 4th Sept	Educate before we medicate initiative rolled out to patients and staff
Tues 8th Sept	Educate before we medicate initiative rolled out to patients and staff
	Launch of Netcare Spring 2015 Promo
	Distribution of bulk SMS's to patients to collect their chronic medication

Date	HOSPITAL PHARMACY Event/Activity
Mon 31st August 2015	Take a Break...for Pharmacy Division. Certificates for PA Quiz.
PHARMACY DIVISION	
Tues 1st September 2015	Quality Crossword for Individuals
NURSING	Handout to UMs at Contact
Wed 2nd September 2015	ABS and MS for EN's and RN's
NURSING	Handout to UMs at Contact
Thurs 3rd September 2015	Quick Quiz for Ward Teams
NURSING	Handout to UMs at Contact
Friday 4th Sept	Dispensary and TTO Chronic Counselling
TTO PATIENTS	Pharmacist counselling patients in the TTO Centre
Tues 8th Sept, for ALL @ UMHLANGA	Pharmacist Help Desk for Chronic Medicine Counselling and Information session. Q and As.

Quick Quiz for Ward Teams

Hang Time should be under

Ward Stock is there for

Perazone tablets are a, as per the SAPC =

Name any generic brand name

Pharmacy Manager's Name :

Name 1 Pharmacist.....

Name one Pharmacist Assistant

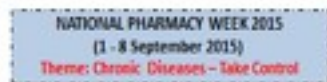
No need to call to check if TTO's are ready True / False. Circle correct answer

Replenishment's Telephone Extension....

Ward

Date

Enter with all correct answers and go into a lucky draw, for A ward may win one of 2 hamper prizes. 1 for day shift and A Night Staff Draw and a Day Staff Draw of Correct Answer. Go on! Enter!



Chronic Medicine Improves and Saves Lives

Chronic diseases last long testing conditions. Although it may not be cured, it can be managed. Common chronic diseases include high blood pressure, diabetes, asthma and many more.

Compliance is key. Take as Prescribed. Prevention is Better than Cure.

Non-compliance leads to Complications that require Hospitalisation and may not be as easy to treat.

By: Diabetes - High blood sugar, hypertension - High blood pressure, You may have no symptoms, most chronic conditions may be treated by Hospitalisation, Newell/Chelmsford.

Symptomatic chronic conditions include asthma, asthma, asthma.

Regular check-ups with your Doctor is important.

Please Remember:

Chronic Medicine Compliance Improves and Saves Lives

Compliance is Key. Prevention is Better than Cure. Stay Well!

The Netcare Umhlanga Hospital Pharmacy Team



- Pharmacy Week 2015
- 1 - 8 September 2015
- Pharmacy Week forms part of the official health calendar.

Pharmacists and support personnel in all sectors make a valuable contribution to the health and wellbeing of the people of South Africa. From the pharmacist working in industry to provide the medicines that treat illness to those pharmacists who make sure that patients in institutional settings and in the community receive the most benefit from their medicines, their involvement helps people to achieve and maintain health, which improves their quality of life. And without the academic institutions that train pharmacists, this wouldn't be possible.

- So September is the time that we celebrate the work that pharmacists and their teams do. We bring it to the attention of the public, informing and reminding them of what we offer on a daily basis.



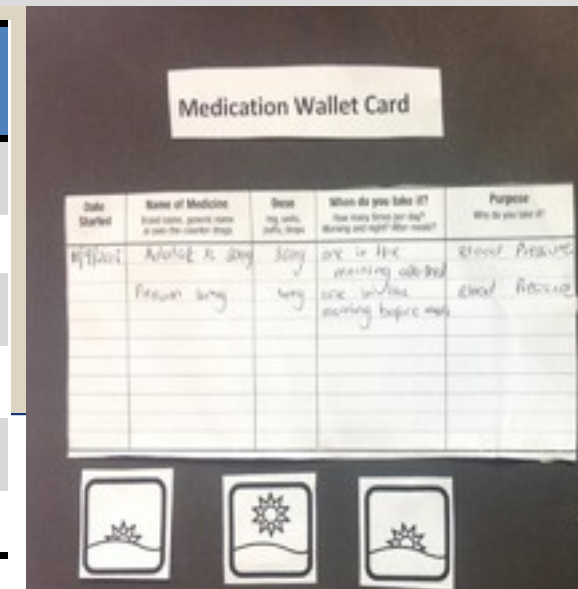
NETCARE WATERFALL



Chronic Wallet concept-

Allowing Patients to be more in touch with their medication , a medication wallet for their medication was designed. Indicating What, how and when and what medication is for. according their prescription. The use of a **patient education table** for training of pharmacists and assistants to do mini presentations on on-going education to empower our staff to provide the information

DATE	Number of Retail patients counselled for week	Disease types (diabetic, cardiac, chemotherapeutic, etc)
7 September	12	Dermatology, Contraceptives, Metabolic, Psychiatric, Asthma, Cardiovascular
8 September	19	Diabetes, Anaemia, Contraceptives, Cardiovascular,
9 th September	18	Diabetic, Cardiovascular, Contraceptives, ARV's, Dermatology, Rheumatoid arthritis, Epilepsy, Psychiatric, Asthma
10 th September	15	Hormone replacement, dermatology, Cardiovascular, Osteoporosis
11 th September	16	Osteoporosis, Asthma
Grand total	80	RETAIL PATIENTS COUNSELLED IN PHARMACY WEEK



MORE

NETCARE KRUGERSDORP



NETCARE KUILSRIVER

Competition draw for patients if they could name at least 2 of their chronic medication, usage and dosage. Prices included: Health Screening Voucher, Free Pillbox, FREE once-off delivery of Chronic Medication.



ACKNOWLEDGEMENTS

- All Pharmacy staff responsible for efforts with Pharmacy week although closely following Financial year end
- Responsible pharmacists and pharmacy managers for leading this and reporting on it
- The many Pharmacist Assistants that carried out the work
- Pharmacy Interns for your innovation and fun ideas
- Pharmaceutical industry representatives

keeping you informed

face-to-face

with Jacques Du Plessis and
Vishala Gokool



Care

Dignity

Participation

Truth

Passion

Netcare Pharmacies extends Pharmacy Week

National Pharmacy Week, an initiative by the South African Pharmacy Council (SAPC) and Department of Health commenced last week, on 1 September. Netcare Pharmacies will be extending this campaign to Friday 11 September.

This year, the National Pharmacy week campaign spreads a message of **Chronic Diseases: Take Control**, with a focus on the pharmacy division striving towards delivering quality care to patients.

The "Take Control" of your chronic medication includes:

1. Taking your medication exactly as it is prescribed by your doctor.
2. Understanding how your medication controls your chronic disease will highlight the importance of taking your medication regularly.
3. Knowing which time of the day is best to take your medication.
4. Knowing if your medication is best taken before, with or after food.
5. Knowing how to store your medication. NB Always keep out of children's reach.
6. Asking about expected possible side effects of your chronic medication when starting it for the first time.
7. Not stopping to take your medication, even if you feel better.
8. Ensuring that your chronic medication is reviewed regularly as doses may need to be adjusted according to your body's response. Thus, regular check-ups with your doctor are important.
9. Not sharing your medication with anyone else. Many different medications may be used to treat the same chronic disease (e.g. hypertension). Medication is prescribed and dosed per individual and is specific for your individual treatment.

Netcare Pharmacies will be participating to target our different patient groups, as follows:

1. **Discharged patients:** Counselling of TTO's for chronic medication
2. **Hospital in-patients:** Safe management of patient's own chronic medication
3. **Retail patients:** Introducing "Educate Before you Medicate" campaign

As Pharmacy Week also celebrates the Pharmacy profession, we thank Netcare pharmacists and pharmacy staff for going the extra mile to ensure Netcare's commitment to quality care.

Warm regards,

Jacques and Vishala

08.09.2015



CHRONIC MEDICATION
CARE AWARENESS AND
THANK YOU MESSAGE
FROM NETCARE
MANAGEMENT TO
PHARMACY TEAMS

From: Vishala Gokool

Sent: Friday, September 25, 2015 9:10 AM

To: Netcare Pharmacy Managers; Clinical Pharmacy Services – Group; Nirasha Singh; Inga Jenkinson; Lisete Vieira

Cc: Hospital General Managers - Coastal Region; Hospital General Managers - North East Region; Hospital General Managers - South West Region; Shannon Nell; Merle Coopman; Bradley Cosser; Bridgid Pogson; Anita Tyldesley; Billy Van der Merwe; Craig Murphy; Sandile Mbele

Subject: World Pharmacist Day : 25th September

Importance: High

Across the globe, on Friday 25 September, pharmacists will celebrate World Pharmacists Day. This special day, now in its fifth year, was established by the International Pharmaceutical Federation (FIP), the global federation of national associations of pharmacists and pharmaceutical scientists, which is in official relations with the World Health Organization.

The purpose of World Pharmacists Day is to promote and advocate the role of the pharmacist in improving health in every corner of the world. This year's theme, developed by FIP is **"Pharmacist(s): your partner(s) in health"**.

"Every day three million pharmacists and pharmaceutical scientists around the world act as partners to patients, other health care professionals and other scientists, as well as policymakers, with the shared vision of better health", says Dr Carmen Peña, President FIP. "This year's World Pharmacist Day is to highlight the confidence and close collaboration that pharmacists have with patients and other healthcare professionals, to ensure that the best possible quality of health care is provided to individuals and the community at large."

World Pharmacists Day 2015, is being celebrated by the Pharmaceutical Society of South Africa (PSSA) and FIP by adding a #Twibbon to twitter or facebook. Go to <http://twibbon.com/support/world-pharmacists-day-2015-4> to follow the steps on how to do this.

To all our Netcare Pharmacists.....Thank you for your continuous work of dispensing safely, managing and controlling medication, accurately compiling and controlling scheduled medication, actively participating in hospital quality initiatives, and most especially extending into Clinical Pharmacy / Antibiotic Stewardship, although the limited hours per day. Your link in the healthcare environment is vital. Keep doing what you are doing for our patients.....it is appreciated and valued!

Regards

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**WORLD
PHARMACISTS
DAY** | 25 September





Clinical
PHARMACY

THANK YOU FOR THE OPPORTUNITY OF SHARING THIS PASSION &
INNOVATION OF NETCARE PHARMACY AND CLINICAL PHARMACY