

## A new contender (AJP 28.07.17)

Full story - <https://ajp.com.au/news/a-new-contender/>

After nearly one year of My Chemist topping customer satisfaction for pharmacy, Terry White has stolen the crown.

Terry White Chemists has reached 90% customer satisfaction, earning it the top spot as Pharmacy of the Month for June 2017, according to Roy Morgan Research.

The pharmacy chain has been climbing its way up the rankings, while My Chemist ratings have seen a slight downward slide, from 91% in March to 90% in April and May, and now below TWC's rating in June.

Before June, My Chemist topped the Roy Morgan customer satisfaction rankings for 11 months in a row in the Retail (Chemist/Pharmacy) category – placing first in every month since July 2016.

This June it placed second, with Chemmart Pharmacy and Chemist Warehouse in third and fourth place, and Priceline Pharmacy at fifth place.

Before My Chemist began its winning streak back last July, Soul Pattinson had dominated the rankings in 2015 and 2016, with Discount Drug Stores and Amcal making short-lived appearances.

Guardian Pharmacy dominated 2014 and 2013 for customer satisfaction.

This is the first time Terry White Chemist has been named Roy Morgan's Pharmacy of the Month for customer satisfaction ratings.

However it has appeared in the top five for a long time.

Each monthly ranking is based on a sample of nearly 9000 Australians – with the data used as the input into determining the winners of the annual Roy Morgan Customer Satisfaction Awards.

## Terry White dominating customer satisfaction (AJP 12.09.17)

Full story - <https://ajp.com.au/news/terry-white-dominating-customer-satisfaction/>

The pharmacy chain has well and truly knocked My Chemist off its perch in monthly Roy Morgan customer poll.

Terry White Chemists has again been named Pharmacy of the Month by Roy Morgan Research, scoring the title for July 2017 after gaining the top spot for the first time in June 2017.

The two wins come after nearly a full year at the top for My Chemist, which topped the Roy Morgan customer satisfaction rankings for 11 months in a row in the Retail (Chemist/Pharmacy) category – placing first in every month since July 2016.

Chemmart Pharmacy and Priceline Pharmacy have also seen a boost in recent months – with both chains overtaking Chemist Warehouse in July. Meanwhile My Chemist ratings have seen a slight downward slide, from 91% in March to 90% in April and May, and now below TWC's rating in June and July.

Chemist Warehouse has also fallen behind Priceline Pharmacy, into fifth place.

The top five ranked pharmacy brands for customer satisfaction in July 2017 are:

1. Terry White Chemist (90%)
2. My Chemist
3. Chemmart Pharmacy
4. Priceline Pharmacy (up from 5th place in June)
5. Chemist Warehouse (down from 4th place in June)

June 2017 was the first time Terry White Chemist has been named Roy Morgan's Pharmacy of the Month for customer satisfaction ratings.

However it has appeared in the top five for a long time.

Each monthly ranking for the Roy Morgan poll is based on a sample of nearly 9000 Australians – with the data used as the input into determining the winners of the annual Roy Morgan Customer Satisfaction Awards.

For each product or service Roy Morgan Research asks customers to rate that product or service on a scale of: 'very satisfied', 'fairly satisfied', 'neither satisfied nor dissatisfied', 'fairly dissatisfied' and 'very dissatisfied' or 'completely satisfied', 'somewhat satisfied', 'neither satisfied nor dissatisfied', 'not very satisfied' and 'not at all satisfied'.

Roy Morgan then combines those that were 'fairly satisfied' and 'very satisfied' and calculates this as a percentage of total customers. For every category only customers of that product or service are included.

## Chemmart takes Roy Morgan poll (AJP – 26.09.17)

Full story - <https://ajp.com.au/news/chemmart-takes-roy-morgan-poll/>

The TerryWhite Chemmart brand has secured the top spot in customer satisfaction three months in a row.

Chemmart has shot up to the top of Roy Morgan's Customer Satisfaction poll for August 2017, surpassing My Chemist and its recently merged partner Terry White.

Terry White Chemists had recently been Pharmacy of the Month twice in a row, for both June 2017 and July 2017.

While TerryWhite Chemmart has begun its rebranding as one merged banner group – with all pharmacies set to be rebranded by the end of the year – each is still considered a separate entity for the Roy Morgan poll.

Prior to June, My Chemist had topped the customer satisfaction ranking 11 months in a row in the Retail (Chemist/Pharmacy) category – placing first in every month since July 2016.

My Chemist has maintained its position at second place, while Terry White has been pushed down to third place.

Meanwhile after a long time in the top five, Chemist Warehouse has been knocked off the list completely.

Discount Drug Stores has also made a reappearance at fourth place.

Customer satisfaction rankings for pharmacy of the month in August 2017 are as follows:

1. Chemmart Pharmacy – 90% positive customer satisfaction
2. My Chemist
3. Terry White
4. Discount Drug Stores
5. Priceline Pharmacy

Each monthly ranking for the Roy Morgan poll is based on a sample of about 9000 Australians – with the data used as the input into determining the winners of the annual Roy Morgan Customer Satisfaction Awards.

For each product or service Roy Morgan Research asks customers to rate that product or service, then combines those that were 'fairly satisfied' and 'very satisfied' and calculates this as a percentage of total customers.

The merged TerryWhite Chemmart group now operates as the largest retail pharmacy network in Australia, with about 500 stores nationwide.

It plans to double its network size within five years, says CEO Anthony White.

"We operate in a highly competitive industry and are now in a much better position to meet the evolving needs of our customers," says Mr White.

"As a result of the merger, TerryWhite Chemmart members have access to substantially increased infrastructure which will deliver improved in-pharmacy efficiencies, increased levels of customer services and better access to leading frontline healthcare."

## Terry White on top (Pharmacy Daily – 24.10.17)

Full story - <http://pharmacydaily.com.au/newsletters/pd-for-tue-24-oct-2017/68604>

Terry White Chemists has come out on top of the Retail – Chemist/Pharmacy customer satisfaction awards for Sep 17, according to Roy Morgan research.

My Chemist was in second place, followed by Discount Drug Stores, Chemmart Pharmacy and then Chemist Warehouse in fifth spot.

## Know your heart, says TWC (PostScript – 4.10.17)

Full story - <https://postscript.com.au/news-and-events/latest-news/know-heart-says-twc/>

Terrywhite Chemmart and the Heart Foundation have used World Heart Day (Friday 29th September) to launch a new partnership encouraging people to 'know their hearts'.

As part of the new partnership, TerryWhite Chemmart will be encouraging customers to receive a free blood pressure check throughout October.

"Our large network of community pharmacists play a vital role in helping to keep Australians 'alive and well' and we see our relationship with the Heart Foundation as a wonderful extension of that," said TerryWhite Chemmart CEO, Anthony White.

"We are proud to be able to offer an easy and accessible way for everyone to know their blood pressure numbers."

National CEO of the Heart Foundation, Adjunct Professor John Kelly said the partnership with TerryWhite Chemmart was based on a shared commitment to lead by example and improve the health and wellbeing of Australians.

"Many people simply aren't aware of whether they are at risk of heart disease," Professor Kelly said.

"By working with TerryWhite Chemmart, we hope we can encourage more Australians to find out their blood pressure numbers, and whether they might be at risk."

TerryWhite Chemmart will also offer free blood pressure checks to all staff tomorrow (Wednesday 4th October) at its corporate offices, as part of a broader 'heart health' day.

"I have already rolled up my sleeve to have my blood pressure checked, and I will be urging everyone else to do the same," Mr White said.

"It is so easy these days to get busy and to put off looking after your own health, but we know just how important a test like this can be. We want our teams to be leading by example," he said.

## TerryWhite Chemmart app to launch (AJP – 24.10.17)

Full story - <https://ajp.com.au/news/terrywhite-chemmart-app-launch/>

Digital medication management company MedAdvisor has received a \$9.5 million investment from EBOS Group, which operates the TerryWhite Chemmart pharmacy group among others.

The investment of \$9.5 million is through a placement of approximately 165m ordinary shares in MedAdvisor at A\$0.0575c a share, representing a 44% premium to the last capital raising price of \$0.04 in October 2016. EBOS has also purchased an additional 20 million shares in an off-market transaction.

Once both of these transactions are completed, EBOS will be a significant shareholder in MedAdvisor with a holding of just over 14%, alongside a number of other pharmacists and pharmacy groups who invested into MedAdvisor in prior capital raisings.

The investment will be used to ramp up MedAdvisor's customer acquisition strategy through the hospital and GP channels, to broaden the health services made available to pharmacies and their customers via MedAdvisor's software, to increase the pace of international business development efforts in the UK and US and to extend those efforts to the Asia Pacific region, including New Zealand.

"MedAdvisor has achieved rapid growth and an important position as an independent partner to a wide range of healthcare businesses," says Patrick Davies, CEO of EBOS. "EBOS recognises the strength of that independence and we look forward to working collaboratively with MedAdvisor to unlock value across our diverse portfolio of businesses to help improve health outcomes for patients via improved medication management."

MedAdvisor announced its appointment as the provider of the TerryWhite Chemmart app, which will provide medicines and health services management to its customers and will consist of a customised version of MedAdvisor's App and PlusOne software.

This will include the ability to retrieve prescriptions on smart devices; receiving refill reminders; a "tap to refill" function; exclusive health programs and loyalty program benefits.

TerryWhite Chemmart CEO Anthony White says the development of the health app opens up a "world of opportunities" for the pharmacy network.

"The future of TerryWhite Chemmart is in health and we see this new digital offering as fundamental to improving our ability to provide even better healthcare outcomes to all Australians," Mr White says.

"This health app will provide the pathway to achieve that through improved medication management, medication adherence, health programs, screening and pretesting.

"We embrace and encourage new healthcare technologies and believe MedAdvisor will be a great partner, to drive TerryWhite Chemmart to the forefront of customer health care and leading edge digital offerings," he says.