



MEDIA RELEASE

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TerryWhite Chemmart updates academy to upskill pharmacists

TerryWhite Chemmart has invested significantly in an upgrade of its training academy to support the pharmacies and upskill the teams to support the delivery of various leading health program initiatives.

The TerryWhite Chemmart Academy will offer a range of education and training opportunities for pharmacists and support staff including the Retail Leaders Forum, currently being held around Australia this week; Masterclass training events; and an online platform including webinars, videos and training modules.

“Creating exceptional customer experiences every day is our number one priority,” said TerryWhite Chemmart Chief Executive Officer Anthony White.

“The TerryWhite Chemmart Academy delivers high-quality, industry-specific content and practical, face-to-face training to ensure pharmacists are more knowledgeable, more informed and more confident in their important role in community pharmacy. We believe it will ultimately help pharmacists improve patient health outcomes and deliver better financial results for their businesses.”

The Academy’s face-to-face programs include Masterclass – a three-day national event for more than 400 pharmacists; and Masterclass forums – half-day state-based face-to-face training.

“We are the only brand that places such a strong emphasis on face-to-face education with our pharmacist partners. Our Masterclass program ensures our pharmacists achieve their years’ worth of CPD points through our three-day program and supplemented with our state-based forums,” Mr White said.

The Academy has an online platform which delivers training via webinars, a series of short videos and training modules, harnessing the latest trend of micro-learning. Online programs include Masterclass Modules – accredited for CPD and focused on clinical learning and leadership skills; iLearn Modules, accredited for QCPP, focused on condition and product training; and Academy Modules, more than 2,500 courses available for personal and professional development.

TerryWhite Chemmart pharmacist Frank Uccellini is currently attending the Retail Leaders Forum in Brisbane. The two-day event is held in each state for retail managers, stock controllers and senior pharmacy assistants and covers situational leadership, sales skills, health literacy and KPI and goal setting.

“My team and I enjoyed the 2 days and we have come away with some great ideas to use in our business. It was also a great opportunity to network with other owners, retail managers and stock controllers and pick their brain on what’s currently working for them,” Mr Uccellini said.

Mr White said TerryWhite Chemmart Academy would continue to evolve so it could provide pharmacy employees with education and training content that was always relevant and cutting edge.

“We want to build a community of pharmacists and staff that are engaged in their community, engaged in their business and engaged in delivering the best health outcomes for their communities,” he said.

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About TerryWhite Chemmart

Following the merger of Terry White Group and Chemmart in late 2016, TerryWhite Chemmart is now Australia's largest retail pharmacy brand, with approximately 500 stores around the country. TerryWhite Chemmart delivers high-quality, accessible, and cost-effective community-based health care services.

Abbreviations: CPD: Continuing Professional Development QCPP: Quality Care Pharmacy Program