



**Neighbourhood  
Pharmacy**  
Association of Canada

Association canadienne  
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## **PUTTING PATIENTS AT THE CENTRE, BEING PART OF THE SOLUTION KEYS TO INDUSTRY FUTURE**

**MONTREAL, November 13, 2015** – Despite government cutbacks and other major challenges, the future of the pharmacy industry in Canada remains firmly founded on putting the patient at the centre of every business activity, and finding ways to be part – always – of the solution to the challenges facing the healthcare delivery system, according to Denise Carpenter, President and Chief Executive of the Neighbourhood Pharmacy Association of Canada, speaking today at the annual congress of the Association québécoise des pharmaciens propriétaires (AQPP).

Carpenter pointed out that following the early rounds of government funding cuts, industry reaction was fast and furious, but accomplished nothing. Instead, she said, learning how to become part of the solution, the broader pharmacy industry collaborated on research and published a seminal policy paper, “9000 Points of Care: Improving Access to Affordable Healthcare.” The paper detailed five creative strategies to achieve better patient care, better patient health outcomes and better (lower) costs, by making more complete use of pharmacy’s capabilities.

This document puts patients at the centre and becoming “part of the solution” helped governments recognize the important role the pharmacy industry could play as a partner, she said, and this helped lead to an invitation from Ontario’s Ministry of Health and Long-Term Care to participate in discussions on implementing further changes.

“These discussions weren’t in any sense a negotiation,” said Carpenter, “But we were at the table and helped mitigate the impact for our members and the whole industry. You can’t do that without a constructive, professional, trust-based relationship.”

Carpenter also stressed the importance of strong industry representation, noting, “Instead of having multiple organizations all competing for access and attention, governments and other

stakeholders can deal meaningfully with a single point of contact that transcends any individual company's competitive interests. That makes real progress possible on even the most contentious matters.”

The Neighbourhood Pharmacy Association of Canada (Neighbourhood Pharmacies) is the respected voice and advocate for the business of pharmacy.

We represent the owners and operators of the country's leading drug store brands, serving Canadians through chain, banner and franchised neighbourhood pharmacies, as well as grocers and mass merchandisers with pharmacies. We also represent the leading retail buying and banner groups serving independent pharmacies. Pharmacy suppliers – including pharmaceutical manufacturers, technology companies, data specialists, marketing companies and consultants – also participate in the organization as associates. In all, our members operate at about 4,500 locations, and that represents about half of the 9,000 neighbourhood pharmacies in Canada.

Further Information:

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