

The Irish  
Pharmacy

Awards

2023



Finalists

**Perrigo**

Quality, Affordable Self-Care Products

## **Perrigo Superintendent Pharmacist of the Year 2023**

### **Tom Concannon, Hickey's/Allcare/Life/Cara Pharmacies**



Tom has a proven track record of consistently delivering high-quality services, fostering a positive working environment for all and contributing to the wider pharmacy industry. He is always looking for new ways of improving and developing the way he works. Outside of his incredibly busy job, Tom is involved with the Pharmacy Contractors Committee with the IPU and the Workforce task group. He is part of the IPU IT steering group. Tom is constantly striving for improvement in pharmacy in Ireland and being directly involved with these committees and steering groups will shape the community pharmacy of the future.

Over the past 12 months, one of Tom's main focusses has been the re-introduction and improvement of health services provided in pharmacy post pandemic and to launch new and innovative services across the pharmacy network. Under Tom's skillful guidance, updated SOP's and training, Health Services such as Blood pressure, Cholesterol and glucose testing have all been successfully reintroduced into all 115 Hickey's, Allcare and Cara pharmacies.

Working from feedback from his pharmacies, Tom has implemented a pre-prepared system for Healthmail. He has collaborated with the dispensing software provider to utilise and transform the software to best empower the community pharmacist.

### **Susan Sheehan, The Rye Pharmacy, Leixlip**

The people of Leixlip know Susan and her reputation precedes her as someone who is caring and extremely knowledgeable on a wide range of topics. She is constantly getting involved in community organisations and contributing time and resources when she can. Customers will often go out of their week to seek her opinion and advice.

The major challenges of the past 12 months have included the ongoing Covid 19 pandemic as well as the war in Ukraine. There has been a major impact on all aspects of business with rising costs and widespread product shortages. Susan used her business savvy and her knowledge of the political climate to help her to predict and plan so that the staff could be prepared for any eventuality.

Susan in her role of superintendent pharmacist has successfully guided the pharmacies through the pandemic and unstable political climates to allow her team to continue to deliver impeccable customer service and play a vital role in the community. She has a real vision for what she wants her pharmacies to become in the future and the services she wants to provide in the community.



### **John McCourt, Millmount Pharmacy, Drogheda**



As which is common in the majority of pharmacies throughout the country, the role of community Pharmacists played a major roll on out the Covid Vaccination programme, This was and continues to be very challenging for all involved and in particular Superintendent pharmacists whom implement safe practice and constantly reviewing the logistical side of ensuring adequate supplies to the stores and ultimately the timetabling of Vaccination Clinics to correspond with the sheer volume enquiring and requesting their vaccine/booster.

As a well respected Pharmacist, John has been exponential due to his approach. He also introduced the 24-hour blood pressure monitoring across his pharmacy stores.

Many believe being a pharmacist is a vocation and not purely a job and John epitomises this belief. His care and patient wellbeing is forefront every day he walks in the door. The forward thinking, he possesses demonstrates the potential and opportunities that pharmacy could benefit from in the future for example the possibility of minor ailments - essential for the future and development of pharmacy.