

The Irish
Pharmacy

Awards

2023


reckitt



Finalists

Reckitt Community Pharmacist of the Year Award 2023



Sheena Mitchell, Milltown totalhealth Pharmacy & Wondercare.ie

Over the last 12 months, Sheena Mitchell has prioritised the profession of pharmacy over everything else in the name of safe patient care. She has garnered huge support from her equally frustrated pharmacy colleagues and has been humbled by the unity of that support. As an individual it can be difficult to gather the necessary support amongst a profession, but Sheena refused to see that as an obstacle and the impossible became possible.

Sheena has shown dedication to her cause and the pharmacy profession but most importantly to all patients in Ireland. Patients deserve easy access to healthcare and have welcomed Sheena's motivation to break down historical barriers.



Darragh Kelly, Adrian Dunne Pharmacy, Whitehall

Darragh is described as an outstanding team leader who provides support and care to both patients and his team. He acts as a mentor to both junior technicians and a pre-reg pharmacist, a role he takes very seriously in equipping them with the necessary skills and education required for working in the pharmacy sector. Darragh's ability to run the pharmacy business, safely dispense medications and lead a team serves as an inspiration to the entire team and in turn makes the pharmacy a more enjoyable place to work.

Giovanni Bonina, Village Green Pharmacy, Tallaght

Giovanni has always offered a top quality customer service by improving people's experience in his pharmacy. He always takes the time to explain how to take medications and shows care and empathy with every job he undertakes. He has recently started an innovative initiative focused on how to properly inform and educate people about any product they can commonly find on a pharmacy shelf; and has created on the pharmacy social media the hashtag #askourpharmacistjoe.

Giovanni offers a service unlike any other pharmacist in the surrounding areas; he cares about his customers and educates both young and old.



Suzy Farrell, The Rye Pharmacy, Leixlip

Suzy recently organised for The Rye Pharmacy to become part of the Safe Pharmacy Initiative to allow the pharmacy consultation room to become a safe space for victims of domestic abuse to call for help. She also provides a compression stocking measurement service and participates in all of the HSE vaccination programs, constantly managing stock levels and appointments as well as administering the vaccines themselves. She is also a tutor pharmacist, a role she thrives with.

Suzy has been described as an excellent worker who is efficient, fast and manages her dispensary extremely well. Despite constant HSE cuts she has managed to increase revenue since she started.





Mark McPhillips, Mark's Pharmacy, Ardee

Over the last 12 months, Mark has carried out numerous public health services and initiatives, drawing from his diverse experiences in various pharmacy roles. These services and initiatives showcase his commitment to addressing diverse community healthcare needs. By engaging with local employers and targeting hard-to-reach populations, he demonstrates true dedication to enhancing patient care and expanding pharmacy's role in the healthcare team.

Mark has an unwavering dedication to improving patient care, expanding pharmacy services, and championing innovation within the industry.

John O'Shaughnessy, Woods CarePlus Pharmacy, Mullingar

John O'Shaughnessy has been a senior pharmacist for five years in Woods Pharmacy – a Keanes' CarePlus store – on Mullingar's main street. He is fully invested in the Keane group's values in relation to the importance of patient wellbeing, and accordingly leaves no stone unturned to ensure that patients receive the best possible care. During the covid years, he introduced antigen testing, followed by covid vaccinations, showing courage at a time of great uncertainty.

John is totally selfless by nature, and puts others before himself, no matter if they are a patient or a staff member. He may be doing 100 jobs at once - but will drop them all to help anyone with anything, whether that be needing help with a prescription - or taking out the bins from the dispensary.



John Myers, McCabes Pharmacy, The Crescent Dooradoyle

John has actively engaged with his local community over the last 12 months. Given the location of his pharmacy in the Crescent Shopping Centre, a lot of John's patients live in local rural communities outside of Limerick and many of the elderly customer base were unable to come into the store to collect their medication during COVID.

John has built up extraordinarily strong relationships with his customers, his level of customer service is second to none and he ensures that he speaks to every customer who comes through the door with a prescription. He has a knack of identifying when a customer has a query or concern that is really bothering them and always displays strong listening skills and empathy to the customer's needs, ensuring that when they leave the pharmacy, they feel that their concerns have been listened to.

Michelle Dempsey, Ballisodare Pharmacy, Sligo

Michelle has been described as someone who continually impresses with her dedication, skills and expertise as a pharmacist. She has always demonstrated a commitment to patient care that goes above and beyond what is expected. Michelle is always willing to go the extra mile to ensure patients receive the medication they need often calling in on her way home with medication if they haven't been able to attend the Pharmacy.

Michelle is also committed to professional development often discussing recent courses she has completed and highlighting the learning points to the rest of her pharmacy team.

