

The Irish  
Pharmacy

Awards

2023



Finalists

**Théa**  
let's open our eyes

## Théa Pharma Counter Assistant of the Year Award 2023



### **Geraldine Cooper, Keane's CarePlus Pharmacy, Drumcondra**

Geraldine Cooper is the front of house Medicine Counter Assistant Supervisor in the new state of the art greenfield site at Keane's Careplus Pharmacy in Drumcondra. This shop is a young store, only open since June 2022, with a new "digital over the counter" interface, and a new Keane's team. Geraldine took the position as over the counter assistant supervisor to lead the front of the shop team in this innovative digital store. Bringing more than 15 years' experience of working in the local community, Geraldine has supported staff and new customers every step of the way, drawing on her exceptional customer service skills and a wealth of clinical and product knowledge.

Geraldine has consistently delivered with a very high level and quality of professional empathy, and has made the role her own.

### **Sam Harrington, Dunville Pharmacy, Dublin**

Sam offers a really high level of customer service to the customers of Dunville Pharmacy. His manner and his attitude towards his job, his colleagues and the customers is of such a high level that the pharmacy management regularly receive compliments from customers. Sam has huge empathy. He is confident and polite but also works very hard. He mastered working on the OTC counter within 6 months of starting this new role. His best skill is dealing with the flow of prescriptions from healthmail to the dispensary, helping to organise the workflow and time needed to complete a specific prescription. This in turn takes great pressure from the dispensary and ultimately keeps customers happy.



### **AnnaLeigh Hanlon, Foynes Pharmacy, Limerick**

AnnaLeigh has been ever present in Foynes Pharmacy for the past 7 years. When entering the pharmacy you will always be aware of her presence. Greeted with a warm hello, beautiful smile and on a first name basis.

She is described as someone who is always going over and beyond for her customers, dealing with reps in store and always eager and showing genuine interest in customers.

AnnaLeigh's heart and soul goes into what she does daily. Albeit keeping her fellow colleagues in good spirits, looking after her individual customer needs, or simply keeping the store a float.

"AnnaLeigh has a positivity about her that is contagious," says her pharmacy manager.



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<sup>1</sup> Pinto-Bonilla JC et al. Ther. Clin Risk Manag 2015;11:595-603  
<sup>2</sup> IQVIA MAT September 2022 Ireland Dry Eyes



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### Théa Pharma Counter Assistant of the Year Award 2023



#### Betty Long, Mocklers Pharmacy, Thurles

Betty is an OTC counter assistant and has worked as part of the team at Mocklers Pharmacy for the past 25 years. Betty brings life and laughter to the pharmacy every day. She has excellent relationships with the customers and knows them all by name. Betty has a vast knowledge of OTC medications and will always have a recommendation for a customer whether it be product information or general advice. Betty always has a friendly and compassionate ear for customers and as a result has built excellent rapport with them. Betty has spearheaded the introduction of many new products and brands sold in the pharmacy over the years and will go above and beyond to ensure nobody is disappointed and ensures the shelves are stocked with products both new and old reliable.



#### Aoife Bennett, McCabes Pharmacy, Blanchardstown

Aoife Bennett is currently an OTC Sales Advisor and the healthcheck champion at McCabes Pharmacy Blanchardstown. Aoife has worked with McCabes Pharmacy since 2018 and has thrived within her role ever since. She has completed all of the McCabes online OTC training programme and is now one of their Gold standard sales advisors.

Aoife plays a major role in supporting the Blanchardstown team in every possible way. Aoife constantly goes above and beyond to support her team and her patients, which includes her voluntarily coming into work on her days off to do healthchecks for her customers who she has built extremely strong bonds and relationships with. Aoife finds so much joy in helping others which is why she happily takes the time out of her days off to ensure that she can help her patients to receive the best possible care. She organises all of the healthchecks within McCabes Pharmacy Blanchardstown which has allowed the team to provide the best service and care to their customers.



#### Edel Cullen, Lannon Late Night Pharmacy, Sligo

Edel has had a considerable impact on her pharmacy team. She is familiar with all regular patients and customers and understands their needs and requirements.

As the pharmacy skincare expert Edel has taken on the promotion of events within the store, identifying brands for promotion and organising these events herself. Edel also liaises with suppliers to identify new products that may do well and introduces them into the pharmacy as a trial. Edel has great communication skills and a warm, friendly demeanour that puts patients at ease and has an ability to listen actively and empathise with people.

Her positive attitude and willingness to help have contributed to a positive working environment within the Pharmacy.