

MEDIA RELEASE

Friday March 1st, 2024

TerryWhite Chemmart Receives Top Accolade at the Inside Retail Retailer Awards

TerryWhite Chemmart has clinched the prestigious Customer Experience (CX) of the Year award for medium-to-large and small retailers at the 2024 Inside Retail Retailer Awards, supported by the Commonwealth Bank and held in Melbourne last night. The award is in recognition of the brands CareClinic program – a comprehensive suite of health services, from vaccinations and treatment for urinary tract infections, through to specialised clinics for diabetes, sleep apnoea and more.

This recognition underscores the TerryWhite Chemmart networks commitment to delivering exceptional healthcare services and celebrates the role of pharmacists in the healthcare eco-system.

One of the judges, Peter Kennedy of the Commonwealth Bank, said TerryWhite Chemmart, sets the pace for what the pharmacy of the future comprises.

"It puts the trust back into the local pharmacy as a first point of call for non-emergency medical services," Mr Kennedy commented.

Nick Munroe, Executive General Manager for TerryWhite Chemmart said "Winning the Customer Experience of the Year Award from Inside Retail and the Commonwealth Bank for the second time is a testament to the dedication of our pharmacists and teams who are all committed to delivering better health outcomes for their community."

"We are honoured to receive this prestigious accolade, and as we have done with vaccination services, we will continue to position TerryWhite Chemmart and CareClinic as the choice for Australians seeking expert management of minor ailments, preventative health, and chronic disease that sit within pharmacist's scope," Mr Munroe continued.

TerryWhite Chemmart's CareClinic program is designed to support the evolving healthcare needs of Australians and provides training and a framework for pharmacists to operate effectively as scope of practice evolves and more services become available through the community pharmacy network.

Brenton Hart, Chief Pharmacist at TerryWhite Chemmart commented "We are committed to empowering pharmacists and making a positive impact on communities across Australia."

"This award is a testament to the dedication and hard work of the pharmacy teams, as well as our unwavering commitment to support pharmacists to practice at their full scope and realise their role in the healthcare ecosystem," Mr Hart continued.

TerryWhite Chemmart's win comes at a time when the Australian healthcare system is under pressure, with increasing demand for accessible care. The CareClinic program represents a significant step forward in helping pharmacists and their teams to support their communities, increasing access to high-quality healthcare.

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For more information about TerryWhite Chemmart CareClinic services, visit
www.terrywhitechemmart.com.au/careclinic

Picture 1: Accepting the award on behalf of the network is Janice Hoogeveen, Head of Marketing and Natalie Lindquist, Commercial Development Manager.

Picture 2: TerryWhite Chemmart CareClinic, walk in with a question, walk out with a plan.

About TerryWhite Chemmart

TerryWhite Chemmart is one of Australia's leading retail pharmacy networks delivering frontline healthcare. With more than 550 community pharmacies across Australia, we are committed to ensuring every Australian has easier access to pharmacists and expert health advice every day. TerryWhite Chemmart provides high-quality, accessible, and cost-effective community-based health care services and programs.

About the Inside Retail Retailer Awards

The Retailer Awards is marked as the pivotal event for the retail sector. Now in its ninth year, the awards highlight customer experience excellence across Australia and New Zealand and attract some of the best talent the retail industry has to offer. The awards are managed and run by the superstar team behind Inside Retail and Octomedia, one of Australia's leading B2B publishers.

<https://retailerawards.com.au/cx-of-the-year-medium-large-business/>

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