

# Pharmaceutical Society of New Zealand Fellowship Award Citation Carolyn Dawn Hooper FPS November 2022



For nearly two decades, the name Carolyn Hooper was synonymous with the Pharmacy Defence Association. If you made a mistake, received a complaint or needed a colleague to talk to, Carolyn was often the first person that came to mind.

Carolyn was nominated for a Fellowship of the Pharmaceutical Society of New Zealand in recognition of the significant leadership, education and support she has provided to thousands of individual pharmacists and the pharmacy profession collectively.

Carolyn's 47-year career as a pharmacist was full of varied experiences and roles, which helped define the person she is today. In the mid-90's, Carolyn became Manager of the Field Educator Team and Manager of Pharmacy Self Care for the Society, and in the mid-2000's became Manager of Professional Services for the Society and Secretary for the New Zealand Pharmacy Education and Research Foundation, while also working as Executive Officer part time for the Pharmacy Defence Association.

New Zealand Pharmacy Education and Research Foundation Board members commended Carolyn by saying: "We would like to thank you most sincerely for your work, support and wisdom over many years. Without your unstinting commitment, the Board would have struggled to be successful".

Former Society President Bernie McKone said that Carolyn "was an integral contributor to the success of the Pharmacy Self Care programme, a programme that today offers first class advice to patients in the management of their conditions". He adds that as the Pharmacy Defence Association Executive Officer, "Carolyn has indeed been the face of compassion within the profession, to pharmacists who are in my experience and opinion, suffering some of their worst stresses in their occupation. She has offered calm, reasoned support, understanding that no-one ever goes out to intentionally make a mistake, and has brought a human face to the stark procedural process that occurs when things go wrong. Her resilience over the years to provide that support has touched many people, and I know that we as a profession are so much better for her input, the learnings and the support she provided in these difficult situations".

In addition to Bernie, there are people here today and across the country that can attest to the support and mentorship Carolyn has instilled through her careful approach to pharmacists seeking assistance during particularly tough and

traumatic times at work. She was particularly good at empathising with distressed pharmacists by carefully listening, calming and normalising the situation by drawing from her own comparable stories from an eventful life and career.

Carolyn's top priority was making sure that members were supported and heard, and this transferred into meetings with regulators where she would advocate for natural justice and due process.

Now enjoying her retirement in Christchurch, Carolyn can be proud of the positive impact she has left on the profession and thousands of individual pharmacist careers. Thank you, Carolyn you have made a significant impact on pharmacy in New Zealand and are a very deserving recipient of a Fellowship of the Pharmaceutical Society of New Zealand.