

# Pharmaceutical Society of New Zealand

## Pharmacist of the Year 2019 Citation

### Yuen Man (Vicky) Chan

### November 2022



Kia ora Koutou,

To list the accomplishments and the great mahi that has been done by Vicky throughout her career, it quickly became evident that 1 page would not be enough, it all started in December 2004 when Vicky became a registered Pharmacist.

Vicky very quickly cemented her position as a champion for her community and the profession. She has a level of energy that has been unwavering, and she leads by example, with every decision made pointing back to one question: How can patients benefit and how can I improve their outcomes and access to trusted health and wellness support.

She has always been one of the first pharmacists with her hand up to tackle new learnings and provide new services and her most unique quality is how she collaborates across the sector. She is commercially astute and couples that with a compassionate, caring approach. I have had the opportunity to see firsthand Vicky's ability to reassure whanau, and patients in stressful situations and no matter how busy she is she takes the time to reach out to support students, colleagues and offer guidance, she has this tremendous capacity to find solutions to break down barriers. She is a fierce advocate for the profession and her team adore the way she empowers them to "Go big or Go Home". There are no half-hearted measures - All in - is a motto that Vicky lives by every day.

For those who have been lucky enough to follow her journey you would have seen Vicky taking services to the community throughout the COVID-19 response. Vaccinating on the Marae, on the "Shot bro bus", at the Sikh temple just to name a few, whilst teaming up with our medical colleagues to reach communities that may not otherwise have received vital vaccination services. Leaving her own Pharmacy, where she is a partner in the business to travel out of town for days on end to provide critical health services. She has become a regular trusted feature on TV1 news and current affairs programmes, where this humble individual seeks no recognition but merely to spread the word that she is part of a team bringing healthcare to her communities and how Community Pharmacists can make a significant difference to patient outcomes. Her infectious love and passion for the profession and her patients is enviable and everyone who meets Vicky walks away richer for the encounter. If you ever have the opportunity to visit Vicky in her pharmacy, read her gratitude wall – a wall that carries the heartfelt messages of thanks from her patients who have taken the time to tell her what she means to them.

Vicky's whanau needs to be acknowledged for their tremendous support, we forget that they share Vicky with her entire community and her pursuit of delivering excellence in care in a very unique way.

Just by being in Vicky's presence, she inspires each one of us to be the best version of ourselves, and to never give up. She is such a worthy recipient of the 2021 Pharmaceutical Society of New Zealand Pharmacist of the Year award. Vicky Chan, we salute you! Pharmacist extraordinaire, patient champion and an all round... good human. Congratulations, so very well deserved.

It is therefore an honor to celebrate Vicky for her significant contribution to the pharmacy profession as the Pharmaceutical Society of New Zealand's Pharmacist of the Year 2021.