

<b>Queensland Community Pharmacy Scope of Practice Pilot Evaluation</b> Participant Information Sheet Griffith University Ethics Reference Number (GU ref no: 2023/915).
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## **Purpose**

You are invited to help evaluate the **Queensland Community Pharmacy Scope of Practice Pilot** (the Pilot). The Pilot is a Queensland (QLD) Government initiative and election commitment to increase access to high quality, integrated, and cost-effective primary healthcare services for QLD communities. The conditions and service provided by pharmacists under the Pilot can be found at: <https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/community-pharmacy-scope-of-practice-pilot>.

While similar programs have operated overseas, this is the first time pharmacists will provide these services in QLD. QLD Health has asked Griffith University and Deloitte Access Economics (the evaluation team) to evaluate the Pilot to examine how an expanded role for community pharmacists may increase access to primary health care for QLD communities.

## **Requirements about data access**

It is a requirement of participating in the Pilot that data related to your pharmacy activity and routinely collected administrative health service data is made available for evaluation purposes. This is to ensure the highest level of monitoring for quality and safety of the pilot program.

## **What is involved in the evaluation?**

As part of this project, the evaluation team will:

- Analyse routinely collected pharmacy activity records related only to the Pilot (including demographics (if given) including age, sex, and Aboriginal and/or Torres Strait Islander status, details of Pilot pharmacy services accessed, outcomes of consultations such as details of prescriptions, referrals, management advice, etc);
- Analyse routinely collected administrative data held by QLD Health and the Commonwealth Government related to health services you have received before and after participating in the Pilot; and
- Invite you to participate in optional surveys and interviews related to the Pilot.

## **Administrative health service data**

We would like to access administrative health information that is routinely collected and stored by Queensland Health and the Commonwealth Government, Australian Institute of Health and Welfare (AIHW) to help us understand the health service resource use and costs associated with the Pilot.

This means:

- We will send QLD Health and AIHW your name, sex, date of birth, Medicare Card Number and a unique ID code, so they can identify and link your health records. This includes information about your Medicare Benefits Schedule (MBS) claims and Pharmaceutical Benefits Scheme (PBS) claims (such as costs and service provider information, PBS item description and prescribing details), as well as QLD hospital emergency department presentations and QLD hospital patient admissions (including episode, clinical, demographic and costing information such as diagnosis, procedures, lengths of stay, cost of encounter, etc).
- AIHW and QLD Health will share your linked health records via a secure network including your anonymous ID code but not any identifying information, to the evaluation team.
- This information will be used for evaluation purposes only by the evaluation team.

Permission to access your administrative health data will be sought from all relevant Human Research Ethics Committees and state and Federal government data owners.

## **Privacy and Confidentiality**

The conduct of this research involves the collection, access, storage and/or use of your identified personal information. The information collected is confidential and will not be disclosed to third

parties without your consent, except to meet government, legal or other regulatory authority requirements. A de-identified copy of this data may be used for other research purposes, including publishing openly (e.g. in an open access repository). However, your anonymity will at all times be safeguarded. For further information consult the University's Privacy Plan at <https://www.griffith.edu.au/about-griffith/corporate-governance/plans-publications/griffith-university-privacy-plan>.

All data will be kept privately and stored in a secure online environment, run by Deloitte and Griffith University, only accessible to the evaluation team. Your contact information will be stored securely, and only used to contact you about the Pilot evaluation. Your de-identified information will be kept on secure Deloitte servers and Griffith University servers for 5-years. All data including identifiable data (e.g., phone number, email, name, Medicare number etc.) will be destroyed in such a way it cannot be recovered after the 5-year period.

### **What are the risks involved from taking part?**

Sharing your administrative data or patient experiences is not expected to be sensitive or difficult. However, if you feel uncomfortable at any point you can contact the evaluation team directly, or a counselling and support service directly such as Lifeline (13 11 14) or Beyond Blue ([www.beyondblue.org.au](http://www.beyondblue.org.au), or 1300 22 4636).

### **What are the potential benefits?**

The evaluation will help Queensland Health know what is working well and what could improve the program, and shape the design of future programs to improve community access to health services.

### **Do I have to take part in the evaluation?**

If you choose to participate in the Pilot, your Pilot related pharmacy activity records and administrative health service data is required to be evaluated for the purpose of monitoring Pilot safety and quality. Completion of additional surveys/interviews is optional and will not affect your involvement in, or relationship with, the Pilot or any other health service providers.

### **Optional future evaluation activities – Follow up Surveys and focus groups**

If you consent to share contact details, you will be invited to complete two surveys of 10-30 minutes each, about your experiences and outcomes of the Pilot. You may also volunteer for 45–50-minute group Microsoft Teams interviews. We will link your survey answers to Pharmacy activity records and administrative health service data. This will help us to better understand your experiences of the Pilot, and how it may be changing your health.

### **Withdrawal from Pilot evaluation**

To participate in the Pilot, your pharmacy activity records and administrative health service data will be evaluated. This consent cannot be withdrawn once services are received. If you wish to, you may withdraw from all other parts of the evaluation by contacting the evaluation team directly via [qcpspevaluation@deloitte.com.au](mailto:qcpspevaluation@deloitte.com.au). If you withdraw:

- You will be sent an optional withdrawal survey, to share your reasons for withdrawal.
- Your survey/interview responses will be deleted (unless they have already been de-identified).
- Your contact details will be deleted and you will not be contacted about the Pilot evaluation again.

### **Questions**

If you have any questions, please ask your pharmacist or contact the evaluation team directly (or ask your pharmacist to on your behalf) via [qcpspevaluation@deloitte.com.au](mailto:qcpspevaluation@deloitte.com.au) or on (07) 3003 8230 (9 am – 5pm Monday to Friday AEST).

### **Ethics for this research**

The Griffith University Human Research Ethics Committee (GUHREC) has reviewed this project. Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research. If potential participants have any concerns or complaints about the ethical conduct of the research project they should contact the Manager, Research Ethics and Integrity, on 07 3735 4375 (or [research-ethics@griffith.edu.au](mailto:research-ethics@griffith.edu.au)) (GU ref no: 2023/915).

You can access a copy of information about the evaluation and its consent processes online.

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