

Queensland Community Pharmacy Pilots – Newsletter # 1

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This update is designed to keep participating pharmacists and pharmacy owners informed with the latest developments, key insights, and important updates about the pilots.

We're here to make this update as useful for you as possible – so if there is other information you would like to see routinely included, please let us know.

Pilot implementation progress

Participation numbers for the Scope of Practice Pilot and the Hormonal Contraception Pilot continue to grow, with 59 pharmacies and over 80 pharmacists now authorised to provide pilot services.

Together you've already delivered **over 400 consultations** to consumers in your communities, with the volume of consultations delivered on average each week steadily increasing. This is great news for consumers – more on that in our consumer feedback section.

Check-ins have commenced

The Check-in process is part of a series of quality and safety activities that commence three months after a pharmacy is authorised to participate in the pilot/s and will occur periodically throughout pilot service delivery. Check-ins are an important part of ensuring that pharmacies and pharmacists are well supported to deliver high-quality services and to identify ongoing opportunities for continuous improvement.

The process includes three components:

- **Compliance check:** A desktop check of ongoing compliance with pilot participation requirements.
- **Consultation record audits:** A selection of consultation records will be assessed for completeness of clinical documentation and adherence to the clinical practice guidelines and clinical protocols. Feedback from these audits will be provided in a summary back to individual pharmacists.
- **Check-in conversation:** A discussion between participating pharmacists, the pharmacy owner and the Pilot Coordination Team which focusses on your feedback about the pilot and aims to understand aspects of the pilot/s that are working well and where there are opportunities for improvement and/or where additional support is needed.

Please keep an eye out for an email from the Pilot Coordination Team with a link to book your Check-in conversation at a time that suits you.

Updates to the clinical protocols and clinical practice guidelines

The Hormonal Contraception Clinical Practice Guideline has been updated.

Updates include removal of the table that previously listed some available combined oral contraceptive pills. In place of this table a link to the Therapeutic Guidelines has been provided which will take you to an up-to-date table outlining all combined oral

contraceptive pills that are available in Australia. Please note that the linked table does include high dose estrogen combined oral contraceptive pills **which are NOT within the scope of the Hormonal Contraception Pilot.**

Consumer feedback

Your work is making a real difference to people in your local communities. In this section we will spotlight snapshots of real feedback that we have received from consumers who have benefited from accessing pilot services through their local pharmacy.

“I was very happy that I could book a consultation with a pharmacist so quickly, and there was no wait times in store either”.

“I was very impressed with the pharmacist who I had my consultation with. She was very thorough in checking my current health status, history and symptoms. She gave me excellent information about my condition, and the medicine she gave me along with her lifestyle advice has made a big difference to my pain and mobility. I am very happy with the outcome of our consultation, and it was really good to be able to have some help straight away”.

“Our town is seriously under-resourced having the pharmacy able to assist with minor complaints will be a great asset”.

“The consult and script could all be done in the same place! This was so convenient. Getting a script prescribed and then filled in the one place was the best part of this appointment”.

Pilot clinical information system - training environment now available

MedAdvisor have now released a new training environment which allows pharmacists to interact and develop familiarity with the pilot clinical information system, outside of the live environment.

To access the training environment, please contact MedAdvisor at the below details:

- Phone: 1300 125 343
- Email: support@medadvisor.com.au