

## Queensland Community Pharmacy Pilot

### Queensland Community Pharmacy Pilots – Newsletter

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Chronic Conditions Management Pilot. In this edition we share a pharmacist spotlight, information on the revised recency of practice process, and how closing draft records supports evaluation activities.

#### Pharmacist Spotlight – Ali Moustafa



This issue includes a special spotlight on a pharmacist who has delivered a high number of chronic conditions management services. We asked Ali to share his thoughts on providing pilot services.

#### **Q: What have you enjoyed most about delivering pilot services?**

*“I’ve really enjoyed seeing the difference these services make for people, especially those who don’t have access to other services, including patients from overseas. One patient had been suffering from undiagnosed asthma and high blood pressure for years and we picked it up during a consult for another issue. Moments like that remind me of the impact of these services for our community.”*

#### **Q: What tip would you share with other pharmacists?**

*“Get the whole team involved in understanding and talking about the services and how we can help patients. Simple conversations with patients who use Ventolin or have a high reading when they get their blood pressure checked can open the door to helping more people who might not realise this support is available.”*

#### Revised recency of practice process for the Chronic Conditions Management Pilot

Pharmacists who are authorised to participate in the Pilot are responsible for ensuring they maintain recency of practice for prescribing activities. The Department has implemented a revised recency of practice process, which includes a minimum service delivery threshold that must be met to maintain eligibility to participate in the Pilot (provision of a minimum of 9 chronic condition management pilot services over a rolling 3-month period).

The table below identifies the key process points and timeframes for when the Pilot Coordination Team will be in touch with you regarding recency of practice.

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Timeframe	Action
No pilot services delivered within 30 days of authorisation	Initial check in to understand barriers to delivering services and any support required
3 months with no pilot services delivered, or insufficient volume of pilot services delivered	Second check in to understand planned timeframes for commencing/increasing pilot service delivery, and to discuss withdrawal from the Pilot
6 months with no pilot services delivered	Withdrawal from the Pilot

To support pharmacists to understand the Department's requirements, an [Explanatory Guide](#) has been developed to outline these revised requirements.

### Draft record closure – supporting Patient Reported Experience Measures (PREM) survey eligibility

A reminder that all draft records in the Clinical Information System should be reviewed and closed within **two weeks** of the consultation. This is essential to ensure patients are eligible to receive the PREM survey, which is a key component in evaluating pilot services.

Maintaining up-to-date records not only supports data quality – it also ensures that valuable patient feedback is captured.