

Queensland Community Pharmacy Pilots – Newsletter # 11

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This edition includes information about the patient non-participation survey and some pilot service insights.

Patient non-participation survey

During check-in conversations we have heard from you about some of the challenges in capturing feedback from patients who are unable to or choose not to access pilot services. To support the collection of this information, a resource has been developed for you to display in your pharmacy. The QR code displayed on the resource directs consumers to a brief three-question survey where they can indicate their reason/s for not accessing pilot services.

Your assistance in making this survey available to patients who do not access a pilot service will help identify potential barriers and emerging trends. The insights gathered will contribute to the evaluation of the pilots and help to inform policy decision regarding the future availability of these services.

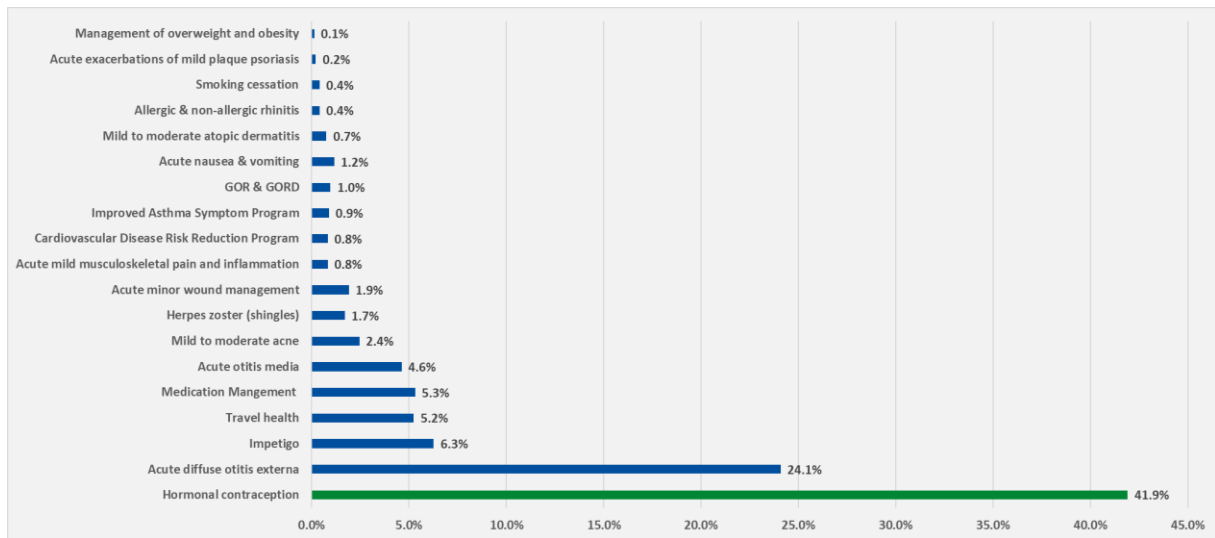
The printable resource is accessible on the Pilot website [here](#) for you to download and print.

Pilot service insights

Participation numbers for the pilots continue to grow with 40 pharmacies and 61 pharmacists now authorised for the Scope of Practice Pilot and an additional 44 pharmacies and 70 pharmacists authorised for the Hormonal Contraception Pilot.

Together, you have now delivered over 1,200 pilot services to consumers in your communities. Feedback from individuals accessing pilot services continues to highlight that these services are highly valued with over 95% of respondents to the patient experience survey rating the care they received as excellent or very good.

The graph shown below gives a snapshot of pilot service delivery distribution by service type. As you can see, whilst a wide range of pilot services have been delivered, the volume of services are concentrated around a few conditions. As with all aspects of the pilots, this information will contribute to the evaluation and inform policy decisions regarding the future availability of these services.



Pilot to date service delivery distribution by service type