

Queensland Community Pharmacy Pilots – Newsletter # 12

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This edition includes information about, clinical review periods, generating consultation record reports, consumer feedback and pilot resource updates.

Clinical review periods for Hormonal Contraception

To ensure high-quality and safe pilot service delivery, we strongly recommend reviewing the Hormonal Contraception Clinical Practice Guidelines and the Hormonal Contraception Prescribing Factsheet. Key requirements for prescribing a medicine as part of the pilot include:

- Pharmacists must not prescribe, in one prescription, greater than 12 months supply of the medicine.
- Pharmacists should prescribe sufficient quantity of the medicine, including repeats, to cover until the next scheduled review based on the patient's circumstances. For example, clinical review is recommended **3-4 months** after initiation of a new contraceptive method whereas for ongoing contraceptive use, a clinical review, including blood pressure measurement, is recommended every **12 months**.

Generating consultation record reports

Pharmacists are required to finalise all clinical records within 24 hours of the consultation to ensure clarity and completeness of the clinical documentation. It is important to avoid saving clinical records as drafts, as this helps maintain quality and safety standards for the pilots. Pharmacists should implement a process to review and finalise clinical records at the end of each day. To assist you in this process, participating pharmacists can generate and download a "QSOP service report" through the Clinical Information System providing a list of all, draft, completed and deleted pilot consultations for the individual pharmacist. MedAdvisor have published a guide on how to do this which can be accessed via this [link](#).

Consumer feedback

We continue to receive positive feedback from consumers who are accessing pilot services in their local communities. Thank you for your efforts in ensuring that pilot services remain available especially given the recent challenging weather events the State has experienced. Here is some of the feedback we have received.

"Very informative, great interaction from the pharmacist, explained the condition and treatment."

"My son was able to receive medication for a painful condition promptly. We couldn't see our usual care provider for 4 days and he would have had to wait."

"So convenient, no wait times and amazing care."

All consumer feedback is valuable, and we encourage you to actively discuss and promote available feedback opportunities with your consumers.