

Queensland Community Pharmacy Pilot – Newsletter

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Chronic Conditions Management Pilot. In this edition we share some practical hints and tips for identifying consumers who may benefit from Chronic Conditions Management Pilot services, the pathology documentation process in MedAdvisor, and a snapshot of consumer feedback received.

Helping consumers access the CCMP – Hints and Tips

Pharmacists may sometimes find it challenging to identify consumers who are suitable for the Chronic Conditions Management Pilot. Engaging in targeted conversations with certain consumer groups can help identify those who may benefit from additional support.

Asthma & COPD

Consider initiating a discussion with consumers who:

- Frequently use, or rely solely on, short-acting beta agonists.
- Are not regularly filling their prescription for preventer or maintenance inhalers (e.g., long-acting bronchodilators or inhaled corticosteroids).
- Demonstrate poor inhaler technique.

Asthma

- Present to the pharmacy following a recent URTI (viral infections are a common trigger for asthma exacerbations).

COPD

- Report increased breathlessness, coughing, or sputum production compared to their usual baseline.

Cardiovascular Disease (CVD)

Consider initiating a discussion with consumers who:

- Present to the pharmacy for blood pressure monitoring.
- Have a history of non-adherence or difficulty managing multiple cardiovascular medications.
- Have recently discontinued therapy without medical advice.
- Present with additional risk factors such as smoking, obesity, diabetes, or have a family history of CVD.

Pathology documentation

Pharmacists participating in the Chronic Conditions Management Pilot are responsible for ensuring they are familiar with and meet the clinical documentation requirements outlined for the Chronic Conditions Management Pilot.

Pathology plays an important role in the assessment and management of consumers in the Chronic Conditions Management Pilot. If you initiate a pathology request, please ensure you:

- tick the pathology box in the clinical information system, and
- document the request clearly in the clinical record.

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You should also document in the clinical record when you have reviewed existing pathology results as part of your consultation (e.g. results accessed via MyHealth Record).

Accurate documentation of pathology requests is a key performance indicator in the evaluation of the Chronic Conditions Management Pilot. Your attention to this detail is greatly appreciated and supports the integrity of the clinical documentation.

Consumer feedback

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

“We were seen to almost right away and felt like what we were presenting with REALLY mattered to them. We felt seen and heard.”

“Instant access, smooth, personal, so convenient and absolutely BRILLIANT service. I have lived in many countries and this service makes life easier.”