

Queensland Community Pharmacy Pilots – Newsletter # 13

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This edition includes information about, patient consent, patient evaluation surveys and consumer feedback.

Pharmacist factsheet - patient consent

A number of pharmacists have identified instances where patients have withdrawn evaluation consent after receiving part or all of a pilot service.

To support conversations with patients about pilot consent and required follow-up actions, the pharmacist factsheet has been developed which includes guidance on general consent information, communicating withdrawal of consent and links to pilot consent resources. The factsheet is available on the [Forms and resources](#) page of the Queensland Community Pharmacy Pilots website.

Patient evaluation surveys

Patient feedback plays a crucial role in the evaluation of the Pilots. To gather insights on their experiences, patients who access pilot services receive two surveys:

- **Patient Experience Survey** – Sent within three days after receiving a pilot service (surveys are sent on Mondays, Wednesdays and Fridays).
- **Patient Outcome Survey** - Sent 28 days after receiving a scope of practice pilot service and 90 days after receiving a hormonal contraception pilot service.

To support increased survey completion rates, we ask that at the end of each consultation, you remind your patient they will receive a link to provide feedback on the service they have just received and encourage them to take a few minutes to complete the survey. Their feedback is invaluable in shaping the evaluation and success of the Pilots.

Consumer feedback

Consumers continue to be appreciative of both the accessibility and the quality of pilot service delivery in community pharmacies. Below is a small sample of recent patient feedback on pilot services.

“This service is invaluable to us. We live in a rural town with VERY limited access to medical care.”

“I was heard, and they took their time with me without having the feeling we had to rush through. That way I had the feeling I could ask every question.”

“The availability of getting in straight away would definitely make me use this service again.”