

# Queensland Community Pharmacy Pilots – Newsletter # 5

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This edition includes information about the importance of clinical documentation, consumer feedback, and the Pilot Handbooks.

## Pilot Handbooks

The Pilot Handbooks are resources which support your delivery of pilot services. They contain guidance and information about important aspects of pilot service delivery including requirements for clinical documentation, use of the pilot clinical information system, the consultation fee schedule, and processes for managing quality and safety.

The handbooks, along with other pilot resources, can be accessed [here](#).

## Clinical documentation and professional communication

As pilot services continue to expand across the state, it's important to reiterate the importance of clear, comprehensive clinical documentation and professional communication in delivering high-quality, patient-centred care. Good documentation not only supports consistent, reliable patient care but also ensures effective collaboration with other members of the patient's healthcare team.

To maintain these standards, the Queensland Community Pharmacy Pilots Quality and Safety Subcommittee reviews monthly reporting on the levels of professional communications, including referrals and consultation summaries sent to other healthcare professionals.

For further detail, including examples of expected clinical documentation and professional communication standards, please refer to the [Pilot Handbooks](#).

## Consumer feedback

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

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

*"The pharmacist was very thorough in all areas of taking contraception despite being on it for 5 years. He discussed risks and benefits as well as any correlations with my current medications. He was friendly and created an open, honest and safe environment."*

*"I believe this is a great service to provide to those especially in regional areas, where doctors can be hard to get into as well as lifting the guilt for taking appointments for those who may need it (particularly the elderly). It was a thorough, informative and comfortable appointment. I felt heard and understood."*