

Queensland Community Pharmacy Pilots – Newsletter # 6

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This edition includes information about prescribing as part of the pilots and insights from consumer evaluation surveys.

Reminder: prescribing as part of the pilots

A reminder that all prescriptions for medicines prescribed through the pilots must be generated through the pilot clinical information system. This is a requirement of participation in the pilots and is important for quality and safety reporting, and for evaluation activities.

We know that some of you have been experiencing challenges using the prescribing software. Thank you for raising these instances with us, we are currently working with MedAdvisor to make this process as seamless as possible.

The attached document contains further information to support navigation of the prescribing software including additional guidance for pharmacists delivering services across multiple locations.

For support in using the clinical information system, including the prescribing software, please contact MedAdvisor at the below details. **To ensure your queries are addressed rapidly, please use “QSOP” in the subject line of your email or mention to the MedAdvisor support team member that you are participating in the Queensland full scope pilot.** This applies regardless of whether you are participating in both pilots, or only participating in the Hormonal Contraception Pilot.

- **Email:** support@medadvisor.com.au
- **Phone:** 1300 125 343

The MedAdvisor support team will respond to queries raised via email within 1 business day.

Consumer feedback

We are happy to share more of the positive feedback consumers are providing in response to accessing pilot services in their local communities:

“I think this is a fantastic initiative and I was so pleased to have access to it. I have sung its praises to many people and suggested they take advantage if the appropriate opportunity arises.”

“I valued the service highly. I have not had a level of care at this standard before and appreciate the accessibility.”

Evaluation insights

As part of evaluation surveys, consumers are asked to rate the care they receive from participating pharmacists. The visuals below reflect the high levels of consumer

satisfaction with pilot services to date, highlighting the positive impact these services continue to have in your local communities.

Overall, how would you rate the care you received as part of the Scope of Practice Pilot?



Overall, how would you rate the care you received as part of the Hormonal Contraception Pilot?

