

Queensland Community Pharmacy Pilot – Newsletter

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Chronic Conditions Management Pilot. This edition we share a pharmacist profile, a new patient screening tool, a reminder about comprehensive clinical documentation, and an update on professional communications activity.

Pharmacist profile



This issue includes a special spotlight on a pharmacist who has delivered a number of chronic conditions management services. We asked Amy to share her thoughts on providing pilot services.

Q1 – What have you enjoyed most about delivering pilot services?

“One of the most rewarding aspects of delivering pilot services has been the opportunity to support patients throughout their health journey. Being able to provide timely care for acute conditions is valuable, but I’ve found the greatest fulfilment in managing chronic conditions. The long-term relationships we build and the meaningful impacts we can have on a patient’s overall health and quality of life are incredibly motivating. It’s a privilege to play a more active role in helping patients achieve better outcomes through consistent, accessible care.”

Q2 – What tip would you share with other pharmacists?

“It’s completely normal to feel hesitant when beginning acute or chronic consultations, but confidence truly grows with experience. Remember your WHY. Be confident in yourself, your skills and your training, and start by having simple, genuine, one-on-one conversations to build awareness.”

New Patient Eligibility Screening Tool

In response to your feedback, a [Patient Eligibility Screening Tool](#) has been developed to support quick identification of patients who do not meet the basic eligibility criteria for pilot services. The purpose of this tool is to enable pharmacists or pharmacy support staff to conduct an initial patient screening based on readily known information – such as age, pregnancy status and pre-existing conditions that the patient can easily and reliably self-report.

This screening step does not replace the pharmacist's full clinical eligibility assessment for those patients that progress past the screening phase. Additional exclusion criteria such as red-flag signs and symptoms must still be assessed by the pharmacist as part of a comprehensive consultation.

Where a patient does not meet the eligibility criteria, they may be provided with usual pharmacy care support and/or referred to other healthcare providers as appropriate.

Clinical documentation

Comprehensive clinical documentation is essential in the delivery of safe and effective patient care. It ensures continuity of care between service providers, supports better clinical decision-making and protects both you and your patients. The quality of clinical documentation is closely monitored by the pilot Quality and Safety Committee. Please take a moment to review your clinical documentation and ensure it aligns with the principles of best-practice record keeping. Further information and examples of best-practice documentation can be located in the [Pilot Handbook](#).

Professional communications

Pilot data from the most recent reporting period shows a significant uplift in professional communication rates, with over 90% of consultations resulting in provision of a consultation summary or referral to the patient's usual healthcare provider. Thank you for your continued commitment to this aspect of pilot service delivery. An ongoing focus on these professional communications is important to support patient safety and effective collaboration across the healthcare team.

Holiday season

As we approach the end of 2025, we would like to acknowledge your contribution to pilot service delivery, which is increasing access to safe, high-quality healthcare services for Queenslanders, closer to home.

The Pilot Coordination Team will be out of office between Wednesday 25 December 2025 and Thursday 1 January 2026.

We know pharmacy care doesn't stop, and we thank you for continuing to serve your communities over the holiday period.

We hope you and your families enjoy a safe and festive holiday season.