

# Queensland Community Pharmacy Pilots – Newsletter # 16

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. In this edition, we celebrate the first anniversary of the commencement of the Scope of Practice Pilot on 24 April 2025 and share important reminders and updates on patient consent for professional communications, access to patient medication history and patient feedback.

## 12 months of the Scope of Practice Pilot

On 24 April 2025, we marked the first anniversary of the commencement of the Scope of Practice Pilot. Together you've delivered over 1,200 consultations to consumers in your communities, with the volume of consultations delivered on average each week steadily increasing as the latest cohort of pharmacists complete their training and start delivering pilot services. Thank you to all who have contributed in advancing this important service and helping to provide Queenslanders with greater access to care.

## Reminder: Professional communications patient consent

A reminder that pharmacists must obtain and document patient consent before initiating professional communications with the patient's usual care provider (consultation summary or referral). Further guidance is available in the Patient Consent Processes Factsheet and the Pilot handbooks which can be accessed [here](#).

## Accessing Patient medication history through MyHealthRecord

To support safe, high-quality service delivery and prescribing practices, pharmacists are encouraged to review patient's medication history which is available online through MyHealthRecord.

## Consumer feedback

We continue to receive positive feedback from patients about the care they are receiving through pilot services being delivered in community pharmacies throughout Queensland. The comments below are continued evidence of the high-quality healthcare services pharmacists are providing in their local communities.

'I was a tourist and was treated for an ear infection. The pharmacist was thorough and prescribed ear drops which worked just as intended. I was glad to be taken care of so well.'

'Had a really great experience at my Pharmacy. The pharmacist was extremely polite and thorough in their consult and went above and beyond what I asked for and what was expected - slotting me in when they didn't have much availability, and making sure I was well-informed about my options and what was best for me.'

'Love the holistic approach.'

'It was great to be able to receive a prescription for contraceptive pill at local pharmacy. The pharmacist was easy to talk to and understanding.'