

## 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 reminder about the consultation fee subsidy and share some patient feedback.

### PDL consultation fee subsidy

A reminder that from **1 January 2026** Pharmaceutical Defence Limited (PDL) is subsidising the consultation fee for services delivered under the Queensland Community Pharmacy Chronic Conditions Management Pilot. PDL is subsidising Pilot consultation fees to enable robust evaluation of the safety, quality and value of pharmacist-delivered chronic conditions management services, and to better understand the role that pharmacists can play in supporting the delivery of primary healthcare services.

The subsidy applies **only to consultations for Chronic Conditions Management Pilot services**. It does **not** apply to:

- medicines management services (including continued dispense for a consumer who is on medication for a chronic condition), or
- any other business-as-usual community pharmacy prescribing services (i.e. for acute common condition and health and wellbeing services).

For each subsidised Pilot service pharmacists must ensure that **consumers are informed of the usual consultation fee that would apply** if the service were not subsidised, and that the consultation fee is being subsidised by PDL.

The subsidy applies to the **consultation fee only**. The cost of medicines prescribed, test required, or consumables are not subsidised and remain payable by the consumer.

To support pharmacists understanding of the consultation subsidy, a factsheet has been developed to outline the details which can be found [here](#).

### Consumer feedback

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

*“The time taken to check I use the inhaler correctly, the explanation of the different medicines and how they work.”*

*“The professionalism that the pharmacist showed to me, and taking into account the situation that we were travelling and wouldn't be able to access a GP - so he wrote me a script for longer. He advised me to see a GP once we'd settled. It was overall really good.”*

*“I was able to be seen very quickly, and it was very detailed. The pharmacist was kind and easy to understand.”*

*“I was unaware of service until told by pharmacist. I appreciated the concern shown and the follow up. I was able to follow advice given, accessed GP, received prescribed treatment and responded to treatment provided.”*

*“It is very hard to get in to see a Doctor where I live, so this program is invaluable in ensuring I can get professional advice or care at my local pharmacy.”*