

Queensland Community Pharmacy Pilots – Newsletter # 8

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This edition includes information about evaluation data and professional communications.

Evaluation data

As you are aware, the Department has engaged Deloitte to undertake a comprehensive service evaluation of both pilots.

The evaluation findings will inform policy decisions regarding the continued availability of these services following completion of the pilots. Your support in ensuring accurate and consistent data collection is essential to the evaluation's success.

Accurate recording of the following data fields within the MedAdvisor clinical information system are required to ensure a robust evaluation.

- Patient phone number
- Patient email address
- Patient Medicare details
- Classification of each consultation as either New or Follow-up.

Professional communications

Timely and comprehensive sharing of information with other members of the patient's health care team is critical for ensuring continuity of safe and high-quality care for patients.

As outlined in the Pilot Handbook, following each consultation it is best practice for a professional communication (i.e. a consultation summary or, if required a referral) to be generated and provided to the patient and, with the patient's consent, electronically shared with the patient's usual GP or care provider(s).

In the new year, the Pilot Coordination Team will be working with GP networks to increase awareness of the format and presentation of the professional communications associated with pilot services.

Holiday season

As we approach the end of 2024, we would like to acknowledge your contribution to pilot service delivery that has increased access to safe, high-quality primary healthcare services for Queenslanders, closer to home.

We know community 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.