

Queensland Community Pharmacy Pilots – Newsletter # 2

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This edition includes information about the pilot evaluation surveys, collecting feedback from patients who choose not to access a pilot service, and updates to the Pilot Handbooks.

Evaluation surveys

Evaluation of the pilots is an important aspect of determining the future business-as-usual scope of practice for community pharmacists in Queensland. We need your feedback in order to thoroughly and accurately inform the evaluation findings.

As part of the Check-in process, you will receive an email with a link to the evaluation survey. **Please take the time to fill in this survey and forward the link to all staff within your pharmacy.**

If you have any questions about the evaluation, please feel free to contact the evaluation team between the hours of 9am–5pm Monday to Friday via email at qcpspevaluation@deloitte.com.au or via phone on (07) 3003 8230.

Consumer feedback resource (new)

During Check-in conversations we have heard from you about some of the challenges in capturing feedback from patients who are unable or choose not to access pilot services. To support capturing this information, a resource has been developed which can be displayed in-pharmacy.

The printable resource is accessible on the Pilot website [here](#) for you to download and print. The QR code displayed on this resource takes consumers to a three-question survey where they can indicate their reason/s for not accessing pilot services.

Updates to pilot resources

The [Pilot Handbooks](#) have recently been updated to clarify the requirement for timely documentation of consultation records and written referral requirements. These updates include that:

- Consultation records should be finalised within 24 hours of the consultation.
- Where a referral is required by the clinical practice guideline or clinical protocol, the participating pharmacist must ensure that a written referral is provided to the patient and/or their designated primary care provider. This written referral can be in addition to a verbal referral where verbal referral is a preferred method of communication.

Consumer feedback

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

“The pharmacist was very lovely and explained everything very thoroughly. It was convenient to get in and no wait time.”

“I was able to take my time to explain the situation and I received ample options to provide a solution.”

“I was seen straight away, and the pharmacist took the time to fully ask about my condition.”