

Explanatory Guide

Recency of practice for the Queensland Community Pharmacy Chronic Conditions Management Pilot

Purpose

This explanatory guide provides information for community pharmacists participating in the **Chronic Conditions Management Pilot** (the Pilot) regarding how the Department of Health (the Department) will monitor recency of practice as part of the Pilot quality and safety framework.

Maintaining recency of practice

Maintaining recency of practice is fundamental for prescribing pharmacists, including those participating in the Pilot, as it ensures the quality and safety of the services provided.

As part of ongoing quality and safety monitoring activities, the Department has implemented a minimum service delivery threshold that must be met to maintain eligibility to participate in the Pilot. It is a requirement that participating pharmacists must provide a **minimum of 9 chronic conditions management pilot services over a rolling 3-month period**.

Review Process

The Department has implemented a process to ensure pharmacists who are authorised to participate in the Pilot who have not yet commenced providing services or have not delivered the minimum threshold of services (i.e. minimum of 9 chronic conditions management pilot services over any 3-month period).

Table 1 provides a summary of each contact point with participating pharmacists described below.

The Pilot Coordination Team (PCT) will contact pharmacists who have been identified as not commencing service delivery **within 30 days of authorisation** to participate in Pilot. The purpose of this contact is to:

- understand if the pharmacist is experiencing any barriers in commencing pilot service delivery and any support that is required
- outline the recency of practice requirements as part of the Pilot.

The PCT will contact pharmacists who have been identified as not commencing service delivery **within 3 months of authorisation** to participate in Pilot or who have **not delivered the minimum threshold** of service (i.e. minimum of 9 chronic conditions management pilot services over any 3-month period). The purpose of this contact is to:

- understand planned timeframes for commencing or increasing Pilot service delivery
- understand if any continuing professional development activities (CPD) are being undertaken
- to discuss potential withdrawal from the Pilot.

If a pharmacist has not delivered any Pilot services by **6 months after authorisation** or consistently does not meet the required service delivery threshold, their participation in the Pilot will be withdrawn. The Department will notify both the pharmacist and participating pharmacy owner of the withdrawal via email.

Table 1: Contact points with pharmacists

Timeframe	Action
No pilot services delivered within 30 days of authorisation	Initial check in to understand barriers to delivering services and any support required
3 months with no pilot services delivered, or insufficient volume of pilot services delivered	Second check in to understand planned timeframes for commencing/increasing pilot service delivery, and to discuss withdrawal from the Pilot
6 months with no pilot services delivered.	Withdrawal from the Pilot.