

# SUMMARY OF CHANGES

## (2<sup>nd</sup> edition to revised QCPP Requirements Manual 2011)

The table below summarises the changes between QCPP Requirements 2<sup>nd</sup> edition and the revised QCPP Requirements Manual 2011. Impact or action required demonstrates the key revisions a pharmacy would need to consider when being accredited against the QCPP Requirements Manual 2011.

Action, Procedure or Template	Change	Impact or action required
<b>ELEMENT 1 COMPLIANCE WITH LEGAL AND PROFESSIONAL OBLIGATIONS</b>		
Action 5	New requirement added (mandatory)	Confirm the pharmacy has access to The Australian Charter of Healthcare Rights.
T1A Legal and Professional Obligations Declaration	Revised declaration	Review the new declaration and ensure the pharmacy meets its legal and professional obligations.
<b>ELEMENT 2 SUPPLY OF MEDICINES, MEDICAL DEVICES AND POISONS</b>		
Action 4	New action added (mandatory)	Develop a system for provision of Consumer Medicines Information and patient care information.
P2H Clinical Interventions Policy	New policy (replaces the previous P2H Clinical Interventions and Adverse Drug Reactions Policy)	Review the new P2H and develop a policy for identifying and recording clinical interventions including adverse drug reactions.
P2I Interprofessional Collaboration Policy	New policy (replaces the previous P2I Medical and Other Health Professional Service Referrals Policy)	Review the new P2I and develop a policy for medical and other health professional service referrals. Confirm what actions are applicable for inclusion in the P2I Policy by referring to the Interprofessional Collaboration Checklist.
P2K Staged Supply Procedure	New procedure	Develop a Staged Supply Procedure. Confirm what actions are applicable for inclusion in the P2K Procedure by referring to the Staged Supply Checklist.
T2D Supplying Pseudoephedrine Checklist	Revised action (mandatory)	Confirm that pseudoephedrine is no longer advertised in any form.
T2E Interprofessional Collaboration Checklist	New checklist	Review new checklist and identify what actions need to be implemented to comply with QCPP Requirements.
T2F Staged Supply Checklist	New checklist	Review new checklist and identify what actions need to be implemented to comply with QCPP Requirements.
<b>ELEMENT 3 DELIVERY OF HEALTH PROGRAMS AND SERVICES</b>		
T3B Dose Administration Aids Checklist	Revised checklist	Confirm that additional recording requirements are being met, including designation of the patient's residential setting and the number of patients receiving a DAA service in the community.
T3C Screening and Risk Assessment Checklist	New checklist (replaces the previous T3C Monitoring and Case Detection Checklist)	The existing Monitoring and Case Detection Checklist has been renamed and modified to be more applicable to all screening and risk assessment services.
T3E Smoking Cessation Service Checklist	New actions added (non-mandatory)	Develop a system for communicating with prescribers and other relevant health care professionals. Maintain a record of smoking cessation services provided.
T3F Medication Management Review Checklist	New checklist containing new actions (replaces the previous T3F Home Medicines Review Checklist)	Review the new T3F checklist and modify the required procedures for providing a HMR and RMMR services. New requirements include identifying and recording clinical interventions including adverse drug reactions. Ensure the MMR accredited pharmacist has completed an approved communication module (non-mandatory).

Action, Procedure or Template	Change	Impact or action required
T3H Health Promotion Checklist	Revised wording and new action (non-mandatory)	The scope of 'health promotion' has been clarified in action 7 of this checklist. Additional non-mandatory action added regarding interprofessional collaboration: ensure pharmacy is maintaining and following a system for communicating with other health professionals.
T3I Disease State Management Service Checklist	New checklist (incorporates some features from previous T3C Monitoring and Case Detection Checklist)	Review new checklist and identify what actions need to be implemented to comply with QCPP Requirements.
T3J Disease State Management Service Checklist	New checklist	Review new checklist and identify what actions need to be implemented to comply with QCPP Requirements.
<b>ELEMENT 5 PHARMACY PREMISES AND EQUIPMENT</b>		
Action 3	New action added (mandatory)	Ensure that there is a consultation area that allows for private and confidential interactions with consumers.
Action 11	New action added (non-mandatory)	Ensure the pharmacy has no tenancy lease conditions that restrict the ability to stock products or provide services that meet the therapeutic needs of the consumer. Proprietor or manager to complete the required declaration. If such conditions are found, implement alternate arrangements until lease can be re-negotiated.
T5B Equipment Calibration/ Maintenance Schedule and Record	Revised record	Ensure all equipment used in the pharmacy is maintained (in addition to the previous requirement for calibration) to ensure that it is clean and serviceable.
<b>ELEMENT 6 OPERATING AN EFFECTIVE AND SUSTAINABLE BUSINESS</b>		
Action 8	New action added (non-mandatory)	Develop a system for analysing risk and undertake a relevant business case assessment prior to implementing new professional services or product ranges.
Action 9	New action added (non-mandatory)	Conduct a risk assessment and develop a business continuity plan. Maintain and implement the plan when needed; and communicate the plan to staff members and stakeholders.
T6B Business Plan	Additional information added	New prompts, tips and supporting information have been added to the Business Plan template to assist implementation.
<b>ELEMENT 7 COMPLYING WITH AND IMPROVING THE QUALITY PROGRAM</b>		
Action 7	Revised action (mandatory)	Ensure that risk management principles are incorporated into the pharmacy improvement processes.
T7B Procedure and Template Review Schedule and Record	Revised record (and replaces previous Implementation and Review page)	The template has been amended to incorporate the functions of the Implementation and Review page. Determine which procedures and templates will be reviewed each month over the calendar year and sign and date once procedures and templates have been fully reviewed.
<b>ELEMENT 9 ORDERING, RECEIVING, STORING, PRICING AND DISPOSAL OF STOCK</b>		
Action 6	New action added (non-mandatory)	Develop and implement a procedure for the disposal of expired or unwanted products and materials.
<b>ELEMENT 11 CUSTOMER SERVICE</b>		

Action, Procedure or Template	Change	Impact or action required
Action 3	Revised action (mandatory)	Update the procedure for dealing with customers to include processes for handling of complaints. P11B Customer Service Policy no longer needs to be displayed but should be now stored in the pharmacy operations manual. Ensure the Community Pharmacy Service Charter (an approved adaptation of the Australian Charter of Healthcare Rights) and the pharmacy's T11C Customer Service Statement must be publically displayed.
Action 8	Action moved, previously in Element 18 (non-mandatory)	Identify how customers will be directed to other appropriate health professionals when the pharmacy is closed (non-mandatory).
P11B Customer Service Policy	Revised policy (replaces the previous P11B Customer Service Charter)	Review and update the P11B Customer Service Policy to ensure it covers the handling of complaints and is consistent with the Australian Charter of Healthcare Rights/Community Pharmacy Service Charter.
T11C Customer Service Statement	New template	Review new template and identify what actions need to be implemented to comply with QCPP Requirements.
<b>ELEMENT 14 MANAGING STAFF</b>		
Action 6	New action added (mandatory)	Implement a system to ensure the confidentiality and privacy of staff records and all relevant personnel information.
<b>ELEMENT 15 ONGOING STAFF TRAINING</b>		
Action 3	New action added (non-mandatory)	Provide staff members with the opportunity to meet training requirements.
<b>ELEMENT 17 MAINTAINING SAFETY AND SECURITY</b>		
Action 4	Revised action (non-mandatory)	Ensure that at least one staff member on duty in the pharmacy holds current First Aid qualifications in contrast to previous requirements for all pharmacists to have a current First Aid qualification.
<b>ELEMENT 18 INFORMATION TECHNOLOGY</b>		
Action 8	Revised action (mandatory)	Ensure equipment is installed that can receive emails and other electronic messages in the pharmacy (in addition to facsimile messages). Determine whether all the required systems exist. Acquire and set them up if required.