



Quality Care  
Pharmacy Program

# PREPARING FOR YOUR QCPP ASSESSMENT

Supporting Excellence in Pharmacy

## WHAT IS A QCPP ASSESSMENT?

By becoming accredited or reaccredited you can be assured your pharmacy meets world class standards. QCPP has supported excellence in Australian pharmacies since 1998 and helped to make them amongst the very best in the world. A QCPP assessment is a tool used to determine that a pharmacy has met the requirements of the QCPP Standard. While not all aspects are relevant to every pharmacy, all accredited pharmacies must comply with the mandatory actions (marked with asterisks\*) that are applicable to them.

Assessments are conducted by QCPP endorsed assessors from Ernst and Young ('EY') who are quality assured and reviewed annually by the Program to perform these duties. In addition, QCPP and the Guild are accredited by The Joint Accreditation System for Australian and New Zealand (JAS-ANZ) as a conformity assessment body, which ensures our assessment processes are robust and comply with recognised requirements.

## YOUR QCPP ASSESSMENT

### Why do I need an assessment?

Ensuring your pharmacy maintains high standards and continues to improve is a key part of a quality system. Assessments are also a great opportunity to have someone from outside the pharmacy review the way your pharmacy works, provide feedback, and offer advice. QCPP's endorsed assessors see a lot of pharmacies, so they have lots of ideas to share.



### What happens during the assessment?

Assessors spend between four and seven hours in your pharmacy, following a checklist to determine whether all the requirements outlined in the Standard have been met. Assessors will also talk to staff, observe the pharmacy and review documentation on-site. It's important that staff members who are responsible for QCPP are on hand during the assessment to help answer any questions. An assessor will look at your Operations Manual and must be able to sight the necessary evidence on the day of assessment in either digital format or hardcopy.

### Do I have to show the Assessor 'business in confidence' documents?

All QCPP Assessors have signed confidentiality statements. Should QCPP Requirements stipulate particular evidence must be sighted - the Assessor must sight that evidence ensuring business in confidence and confidentially is strictly maintained. Commercial and personal information can be masked if it is not relevant to the purpose of checking the record.

### How do I prepare for an assessment?

To make sure you are ready for your assessment you will need to review all 18 Elements of the QCPP Standard. Contact your QCPP State Manager and arrange for them to visit your pharmacy to assist in preparations. Run through the QCPP checklists in your Requirements Manual (blue ring-bound folder or electronic copy in the QCPP Knowledge Hub) to ensure you have the right evidence. There are also a number of resources available on the **QCPP website** to get you started.

## The QCPP Knowledge Hub

The **QCPP Knowledge Hub** is available for your accreditation needs. This online resource contains the electronic copy of the QCPP Requirements, assessment guidance, Fast Track - sample policies and procedures; and answers to frequently asked questions.

Guild members can access by logging on using their Guild website or their myGuild username and password. QCPP accredited pharmacies can access by logging on using their QCPP Knowledge Hub username and password. If you require either a login to the hub, you have lost your login details or are having difficulty accessing the Knowledge Hub, please complete a QCPP Knowledge Hub Login online request form using this link or via the QCPP website on the Knowledge Hub access page.

## How do I become accredited?

You need to comply with all mandatory requirements in order to become accredited. Sometimes there are things that need to be fixed to meet the Standard. These are called remedial actions and you have up to three months to address any identified remedial actions. Your assessor will explain what type of evidence will be necessary to demonstrate you've addressed the remedial actions. When you notify your assessor that your remedial actions have been addressed, they will send the final report to the QCPP Assessment Team. When this report is received, you will be sent a QCPP accreditation invoice. Your accreditation, including certificate and window decal, can only be issued if all program fees have been paid.

## How do I book an assessment?

If you are looking to book an assessment to either join or return to the QCPP program, call the QCPP Helpline on 1300 363 340 and they will assist in registering your pharmacy as ready for an assessment.

EY's scheduling team will get in touch with you 40-90 days prior to your assessment date to book in your assessment date. While some flexibility may be possible, it is expected that pharmacies make themselves available on the dates proposed. This is to ensure your pharmacy is able to complete the assessment requirements within all required timeframes. If you have any queries regarding your scheduled booking please call the EY hotline on 1800 089 570.

## What costs should I be aware of?

QCPP has set accreditation and assessment fees that apply for all pharmacies undertaking accreditation. Up to date fees and payment methods are available on the QCPP website under the Accreditation tab.

## Has the assessment process changed since EY have been appointed?

No. QCPP assessments will continue to occur in accordance with the QCPP requirements, and QCPP Program and Assessment Rules.

Accredited pharmacies will receive assessment booking information through EY and email monitoring of remedial action closure.

If you have any concerns or wish to discuss your accreditation needs further please contact QCPP helpline 1300 363 340.

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There are a number of resources available to help to ensure you're ready on assessment day.

- **QCPP website** [www.qcpp.com](http://www.qcpp.com)
- **QCPP Administration Helpline** toll free **1300 363 340** or email [help@qcpp.com](mailto:help@qcpp.com)
- QCPP Knowledge Hub [www.qcpp.com/knowledgehub](http://www.qcpp.com/knowledgehub)