



Quality Care  
Pharmacy Program

# MAKE THE MOST OUT OF YOUR ACCREDITATION

Supporting Excellence in Pharmacy

## QCPP ASSESSMENT – FOR ACCREDITED PHARMACIES

Continuous improvement and the maintenance of the highest possible standards in your pharmacy is key to getting the most out of your accreditation with QCPP. Having trained staff who are supported with up to date policies and procedures will help ensure that your patients and customers will always receive the best and most consistent services in your pharmacy.

QCPP is a quality management system designed to be integrated into the business and assist pharmacies to make day-to-day pharmacy operations second nature. This enables managers and owners to dedicate their time to optimising business potential.

Pharmacies are dynamic businesses. Changes in legislation, welcoming new staff, modifying processes, and the implementation of a new service or technology are just some of the prompts to review policies and procedures, make certain pharmacy records are up to date and monitor business performance. It is important to ensure this work is done regularly and as a team effort, to create consistency and efficiency. Maintaining accurate records and updating procedures and policies as soon as changes occur ensures your team has access to the most up-to-date workflows.

Research from a 2005 study evaluating QCPP identified that QCPP accreditation has resulted in positive changes to staff empowerment, induction and training generally. QCPP accreditation also means quality improvement initiatives are captured and become embedded into the way your business operates. Pharmacies with a more participative culture tended to have staff that better understood the business values, with agreement between the proprietor and non-pharmacist staff views being higher in accredited pharmacies.

Take your pharmacy staff along on the QCPP journey. Make sure everyone knows their roles and responsibilities – not only with the routine tasks but also in knowing what to do if they become aware of the changes in the pharmacy or even more importantly, when they see an opportunity for improvement.

A QCPP coordinator can oversee the program and be the touch point for making sure everything is running smoothly. Ensure staff are aware of how the pharmacy operates as well however, as this ensures that when the coordinator goes on a holiday, QCPP does not go away with them as well.

The challenge for QCPP pharmacies is to go beyond the accreditation minimum and innovate to continuously improve and transform your business. Ensuring your pharmacy adheres to effective and purpose-driven procedures means you are able to focus on creating a strategic business model and transform your pharmacy to deliver what the community needs and the industry expects.

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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)
- **Business Services 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)

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