



Quality Care
Pharmacy Program

QCPP – THE IMPORTANCE OF REACCREDITATION

Supporting Excellence in Pharmacy

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Pharmacies have an important role to play in a highly competitive market. With rising chronic disease and an aging population putting pressure on pharmacy health care, remaining accredited is essential for business success in an evolving industry.

In 2015, it was demonstrated that the majority of Australian pharmacies understand the importance of a viable quality management system, with 95% of pharmacies accredited under the Quality Care Pharmacy Program (QCPP).

Pharmacies that are accredited under QCPP demonstrate consistency, functional team processes, adequate risk management and improved customer satisfaction. Ensuring your pharmacy operates under effective systems creates a strong foundation to keep your pharmacy moving forward, enabling owners to concentrate on strategic aspects to improve business.

Being accredited with QCPP means you will receive the tools you need to help you succeed. The program will assist your business in establishing policies and procedures to ensure your operations are achieving their purpose, that they do so efficiently and that services of a high standard are being delivered consistently to your customers.

To put it simply, QCPP is the engine that keeps your pharmacy operating efficiently. With routine maintenance, you are on your way to owning a well-functioning business, which can be adapted and transformed to cater for the evolving industry environment.

Accredited pharmacies are highly satisfied with the program, with 93% agreeing that it is a worthwhile resource for their business. Continue your QCPP journey and aim to go beyond the accreditation minimum by improving business management processes, customer service and the skills and capabilities of staff, to drive continuous improvement and transformation within your business.

With the emerging changes in the pharmacy sector, it is now more important than ever to ensure a strong Quality Management System is in place in your pharmacy as a launch pad for change.

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

- **QCPP website** www.qcpp.com
- **Business Services helpline** toll free **1300 363 340** or email help@qcpp.com
- QCPP Knowledge Hub www.qcpp.com/knowledgehub

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