

QCPP MAINTENANCE CHECKLIST

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Quality Care
Pharmacy Program

Supporting Excellence in Pharmacy

Introduction

This checklist highlights many of the actions you need to review, so that the QCPP Standard is maintained and your pharmacy is ready for assessment. Ensure you have your evidence ready for your assessor on the day of assessment.

It has been developed for pharmacies that have previously been accredited under QCPP, as it assumes that the required policies and procedures are already in place.

Remember that you can access all relevant elements, updates and resources on the QCPP Knowledge Hub at www.qcpp.com/knowledgehub.

IMPORTANT: This checklist is a helpful overview but does not replace the need for a comprehensive review of the Standard.

Element 1 - Legal and Professional Obligations

T1A Legal and Professional Obligations Declaration

Action annually

- Review and confirm all requirements of the T1A before signing and retaining as evidence for your assessment.
- All pharmacists to complete T1B Self Assessment Checklist, or the equivalent PSA self assessment worksheet
- Ensure all current staff have signed the P1A Confidentiality Policy
- Obtain certificates of currency for insurances prior to your next assessment
- Ensure you have access to the latest edition of the *PSA Professional Practice Standards* and the *Standards for the Provision of Pharmacy Medicines and Pharmacist Only Medicines in Community Pharmacy*

Element 2 - Supply of Medicines, Medical Devices and Poisons

T2A Distance Supply Checklist

Review and action as required by your T2A checklist

T2B Compounding Worksheet

Review and action as required by your P2C procedure

P2D Storing and Repackaging Cytotoxic Drug Products

Action as required by your P2D procedure

- Ensure all packets containing cytotoxic drugs are labeled or identifiers are on the product shelves

T2C Supplying Pharmacy Medicines and Pharmacist Only Medicines Checklist

Action as changes occur e.g. when new medicines are added to stock or new staff arrivals

- Ensure you have current procedures for the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*
- Ensure all staff who are involved in the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines* have completed accredited training and Refresher Training, as required
- Ensure signage is displayed in the Professional Services Area to encourage consumers to seek advice
- Ensure the pharmacy has resources for consumers such as self care cards or CMI information
- Ensure the protocols for supply of *Pharmacy Medicines* and *Pharmacist Only Medicines* are displayed for staff e.g. 'What, Stop, Go' or 'Ask, Assess, Advise'
- Review your list of *Pharmacist Only Recordable Medicines* to ensure it remains current
- Maintain a system for recording the supply of recordable *Pharmacist Only Medicines*
- Review and update the list of *Pharmacy Medicines* and *Pharmacist Only Medicines* subject to inappropriate use to ensure it remains current

T2D Supplying Pseudoephedrine Checklist

Review and action as required by your T2D checklist.

- Ensure products containing pseudoephedrine meet the storage requirements e.g. 'out of sight' and 'out of reach'
- Review your hard copy list of products containing pseudoephedrine to ensure it remains current
- Ensure all staff members are trained in the sale of products containing pseudoephedrine

T2E Interprofessional Collaboration Checklist

Review and action as required by your T2E checklist

T2F Staged Supply Checklist

Review and action as required by your T2F checklist

T2G Clinical Interventions Checklist

Review and action as required by your T2G checklist

Element 3 - Delivery of Health Programs and Services

T3A to T3M Checklists

Review and action as required. Example templates and resources are available on Fast Track which can be sourced from your QCPP Knowledge Hub.

- Ensure you have access to the mandatory requirements as outlined in the checklist for the health program or service your pharmacy is delivering.

Element 4 - Advertising and Promotions

Action as required

- Ensure all advertising in the pharmacy complies with the Therapeutic Goods Advertising Code

Element 5 - Pharmacy Premises and Equipment

T5A Pharmacy Appearance Checklist

Action as required e.g. a daily, weekly or monthly schedule

- Ensure you comply with the pharmacy appearance checklist
- Ensure all Pharmacy Medicines and Pharmacist Only Medicines are in the professional services area and non-health related products are removed

T5B Equipment Calibration/Maintenance Schedule and Record

Action as per the frequency in your calibration schedule

T5C Refrigerator Temperature Record

- Ensure that maximum and minimum temperatures of the QCPP compliant dispensary refrigerator/s is checked twice daily and recorded. Records for the full accreditation period will be required at assessment

Cold Chain Certification

Action every 2 years

- Complete your Cold Chain Testing requirements and maintain copies of your certificate

Element 6 - Operating an Effective and Sustainable Business

T6A Customer Survey

Action as required by your own T6B Business Plan

Although non-mandatory, a customer survey is a good tool for understanding your customers needs and recognise opportunities for improving your business.

T6B Business Plan

Review as required by your own T6B Business Plan

- Although T6B Business Plan is non-mandatory you must have evidence of how the pharmacy estimates, monitors and reports income and stock levels
- Have evidence that the pricing policy, income, costs, budget forecasts and bottom line analysis have been reported to all owners in the last 12 months e.g. meeting minutes or a letter from your accountant to say that your pharmacy's tax return is complete

Element 7 - Complying with and Improving the Quality Program

T7A QCPP Coordinator Responsibilities

Action as required

- When a staff member becomes a Quality Care Coordinator, ensure this responsibility is added to their job description and their name is added to T7A

T7B Procedure and Template Review Schedule and Record

Action annually

- Proof that a review of the Requirements (including procedures, policies, templates) has been undertaken within the previous 12 months. Archive documentation and dispose of out-of-date material

T7C Incident Register

Action as required i.e. when incidents happen

- Proof that incidents in the pharmacy are recorded. Incidents include but are not limited to; customer complaints, dispensing errors, DAA packing errors, dispensary refrigerator failures

T7D Incident Report

Action as required according to your P7D policy i.e. what type of incidents should be reported and when

- Proof that relevant incidents in the pharmacy are reported as required to appropriate people/bodies e.g. insurer, owners

Element 8 - Requirements for Pharmacy Stock and Services

T8A Stock and Consumables Checking Schedule

Review and action as required by your P8A procedure

- Although T8A is non-mandatory you must check for short or out-of-date stock, including the dispensary and professional services area, and update shelf labels as necessary

Element 9 - Ordering, Receiving, Storing, Pricing and Disposal of Stock

P9A Receiving, Unpacking, Pricing and Storing Stock

Review and action as required by your P9A procedure

- A QCPP Assessor will check at random the prices on products or shelf labels against the POS information

Element 10 – Hiring Out of Equipment

T10A Hire Agreement

Review and action as required by your P10A procedure

- Ensure all hire agreements are complete and up-to-date

T10B Equipment Data

Review and action as required by your P10A procedure

- Ensure each item of equipment has a completed T10B and is cleaned and maintained on return

Element 11 - Customer Service

T11A Deliveries Register

Action as required

- Ensure the deliveries register is in place and used

Community Pharmacy Service Charter

- Ensure the Community Pharmacy Service Charter is adhered to and publicly displayed

T11C Customer Service Statement

- Ensure the Customer Service Statement is adhered to and publicly displayed, at the entrance to the pharmacy if possible

Element 12 - Recruiting Staff

P12A Employing Staff Procedure

Action as required, i.e. when new staff are employed

- Ensure there is evidence that your P12A procedure has been followed since the last assessment e.g. applications of employment, records of interviews etc

T12A Position Description

Action as required

- Maintain personnel files that may contain position descriptions, letter of offer, induction checklist, training records and tax records etc

T12E Offer of Employment

Action as required i.e. when new staff join

- Ensure all staff have a completed offer of employment

Element 13 - Inducting Staff

T13A Induction Checklist

Action as required i.e. when new staff join

- Ensure all new staff, since the last assessment, have a completed the Induction Checklist. Keep this in their personnel file

Element 14 - Managing Staff

- Ensure systems are in place to keep information in personnel files private and confidential

T14A Staff Roster

Make changes as required

- Ensure a roster system is in place for staff

T14B Record of Interview/P14D Workplace Grievance

Action as required

- Ensure there are records for workplace grievances if used

Element 15 - Ongoing Staff Training

T15A Training Plan

Action annual or as required

- Review training against the plan, then update the training plan if necessary. Ensure Initial and Refresher Training for *Pharmacy Medicines* and *Pharmacist Only Medicines* is on the plan

T15B Training Record

Action as training occurs

- Ensure all training of staff is recorded and evidence of training is available e.g. certificates of attendance
- Ensure all staff who directly supply *Pharmacy Medicines* and/ or *Pharmacist Only Medicines* have completed a minimum of 3 hours of Refresher Training per year and that this is recorded in their training record and evidence is available

Element 16 - Dismissals and Resignations

T16A Staff Counselling Interview

Action as required

- File recorded interviews as required

T16B Statement of Service

As required when staff leave

- Keep evidence that you have offered a statement of service and a copy of the training record to staff who have left the pharmacy

Element 17 - Maintaining Safety and Security

T17A Description of Offender

Action as required

T17B Bomb Threat Checklist

Action as required

T17D Loss Prevention Checklist

Complete every 3 months. Consider State or Territory legislation

T17F Testing Safety Systems Schedule

Action as per the frequency in your schedule and sign off once tested

Element 18 - Information Technology

T18A Back Up Schedule and Record

Action Daily (usually)

- Ensure there is evidence that the computers are backed up according to procedure. Electronic evidence is acceptable

T18B Pharmacy Information Schedule

Review regularly and update as required

Requirements for the Pharmacy Premises

- Only health-related products are in the Professional Services Area
- 'Pharmacist On Duty' sign is present and updated and the proprietor's name is displayed in a public area
- Lighting levels in excess of 400 lux – non mandatory
- Entry into and within the pharmacy caters for people with mobility aids – non mandatory
- Equipment to ensure temperature does not exceed 25°C in the professional services area, trading and store areas i.e. air conditioning
- Pharmacist has 24 hours access to the pharmacy
- Check products from the dispensary and professional services area including consumables for short dated stock
- Check all products from shelves or gondolas to ensure the shelf/ product price tag is the same as what scans at the point of sale
- Check there is access to the internet and you can send and receive emails and read Microsoft Word (*.doc) and Adobe Acrobat (*.pdf) files
- Evidence you can receive faxes in the pharmacy

ARCHIVING QCPP PAPERWORK

For the purpose of QCPP Accreditation, records must be maintained for no less than 2 years to enable them to demonstrate consistency with the QCPP Requirements at assessment. In many cases, legislative obligations, professional obligations and normal pharmacy operations will require documents to be kept for a longer period. You should be familiar with these retention periods which apply to documentation in your pharmacy when archiving and storing these records.

DOCUMENT CONTROL

When updating your pharmacy's Operations Manual, ensure appropriate document control - including version control - is maintained. It must be clear which documents in the Operations Manual are current and in operation.