



# Newsletter

October—November Edition

“To continually enhance the professional and business practices in community pharmacy to deliver optimal health outcomes”

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Dear Members,

It gives me great pleasure to welcome you to the new look Quality Care Pharmacy Program Newsletter. This new look is part of a complete branding refresh for the Program and is an important part of the Program's evolution.

It has been quite a while since members received a newsletter about the Quality Care Pharmacy Program, as over the past few months the QCP Division has been conducting a thorough review of the Program's administration. This has resulted in significant

improvements to the Program's fees, rules and implementation support services. The details of these improvements and other new support services have been included in this edition of the newsletter. I hope you find this information valuable and I look forward to providing you with more of the latest QCPP news and updates in the coming weeks.

Thank you for your support as we work to improve the Quality Care Pharmacy Program.

**Ann Dalton**  
Director of QCPP (Acting)



## New

### FAST TRACK FOR QCPP IMPLEMENTATION

The QCPP implementation assistance program will soon be available in the form of face to face workshops. This program, dubbed 'FAST TRACK,' is the fast way to implement the QCPP 2nd edition in your pharmacy. FAST TRACK is designed to help your pharmacy understand the standards, policies and protocols of the QCPP 2nd edition so that it can be implemented in the simplest and fastest way possible.

### Free of charge to participating pharmacies

The FAST TRACK workshops will be run by QCPP State Managers

in several locations and be free of charge to participating pharmacies. Between now and the end of 2007 the program will be in its first phase, and the delivery models and content closely reviewed. This review process will ensure that future sessions, planned to be rolled out nationally next year, offer optimal value to all pharmacists and pharmacy staff who attend.

Ideally the program will be run over eight weeks, with one session being held each fortnight. At the end of the session each participant will have 'home work' style tasks that will need to be completed in time to progress through to the following session. All going well a pharmacy should be well prepared for their assessment about twelve weeks after starting the FAST TRACK program.

### QCPP pharmacies that commit to Fast Track will be prepared for their assessment

Also included as part of the program, is the content rich FAST TRACK CD. The CD will contain additional QCPP information relevant to implementing the Program, including sample policies and procedures, reference documents, protocols and other tools.

Is your pharmacy due for an assessment before the end of 2007? Get on the fast track to QCPP accreditation!

## LEGAL AND PROFESSIONAL OBLIGATION DECLARATION (T1A FORM)

The Legal and Professional Obligation Declaration (form T1A) is included in the QCPP 2nd edition manual and must be submitted to the QCPP Division annually to maintain your pharmacy's QCPP accreditation and in turn, your eligibility for a QMA payment.

### The process for submitting your T1A form is as follows:

**Accreditation year** - Pharmacies must complete and return the T1A to the QCPP Division before or on the day of assessment.

**Anniversary year (non- accreditation year)** - A T1A form will be included with the annual Program membership fee invoice.

Pharmacies must complete and return the T1A form to the QCPP Division within one month of their accreditation anniversary date.

**The T1A form can be returned to the QCPP Division via post or fax.**

## THIRD AGREEMENT INCENTIVES NOW CEASED

All pharmacies accredited before 1 April 2007 (before 4th Agreement arrangements began) were entitled to receive a QCPP incentive payment under Third Agreement arrangements. Pharmacies achieving initial accreditation were entitled to receive a \$3,000 incentive payment and pharmacies achieving re-accreditation were entitled to receive a \$2,500 incentive payment.

Due to the commencement of QMA payments on 4 September 2007, payments of Third Agreement

incentives ceased as of 4 October 2007. This transition has taken place successfully, as all accredited pharmacies eligible for Third Agreement incentives have now received payment.

If you have any enquiries about the end of Third Agreement incentives, please contact the QCPP helpline.



## NEW QMAs

Upon payment of your new annual Program Membership fee your pharmacy will be eligible to receive a Quality Maintenance Allowance (QMA) for maintaining QCPP Standards. This Allowance is made to pharmacies that are both financial and accredited QCPP members, based on the volume of claimable prescriptions dispensed by your pharmacy each year.

Band (prescription volume based on claimable prescriptions)	Upper Cut off	Allowance per year
Band 1 – 0 to 20000	20,000	\$3,000
Band 2 – 20001 to 30000	30,000	\$3,500
Band 3 – 30001 to 45000	45,000	\$4,000
Band 4 – 45001 to 65000	65,000	\$4,500
Band 5 – 65001 and above		\$5,000

Initially your pharmacy will receive the baseline QMA payment of \$3,000. Your pharmacy may also be entitled to receive an additional adjusted payment based on the volume of claimable prescriptions dispensed by your pharmacy each year. The additional adjusted payment will be paid to you in 2008. For more information on the QMA payment and your entitlements, please contact the dedicated team members at the QCPP Helpline on 1300 363 340 or visit [www.qcpp.com](http://www.qcpp.com).

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## QCPP CHAMPIONS REPORT

### Margate Pharmacy, Tasmania

John Geary purchased Margate Pharmacy in 2002, which at that time was accredited under QCPP 1st edition. John and his team of talented staff at Margate Pharmacy recently implemented the QCPP 2nd edition. The Pharmacy was assessed on 25 May 2007 and achieved a fantastic result of 96% compliance. Below are some of what John and his QCPP Coordinator, Jill Finch, had to say about their QCPP experience.

#### How many hours did it take you to implement the Program in your pharmacy?

Approximately 40 hours.

#### What do you like most about the 2nd edition?

Its logical framework; once you've found the pattern, you could easily follow it through each section.

#### What do you like least about the 2nd edition?

Having to go to other places to find what was needed eg. for calibration of equipment, I only found out how to do it after looking at the “completed examples T5B”. All the information is in the Program, but sometimes takes a bit of finding. Also a better explanation of how the scoring works would help.

The new FAST TRACK CD brings a lot of these materials together and has been designed to make finding these additional materials much easier.\*

#### What are the benefits of implementing the QCPP in your pharmacy?

At the bottom end of the scale it makes us attend to those little things that we know should be done, but do not get around to - it picks up on deficiencies. At the top end of the scale it defines ideal practices that we should be constantly aiming for.

#### What advice would you give to other pharmacies who are preparing for their assessment under the 2nd edition?

- » Start early.
- » Print out the Implementation Information and Rulings document as this clarifies many requirements (available on the QCPP website)
- » Make sure the fridge is being monitored. Get the fridge testing organised early – the Cold Chain Testing Centre say they require three months notice.
- » Divide the Program into chunks and plan a rough calendar excluding “short weeks” and holidays. Some sections go well together

e.g. the two sections on pharmacy stock plus customer service; the five “Staff” sections.

- » If you have new staff who have started in the last two years, get their induction started.

The eQCPP implementation tool is an excellent way to schedule your important tasks and builds an easy to follow action plan.\*

- » Find out which policies have to be custom-drafted for your pharmacy (eg. brand substitution, referrals) as there are 11 or more of these. Start drawing these up as they can take quite a bit of time. Some can be copied from your QCPP 1st edition materials.

- » Make a list of the mandatory requirements for each section or part section and progress through them.
- » Do staff education as you go. Staff training can be done for all pharmacy assistants at once, as per the statement in the Implementation Information and Rulings. We recorded ours on the computer.
- » Allow a couple of weeks at the end to go over things and find what was missed!

\* Response from the QCPP

**QCPP Administration Helpline: 1300 363 340**  
**Online Assistance Tool Number (eQCPP): 1300 137 608**



Tina Sargent, Carrollyn Lowe, Jill Finch, and Lisa Plohl of Margate Pharmacy, pictured with QCPP State Manager, Tasmania, Sally Davis

## IMPROVEMENTS FOR A BETTER QUALITY CARE PHARMACY PROGRAM

After a thorough review of the QCPP administration and business systems the Guild has made some significant improvements to the Program fees, rules and implementation support services.

## ACCREDITATION EXTENSIONS

Other QCPP improvements include changes to the accreditation timeframe. All pharmacies that were accredited under QCPP 1st edition will have a full three years of accreditation before further re-assessment is required. We acknowledge and apologise for the fact that the late negotiation of the 4th Community Pharmacy Agreement resulted in the late distribution of the QCPP 2nd edition materials and even later distribution of funds for the Quality Maintenance Allowance (QMA). Despite almost reaching

the two year mark of the five year agreement, payments at the new level only started in September 2007. To address this situation, the following extensions are being offered:

All pharmacies accredited under QCPP 1st edition will have a full three years of accreditation before further re-assessment is required. All pharmacies granted an extension to gain accreditation between 1 January 2007 - 1 July 2007 will receive an additional extension up to 1 December 2007.

If you require an extension to gain QCPP accreditation, please contact the QCPP Helpline.

## REMINDER OF FEE & PAYMENT CHANGES

Perhaps the most obvious outcome of this review is a change in the program membership fees, which have been altered after close consultation with members. Pharmacists have indicated that they do not understand why the

annual program fee proposed for 1 July 2007 has significantly increased. An increase was necessary because, under the last Agreement, a number of Program requirements such as e-QCPP, QCPP State Managers in all States and Territories, pseudo-patient mystery shopping programs, funding for standards development and community awareness, were funded by the Government or by separate pharmacy payments, such as cold chain testing.

It is important to note that the Government no longer pays for these items, which are mandatory parts of the Program, and these costs are now absorbed into the one annual program membership fee. In recognition of member feedback, however, rationalisation of Program costs has allowed the Guild to reduce the previously announced fee increase.

The annual Program fee for Guild members will be \$1545 (\$1699 inc GST), which is a \$500 (inc GST) reduction on the Program

fees previously announced. Accredited pharmacies will receive an annual Quality Maintenance Allowance (QMA) payment of between \$3000 and \$5000, dependant on script volume, with a net benefit to pharmacy of between \$1455 and \$3455 annually.

For non-Guild members the annual Program annual fee will be \$1908 (\$2099 inc GST), which is a \$706 (inc GST) reduction on the Program fees previously announced. Accredited pharmacies will receive an annual QMA payment of between \$3000 and \$5000, dependant on script volume, with a net benefit to pharmacy of between \$1092 and \$3092 annually.

All forthcoming invoices will reflect these changes and also include important information on how you can claim your QMA. The QCPP Division is in the process of adjusting its administrative system to accommodate the new fee structures and appreciates your patience during this time of change.



## Quality Care Pharmacy Program

An initiative of The Pharmacy Guild of Australia

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