



Media Release

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Patients at the heart of community pharmacy, every day

The Quality Care Pharmacy Program (QCPP) is proud to mark *World Patient Safety Day* by recognising the commitment of community pharmacies to put patients first—not just today, but every day of the year.

QCPP accreditation is built on principles that prioritise patient safety, quality improvement, effective communication, and patient-centred care.

These principles guide QCPP accredited community pharmacies across Australia to deliver trusted services, from safe dispensing and vaccination programs to medicine safety checks and health advice.

QCPP Director Lesley Jordan said the program provides a level of assurance to patients that their local community pharmacy is committed to prioritising their safety and wellbeing.

“QCPP isn’t simply about meeting standards—it’s about embedding a culture of continuous quality improvement where the patient is always at the centre.

“Every accredited pharmacy works to ensure patients receive safe, high-quality, consistent care within their community,” Ms Jordan said.

This year’s *World Patient Safety Day* theme – *Engaging Patients for Patient Safety* – reflects what community pharmacists do every day: partnering with patients, carers, and other health professionals to ensure medicines are used safely and effectively.

For more than 25 years, the Quality Care Pharmacy Program has provided the framework for community pharmacies to deliver safe, reliable, patient-focused care across Australia.

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