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MEDIA RELEASE

Revised Quality Care Pharmacy Program

Community pharmacy's Quality Care Pharmacy Program has been updated and revised to meet the changing business and practice environment of community pharmacies.

This marks a major innovation and simplification in the Quality Care Pharmacy Program while maintaining its acknowledged position as the quality management system for community pharmacies in Australia.

The revised QCPP Requirements have been simplified by reducing the current 18 elements into five intuitive domains.

The domains are aimed at supporting business growth and encouraging continuous quality improvement and innovation.

The five key domains in the revised program are:

- Business Management and Governance
- Human Resources
- Premises, Infrastructure and Stock
- Customer Experience
- Pharmacy Services

Community pharmacist Nick Panayiaris said the new QCPP was designed to more effectively assess the unique business needs of each pharmacy.

"QCPP endorsed assessors will spend time understanding how each pharmacy business operates and then their feedback will focus on the strengths and positive observations in each pharmacy," Mr Panayiaris said.

"This feedback will also reflect the broadening of the scope of assessment in the new QCPP to more activities and services of the pharmacy."

The revised QCPP Requirements follow feedback from individual pharmacies, as well as input from business, management and pharmacy experts.

The result is a program that now provides greater flexibility for individual pharmacies while helping them innovate and grow.

Accredited pharmacies will continue to receive support and guidance on QCPP via telephone, email and online support service through the QCPP National Office.

The QCPP Knowledge Hub is being progressively updated to allow comparison between the current program and the revised QCPP.

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