



## Booking Your QCPP Assessment Q & A Information

### Why does the QCPP use the allocation model for assessments?

The allocation model for assessments is a requirement of the Joint Accreditation System of Australia & New Zealand (JAS-ANZ) and in order to meet the standards the QCPP must adopt this system.

QCPP is also aware of movement in the policies of the Australian Commission for Safety and Quality in Healthcare (ACSQH) that will likely make external accreditation a mandatory requirement.

### When will we be contacted about booking a QCPP assessment?

You will receive a letter and appointment form from the QCPP Assessments Team 14 weeks from your due date. A QCPP Assessor will contact you shortly after then to set a date. You can then complete your booking form and submit it to QCPP by email, fax or phone. It is best that you do this as soon as possible.

### When will QCPP assessments occur?

Assessments will be allocated up to three months before your pharmacy's due date. Your due date, and your accreditation cycle, will remain the same regardless of when your assessment occurs in the three month window.

### What if I need to make a change to my assessment time?

You should contact your Assessor to arrange an alternative date and time and they will advise QCPP of this change. Please be aware that your assessment date does not change the effective dates of your accreditation (unless you are lapsed or have never been assessed) so the closer your assessment is to your accreditation date, the better placed you are to enjoy the full 2 year accreditation.

Please note that changing an assessment with less than 7 days notice will incur a cancellation fee equivalent to the assessment and any travel costs already incurred.

We strongly encourage pharmacies to observe appointments set with the QCPP Assessors and QCPP as this helps prevent your accreditation lapsing and cause your pharmacy missing out on your Pharmacy Practice Incentives (PPI).

### How are QCPP Assessors being allocated to pharmacies?

QCPP Assessors will be allocated based on their proximity to pharmacies, and availability. One of the objectives of the Assessments Team is to reduce the amount of travel required by the QCPP Assessor. To this end, a QCPP Assessor may be allocated to several pharmacies which are near each other and due at a similar time.

ver03Jan2012

### Can I book my own QCPP Assessor?

No. However, if you have concerns about the QCPP Assessor assigned to you, contact Peter Reeves, National Manager, Assessments (see contact details box) and he will take your case under consideration.

In the instance where a special assessor arrangement is requested it should be noted that a maximum of 10 pharmacies from a group may be allocated to a single assessor. The assessor will be assigned by QCPP according to the allocation model.

### What is the cost of the assessment?

The cost for an assessment is \$852 inclusive of GST. An invoice will be posted to you by QCPP combining the cost of the assessment and your annual membership fee. This cost for assessment will be the national standard under the Assessor Allocation model.

There may also be instances when travel costs will apply (please see next question).

### Will we incur our assessors travel expenses under the allocation model?

The QCPP Committee has approved for the program to cover assessment travel costs provided that pharmacies accept their allocated assessor

Pharmacies and pharmacy groups who apply for (and are granted) special assessor arrangements may not be eligible to receive this travel subsidy and will have to pay for any travel costs associated with the assessment.

### What happens with remedial actions under the allocation model?

There are no changes to the system of remedial actions under the Assessor Allocation model. Pharmacies still have three months to complete their actions. Once the remedial actions are completed pharmacies should contact their QCPP Assessor who will confirm this with the QCPP.

### How do I dispute a remedial action?

You request a Remedial Review Request Form from your QCPP Assessor. When completed, this form should then be passed to your QCPP Assessor who will then provide comment and send it to the National Manager of Assessments for consideration.

### How do I request an extension on a remedial action?

If you have a good reason to request to an extension you can submit a request in writing, by email or fax. Requests should also be attention to the National Manager Assessments (details below)

#### QCPP ASSESSMENTS CONTACT DETAILS

**Phone** 1300 363 340  
*(please choose Option 1 - Assessments, when asked)*  
**Email** assessments@qcpp.com  
**Fax** 02 8088 7194

**Peter Reeves**  
**National Manager Assessments**  
The Pharmacy Guild of Australia  
PO Box 7036 Canberra Business Centre  
ACT 2610 Australia



## Quality Care Pharmacy Program

An initiative of The Pharmacy Guild of Australia

Supporting Excellence in Pharmacy

Level 2, 15 National Circuit  
Barton ACT 2600  
PO Box 7036  
Canberra Business Centre  
ACT 2610 Australia

**T** 1300 363 340  
**F** 02 6270 1885  
help@qcpp.com  
www.qcpp.com

**TO: The Quality Care Coordinator**

### Booking a QCPP Assessment

The Quality Care Pharmacy Program (QCPP) is keen to make it even easier and more convenient for you to book your QCPP assessment. Therefore there are some changes to the booking and assessment process.

The process of booking QCPP assessments throughout Australia has been coordinated by QCPP since April 2010. The new system has been introduced to enable QCPP to meet the requirements of the Joint Accreditation System of Australia & New Zealand JAS-ANZ accreditation. It will also facilitate efficiencies in the way we use our QCPP Assessor workforce across the depth and breadth of Australia.

You will be pleased to know that you will still receive a reminder letter from QCPP a few months before your accreditation is due for renewal so you can prepare for the QCPP assessment. You will notice though, that your reminder letter will now include a booking form. You will be contacted by the QCPP Assessor allocated to you and they can assist you in completing your booking form. After you agree on a date with your QCPP Assessor and complete your booking form, all you need to do is contact QCPP Assessments and the booking will be recorded.

Apart from making the search for a QCPP Assessor easier, the new system also aims to decrease the travel charges you have to pay as your assessment appointment will be scheduled to coincide with other assessments in your area. In most instances, travel will be covered by QCPP.

Some Q & A information is included in this letter for your reference and the Assessments Team is also available through [assessments@qcpp.com](mailto:assessments@qcpp.com) and the QCPP Helpline on 1300 363 340 (please choose option 1 when prompted) to answer any queries you may have about booking an assessment.

We hope you are as excited as we are about QCPP and how it helps to achieve ongoing excellence in your pharmacy.

Yours sincerely

**Peter Reeves**  
**National Manager, Assessments**  
**Quality Care Pharmacy Program**

ver03Jan2012