

QCPP ASSESSMENT GUIDE

Contacting QCPP

- Phone 1300 363 340
- Website www.qcpp.com
- Email help@qcpp.com



Quality Care
Pharmacy Program

Supporting Excellence in Pharmacy

Introduction

This QCPP Assessment Guide highlights the actions and requirements which support your pharmacy for assessment.

This Guide has been developed for pharmacies as an example of what to expect on assessment day. Pharmacies will be required to produce evidence of policies, procedures and records already implemented for their assessor to view on assessment day.

Pharmacies should use this guide in consultation with the corresponding Element in the QCPP Requirements Manual for actions required to provide this evidence.

This Guide is a helpful tool but does not replace the need for a comprehensive review of the QCPP Standard.

Green and italic font indicates a non-mandatory item.

Element 1 - Compliance with Legal and Professional Obligations

- Completed T1A Legal and Professional Obligations Declaration
- Access to the current edition of the Professional Practice Standards and the Standards for the Provision of Pharmacy Medicines and Pharmacist Only Medicines in Community Pharmacy
- A developed P1A Confidentiality Policy signed by all staff members
- Access to The Australian Charter of Healthcare Rights
- Certificates of currency for workers' compensation, public liability and professional indemnity insurance
- All pharmacists have completed a self assessment against the Professional Practice Standards in the previous 12 months

Notes

Element 2 - Supply of Medicines, Medical Devices and Poisons

Review and action as required by the individual procedure or checklist. Refer to your QCPP Requirements Manual or QCPP Professional Services guide for more information.

Procedures to be established and followed

- P2A Dispensing Procedure
- P2B Brand Substitution Policy
- P2C Simple Compounding Procedure
- P2D Storing and Repackaging Cytotoxic Drug Products Procedure
- P2E Supplying Pseudoephedrine Policy
- P2F Supplying Medical Devices Procedure
- P2G Supplying Poisons Procedure
- P2H Clinical Interventions Policy
- P2I Interprofessional Collaboration Policy

Green and italic font indicates a non-mandatory item.

- P2J Return of Unwanted Medicines Procedure
- P2K Staged Supply Procedure

Checklists to be actioned

- T2A Distance Supply Checklist
- T2B Compounding Worksheet
- T2C Supplying *Pharmacy Medicines* and *Pharmacist Only Medicines* Checklist
- T2D Supplying Pseudoephedrine Checklist
- T2E Interprofessional Collaboration Checklist
- T2F Staged Supply Checklist
- T2G Clinical Interventions Checklist

Notes

Element 3 - Delivery of Health Programs and Services

Review and action as required by the individual checklist. Refer to your QCPP Requirements Manual or QCPP Professional Services guide for more information.

Checklists to be actioned

- T3A Opioid Substitution Program Checklist
- T3B Dose Administration Aids Checklist
- T3C Screening and Risk Assessment Checklist
- T3D Needle and Syringe Program Checklist
- T3E Smoking Cessation Service Checklist
- T3F Medication Management Review Checklist
- T3G Services to Residential Care Facilities Checklist
- T3H Health Promotion Checklist
- T3I Disease State Management Service Checklist
- T3J Medicine Adherence Checklist
- T3K In-pharmacy Medicine Review Checklist
- T3L Absence from Work Certificates Checklist
- T3M Vaccination Services in the Pharmacy Checklist

- Staff trained and/or qualified to deliver each program or service offered and noted on the T15B Staff Training Record
- Equipment required for program or service delivery is maintained as per T5B Equipment Calibration/Maintenance Schedule and Record
- Ensure you have completed all requirements as outlined in the checklist for the health program or service your pharmacy is delivering

Notes

Element 4 - Advertising and Promotions

- Ensure all advertising in the pharmacy complies with the Therapeutic Goods Advertising Code
- Ensure price lists comply with the Price Information Code of Practice and the P4A QCPP Price List Policy*

Notes

Element 5 - Pharmacy Premises and Equipment

- Ensure you comply with the T5A Pharmacy Appearance Checklist
- Ensure all *Pharmacy Medicines and Pharmacist Only Medicines* are in the professional services area and non-health related products are removed
- An established P5A Monitoring Refrigerator Temperature Procedure is followed and the minimum and maximum temperatures of the QCPP compliant dispensary refrigerator is checked and logged in the T5C Refrigerator Temperature Record
- Complete your Cold Chain Testing requirements and maintain copies of your certificate
- Ensure equipment is calibrated and maintained according to the T5B Equipment Calibration/Maintenance Schedule and Record
- Ensure the temperature in the professional services, trading and storage areas does not exceed 25°C
- Maintain lighting levels in excess of 400 Lux*
- Access into and within the pharmacy caters for people with mobility aids*
- An explanation of the tenancy lease conditions to indicate there are no restrictions on the ability of the pharmacist to stock products or provide services*
- 24 hour access to the pharmacy by a pharmacist
- Display 'Pharmacist on Duty' sign in a public area

Notes

Element 6 - Operating an Effective and Sustainable Business

- T6A Customer Survey completed for the past 12 months*
- A developed and followed P6A Purchasing Policy and a developed and followed P6B Pricing Policy and pricing structure*
- A system for reporting and forecasting budgets, income and expenses*
- Proof that total business performance has been analysed and an explanation of any action taken, including the valuation of stock on hand
- Pricing policy, income, costs, budget forecast and profit and loss analysis is reported to all owners within the previous 12 months
- Business continuity plan developed from risk assessment through T6B Business Plan*

Notes

Element 7 - Complying with and Improving the Quality Program

- Determine who will be responsible for all matters to do with QCPP and complete the T7A QCPP Coordinator Responsibilities position description
- An established P7B Maintaining QCPP Material Procedure is followed
- Determine when procedures and templates will be reviewed with P7C Reviewing Procedures and Templates Procedure and complete the T7B Procedure and Template Review Schedule and Record
- Develop and implement the P7D Incident Reporting Procedure for the recording, reporting and resolving dispensing errors and other significant errors, omissions, incidents or non-compliances
- Record incidents against the T7C Incident Register and T7D Incident Report
- Develop and implement the P7E Improving the Business Procedure that includes identification of opportunities for improvement and risk management principles

Notes

Element 8 - Requirements for Pharmacy Stock and Services

- Ensure there are no tobacco, smoking related products or implements or alcoholic beverages sold or promoted in the pharmacy
- Establish a P8A Undertaking Department Stock and Consumables Checks Procedure and check, remove and dispose of out of date stock as per your T8A Stock and Consumables Checking Schedule

Notes

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

- Develop a P9A Receiving, Unpacking, Pricing and Storing Stock Procedure
- Develop and implement a procedure for ordering stock
- Implement the P9B Product Recall Procedure in the event of a recall notice and the P9C Price Discrepancy Policy which details how to deal with any discrepancy between a displayed price and the point of sale system
- Ensure staff understand only Therapeutic Goods can be stored in the dispensary refrigerator
- A procedure developed to determine how the pharmacy will deal with the disposal of expired or unwanted products and materials*

Notes

Element 10 - Hiring Out of Equipment

- Develop and implement the P10A Hiring Equipment Procedure
- Follow the P10B Acquisition of a New Piece of Hire Equipment Procedure before hiring out any recently purchased equipment
- Complete the T10A Hire Agreement with customers as equipment is hired and record transactions on the T10B Equipment Data register
- Determine the cleaning, inspection and maintenance regime for each item in the P10C Repair/Service Equipment Procedure and record on T10B Equipment Data

Notes

Element 11 - Customer Service

- Develop the P11A Staff Dress and Behaviour Policy and issue any clothing or badges which are required
- Publicly display the Community Pharmacy Service Charter
- Develop the P11B Customer Service Policy and train staff on the P11C Dealing with Customers Procedure
- Implement the P11D Payment Policy and P11E Processing Sales Procedure
- Develop and apply the P11F Deliveries by Pharmacy Staff Procedure and maintain the T11A Deliveries Register
- Develop the P11G Selecting Third Party Service Provider Policy and ensure any current providers adhere to the selection process
- Use the T11B Non-PBS Approval Sign template to inform consumers if PBS subsidies are not available
- Establish a procedure for directing customers to appropriate health professionals when the pharmacy is closed*

Notes

Element 12 - Recruiting Staff

- Develop and follow the P12A Employing Staff Procedure*

Utilise the following documents when employing new staff

- T12A Position Description
- T12B Selection Criteria*
- T12C Application for Employment*
- T12D Reference Check*
- T12E Offer of Employment
- T12F Letter to Unsuccessful Applicants*

Notes

Element 13 - Inducting Staff

- Develop an induction program which is outlined in the P13A Inducting Staff Procedure
- Provide each new staff member with a T13A Induction Checklist and retain on employee file when completed

Notes

Element 14 - Managing Staff

- Determine how staff performance will be reviewed and develop P14A Staff Disciplinary Policy and P14C Conducting a Performance Review Procedure to support the system*
- Detail any staff discipline on the T14B Record of Interview template*
- Display the T14A Staff Roster in a prominent position for all staff to access
- Develop and implement a P14D Workplace Grievance Procedure
- Maintain personnel files for each staff member

Notes

Element 15 - Ongoing Staff Training

- Determine the training needs of staff within the pharmacy and develop a P15A Staff Training Procedure and maintain an annual T15A Training Plan for staff members
- Record any staff training on the T15B Training Record and maintain evidence. Includes relevant Element 2 and 3 checklist required training

Notes

Element 16 - Dismissals and Resignations

- Develop P16A Actions When Staff Leave Procedure
- Develop an exit interview template using T16A Staff Counselling Interview*
- Record that the T16B Statement of Service and a copy of their T15B Training Record was offered to departing employees

Notes

Element 17 - Maintaining Safety and Security

Procedures to be established and followed

- P17A Armed Robbery Response
- P17B Bomb Threat Response
- P17C Extortion or Threatening Demand Response
- P17D Responding to Fire
- P17E Accident Response
- P17F Medical Emergency Response
- P17G Opening the Pharmacy
- P17H Closing the Pharmacy
- P17I Preventing Shoplifting
- P17J Apprehending Shoplifters
- P17K Bag Inspections
- P17L Cash Control
- P17M Staff Purchases Policy
- P17N Identifying Physical Hazards
- P17O Manual Handling
- P17P Responding to Smoking in the Pharmacy
- P17Q Responding to Undesirable Customer Behaviour
- P17R Testing Safety Systems

Templates to be customised

- T17A Description of Offender
- T17B Bomb Threat Checklist (displayed)
- T17C Bag Inspection Sign (displayed)
- T17D Loss Prevention Checklist
- T17E Safe Lifting Wall Chart (displayed)
- T17F Testing Safety Systems Schedule

- Determine which staff members have current First Aid and/or Mental Health First Aid certificates*

Notes

Element 18 - Information Technology

- Determine who needs access to IT resources and set access levels as per P18A Computer Access and Security Procedure
- Establish a P18B Data Backup Procedure and maintain daily T18A Backup Schedule and Record
- Determine how you will protect your computers from attacks and implement T18B Pharmacy Information Schedule
- Confirm effectiveness of computer system layout and suitability to workflow*
- Acquire and set up equipment and software as required in the pharmacy such as internet access, email, document software or faxes

Notes

Are You QCPP Ready?

Before your QCPP Assessment

- Visit the QCPP Knowledge Hub for up to date information regarding your upcoming assessment
- Review QCPP materials and ensure your Requirements Manual (blue folder) includes all updates
- Review your Operations Manual (e.g. green folder or intranet) and update documents as necessary
- Ensure you have a QCPP compliant vaccine refrigerator and test the daily maximum and minimum temperatures
- Complete your Cold Chain Testing Centre requirements and maintain copies of your certificate
- Review staff training plans and ensure the necessary training requirements have been met in time for assessment
- Confirm your evidence required at assessment is available on the day of assessment

After your QCPP Assessment

- Provide evidence that remedial actions have been completed to your assessor as soon as possible, no later than three months after assessment
- Finalise payment of the QCPP invoice

Are you
QCPP
ready?

