



Enquiries to: [REDACTED]
Director
Monitored Medicines Unit
Telephone: [REDACTED]
File Ref: C-ECTF-235018

Queensland Health

Dr Brett Dale
Chief Executive Officer
Australian Medical Association Queensland
PO Box 123
RED HILL QLD 4059

Email: [REDACTED]

Dear Dr Dale

As per my letter dated 16 February 2023, I am writing to provide you with an update regarding QScript following the completion of approximately 250 individual QScript audits to date and the analysis of responses received in response to a 'Reminder: Requirement to check QScript (prescriber)' (education email) sent to prescribers on 3 February 2023.

Key outcomes from the education email include the following as per the attached graphs (Attachment 1):

- An increase in percentage of medical practitioners registered for QScript from 71% on 1 December 2022 to 74% on 4 May 2023.
- A 53.7% increase in QScript patient searches from December 2022 (announcement of the commencement of monitoring compliance with the requirement to check QScript) to March 2023.
- A 43.2% increase in QScript patient profile views from December 2022 to March 2023.
- An increase in the level of compliance with section 41 of the *Medicines and Poisons Act 2019* (the requirement to check QScript in certain circumstances). It is noted that the instances of 11 and above patient not look up (NLU) events per month have decreased from 51% in September 2022 to 37% in April 2023.

In addition, a QScript system feedback report collating stakeholder feedback on the design, performance and functionality of QScript has been prepared and will be provided to the QScript vendor, the Commonwealth Department of Health and Aged Care and eHealth Queensland for consideration. It is noted that any improvements to QScript are subject to technical, legal, contractual, and funding constraints and dependencies. Therefore, education and compliance activities should continue noting that the legislation includes a reasonable excuse provision.

The outcomes of the individual audits enabled improvements to be made to the QScript NLU reporting tool, which will increase the accuracy of future NLU reports. Responses from prescribers also identified key information that needs to be included in future correspondence.

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It is proposed that the next stage of the QScript NLU Strategy for prescribers will commence on 1 July 2023, based on the review period from 1 June 2023 to 30 June 2023. The focus of the next stage of the NLU Strategy will be:

1. Prescribers who have been identified as prescribing monitored medicines who are still not registered for QScript
2. Prescribers who are registered for QScript who did not look up QScript on 11 or more occasions during the review period.

The increased compliance threshold should account for occasions when QScript functionality issues prevented prescribers from checking QScript. Individual audits of non-compliance will not be provided as the purpose of the email will be to remind prescribers of the requirement to check QScript and ensure they are aware of all available information to assist with compliance with the legislation.

The education emails will include a QScript Frequently Asked Questions document which will include information addressing key issues raised following the initial education email. Feedback from stakeholders about the timing of the February 2023 education email has also been taken into consideration, and future education emails will be sent during working hours.

Further advice will be provided when available regarding the outcomes of the consultation undertaken regarding the current mandatory legislative requirements for particular health practitioners to check QScript and comply with the Monitored Medicines Standard in certain circumstances.

If you have any comments in relation to the proposed continuation of the QScript NLU Strategy, please provide feedback to [REDACTED] Director, Monitored Medicines Unit, Department of Health, on telephone [REDACTED] or via email at [REDACTED] **by 9 June 2023.**

Yours sincerely



Nick Steele
General Manager
Queensland Public Health and Scientific Services
Queensland Health
18 / 05 / 2023

Attachment 1: QScript Update – May 2023