



Queensland Health

Queensland GP Alliance Secretariat

I am writing to advise that the Queensland Community Pharmacy Scope of Practice Pilot (the Pilot) has now commenced, with the first pharmacists and pharmacies authorised to provide Pilot services at a range of locations including across Mackay, Townsville and Cairns.

The aim of the Pilot is to increase access to high-quality, integrated, and cost-effective primary healthcare services for Queensland communities. The Australian Government Productivity Commission identified that using pharmacists, and other health professionals, to their full scope of practice is an efficient and effective way to improve access to healthcare delivery and lessen the impacts of workforce shortages and distribution problems, particularly in regional and rural communities.

Although the first tranche of pharmacists and pharmacies delivering Pilot services are predominantly located within North Queensland, there will be a phased state-wide roll out of Pilot services across the next 12 months as pharmacists from across the state complete the required education and training.

The Pilot will continue until June 2026 and will evaluate how an expanded role for community pharmacists can increase access to high-quality primary healthcare services for Queensland communities.

The Pilot will be subject to an independent evaluation that has been developed in collaboration with consumers and key stakeholders. This evaluation is aligned to the Australian Institute of Health and Welfare dimensions of sustainability, appropriateness and safety and health systems performance that include accessibility, continuity, effectiveness, and efficiency.

It is important that stakeholders that may provide care to patients who have accessed treatment as part of the Pilot are aware of the types of services that may be provided, and the quality and safety processes that are in place to support Pilot service delivery.

I would appreciate you distributing this letter to all members and relevant stakeholders represented by the Queensland GP Alliance to ensure that they are made aware of:

- the services that may be provided as part of the Pilot;
- quality and safety measures in place for the Pilot, including how to provide feedback or report an incident that may have occurred as a result of Pilot services; and
- where to find more information about the Pilot.

Pilot services

Pharmacists who are approved to participate in the Pilot are able to provide services within three categories:

1. Medication management services including therapeutic adaptation, therapeutic substitution and continued dispensing.
2. Autonomous prescribing for specified acute common conditions and health and wellbeing services:
 - a. Gastro-oesophageal reflux and gastro-oesophageal reflux disease
 - b. Acute nausea and vomiting
 - c. Allergic and nonallergic rhinitis
 - d. Impetigo
 - e. Herpes zoster (shingles)
 - f. Mild to moderate atopic dermatitis
 - g. Acute exacerbations of mild plaque psoriasis
 - h. Mild to moderate acne
 - i. Acute wound management
 - j. Acute diffuse otitis externa
 - k. Acute otitis media
 - l. Acute mild musculoskeletal pain and inflammation
 - m. Smoking cessation
 - n. Hormonal contraception
 - o. Oral health screening and fluoride application
 - p. Travel health
 - q. Management of overweight and obesity
3. Protocol/structured prescribing as part of a chronic disease management program:
 - a. Cardiovascular Disease Risk Reduction Program for type 2 diabetes, hypertension and dyslipidaemia
 - b. Improved Asthma (and exercise-induced bronchoconstriction) Symptom Program
 - c. Chronic Obstructive Pulmonary Disease (COPD) Monitoring Program

Queensland Health has developed [clinical practice guidelines and protocols](#) to guide pharmacist management of all conditions and services included within the Pilot. These clinical practice guidelines and protocols detail the parameters of the pharmacist intervention or service, including requirements for assessment and investigations, therapeutic and non-therapeutic management, monitoring and review, and clear points of referral and collaboration with general practitioners and other members of the multidisciplinary health care team.

Quality and safety measures

Patient safety has been a fundamental and important consideration throughout the design of the Pilot. To ensure the quality and safety of services provided under the Pilot, robust mechanisms have been established within a Quality and Safety Framework to monitor and manage quality and safety indicators during the Pilot. This includes clear processes and systems to identify, report and manage clinician and consumer concerns, feedback, or incidents. Ongoing surveillance and monitoring of indicators related to the quality and safety of the Pilot, including the prescribing patterns of antimicrobials for specified conditions, are also included within the Quality and Safety Framework.

Queensland Health has published [Participation Requirements](#) that must be met by both pharmacists and pharmacies to be approved to participate in the Pilot. Pharmacists are required to complete an approved training program, which includes a prescribing training component for non-medical practitioners, a clinical training component that covers assessment, diagnosis and management of the conditions included in the Pilot, and accredited professional development in working with First Nations communities.

Pharmacies are required to have a private consultation room for patient privacy and to ensure confidential conversations and patient examinations can be appropriately conducted.

Queensland Health has developed a Pilot [feedback and incident form](#) to allow consumers, clinicians and other external stakeholders to provide feedback about their experience of the Pilot and report clinical incidents that may be related to services provided as part of the Pilot.

Hormonal Contraception Pilot

As you may be aware, on 21 March 2024 the Minister for Health, Mental Health and Ambulance Services and Minister for Women announced a new training pathway which will allow pharmacists across the state to undertake specific training to prescribe some forms of hormonal contraception to women and girls aged over 16, as part of a new Community Pharmacy Hormonal Contraception Pilot.

Although a hormonal contraception service is currently within the scope of the broader Queensland Community Pharmacy Scope of Practice Pilot, this announcement will mean that from July 2024, additional pharmacists across the state will be able to provide a hormonal contraception service.

If you have any further questions or comments regarding the Pilot, you can access information on the [Queensland Health Pilot webpage](#) or contact the project team via email at QLD-PharmacyScopePilot@health.qld.gov.au.

Yours sincerely

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23/04/2024