



Community Pharmacy Roadmap Program Development Template

Program/Service	Community Pharmacy Service Charter
Quadrant	A – Prescribed Medicines – Services and Programs
1. Program/Service Description	
a) Background	<p>As part of the Fifth Community Pharmacy Agreement (5CPA), a Patient Service Charter was developed to ensure patients are aware of the level of service they should expect from their community pharmacy. The Charter is known as the ‘Community Pharmacy Service Charter’.</p> <p>Since July 1, 2011 the Community Pharmacy Service Charter has formed part of a community pharmacy’s accreditation under the Quality Care Pharmacy Program (QCPP). That is, pharmacies are required to display and comply with the Community Pharmacy Service Charter in order to be accredited under the QCPP.</p>
b) Brief Description	<p>The Community Pharmacy Service Charter is a document which aims to inform patients and consumers of their rights, as well as the quality of health services they can expect to receive from their community pharmacy. It incorporates the key principles of access, safety, respect, communication, participation, privacy and (right to) comment. The Charter is based on the Australian Charter of Healthcare Rights and has been adapted to community pharmacy after consultation with consumers, carers and other groups.</p> <p>The Customer Service Statement has been developed in conjunction with, and forms part of, the Community Pharmacy Service Charter. It provides customers with information about the pharmacy and what specific professional services are offered. As a minimum, the Customer Service Statement must contain the pharmacy name, opening hours and alternative/afterhours services, pharmacy contact details, and the services provided in the pharmacy.</p> <p>Both the Charter and Statement should be on public display in QCPP-accredited community pharmacies.</p>
c) Alignment with Government Policy	<p>The Community Pharmacy Service Charter is based on the Australian Charter of Healthcare Rights (ACHR) and modified for applicability to community pharmacy. The ACHR summarises the basic rights that patients and consumers are entitled to receive when accessing health care services throughout Australia, and was endorsed in July 2008 by the Australian Health Ministers, with its use recommended nationwide.¹ The Community Pharmacy Service charter also aligns with the National Medicines Policy², promoting the Quality Use of Medicines.</p>
d) Expected Outcomes for Government and Community Pharmacy	<p>From a government perspective, the Community Pharmacy Service Charter means improved consistency and transparency of service provision in the Australian community pharmacy sector. The Charter stipulates the standard and types of services a community pharmacy provides to the consumer, and compliance with it is required for QCPP accreditation- this is significant, as over 90% of community pharmacies nationwide are QCPP-accredited. (At 31 October 2011)</p> <p>From a pharmacy perspective, clear display and adherence to an auditable standard, based on a national health care charter, further raises the professional image and profile of community pharmacy. This consolidates the high level of trust the community has in the sector, which remains its most valuable intangible asset, and provides the foundation for expansion into more professional services in the future.</p>

¹ See: www.health.gov.au/internet/safety/publishing.nsf/content/MediaRelease_2008-07-23-CharterOfRights

² See: www.health.gov.au/internet/main/publishing.nsf/Content/National+Medicines+Policy-1

e) Consumer Benefits	The Charter and Statement means consumers are more likely to be aware of the services offered by their community pharmacy, and more confident in discussing them with the pharmacist and pharmacy staff. This reflects inclusive elements of the charter such as consumer participation and communication, applied to decisions made about health, medicines and related services. Raising public awareness of the Charter is expected to lead to consistent pharmacy performance.
f) Who Performs the Service	<ul style="list-style-type: none"> • Pharmacists • Pharmacy assistants
g) Collaboration with Other Health Care Professionals	<i>Is the service likely to require any formal collaboration with other healthcare professionals?</i> No.
2. Implementation and Enablers	
a) Stakeholder Consultation	<i>Representatives from the following bodies were consulted when developing the program:</i> <ul style="list-style-type: none"> • Consumer organisations • Government • GP organisations • Pharmacy organisations
b) IT Requirements	<i>Is pharmacy software required to deliver this program?</i> No.
c) Infrastructure and Staffing	<i>Is a private consultation area required to deliver this program?</i> No. <i>Is the program within the pharmacist's/pharmacy assistant's normal scope of practice?</i> Yes. <i>Is an additional pharmacist likely to be needed?</i> No.
d) Training	<i>What additional formal training is likely?</i> No additional training is required, although initial instruction on protocols and standards should be provided to pharmacy staff.
e) Supporting Standards, Procedures and Templates / Checklists	<i>Will a QCPP standard be required?</i> Yes. Since July 1, 2011, pharmacies have been required to display and comply with the Community Pharmacy Service Charter in order to be accredited under the QCPP. <i>Will professional guidelines and/or standards be required?</i> Not applicable. The Community Pharmacy Service Charter is based on the Australian Charter of Healthcare Rights (ACHR) and modified for applicability to community pharmacy. Professional Practice Standards apply to a wide range of more specific topics in pharmacy but do not apply to the Charter itself. <i>Will a service protocol be required?</i> Not applicable. A Customer Service Statement has been developed in conjunction with, and forms part of, the Community Pharmacy Service Charter. It provides customers with specific information about the pharmacy, including what specific professional services are offered. <i>Are there any national guidelines which need to be taken into account in developing the program to ensure consistency with best practice?</i> Yes.

	The Charter was modelled on the Australian Charter of Healthcare Rights.
f) Legislation / Regulation Implications	No changes to legislation required.
3. Funding	
Funding options	<p><i>Has any funding for this program been secured?</i></p> <p>Yes.</p> <p>The project is funded by the Australian Government Department of Health and Ageing as part of the (5CPA)</p>
4. Timelines	
Timelines	<p><input checked="" type="checkbox"/> Established community pharmacy practice</p> <p><input type="checkbox"/> Immediate to short-term implementation (< 30 June 2015)</p> <p><input type="checkbox"/> Medium-term implementation (1 July 2015 to 30 June 2020)</p> <p><input type="checkbox"/> Longer-term implementation (> 1 July 2020)</p>