

QCPP REQUIREMENTS MANUAL

OUTLINE OF UPDATES #2 – JULY 2012

The table below summarises the second release of updates to the QCPP Requirements Manual 2011 announced as of July 2012. Impact or action required demonstrates the key revisions a pharmacy would need to consider when being accredited against the QCPP Requirements Manual 2011. Previous manual updates and electronic versions of the following documents can be downloaded from www.qcpp.com.

Action, Procedure or Template	Change	Impact or action required
Table of Contents - PROCEDURES	Updated to reflect new versions of procedures/policies listed in this table.	Replace previous table of contents behind green Procedures tab in Requirements Manual with version 2.2.
Table of Contents - TEMPLATES	Updated to reflect new versions of templates listed in this table.	Replace previous table of contents behind red Templates tab in Requirements Manual with version 2.2.
ELEMENT 2 SUPPLY OF MEDICINES, MEDICAL DEVICES AND POISONS		
Element 2 Action 9	Checklist now referenced in <i>Procedures/Template</i> column (page 11)	T2G Clinical Interventions Checklist now referenced in Element 2, Action 9. Replace page 11 of the Elements (blue section) in Requirements Manual with version 2.1. Note: There are no changes to page 12 but as this section of the Manual is printed double-sided this page has also been reprinted.
ELEMENT 3 DELIVERY OF HEALTH PROGRAMS AND SERVICES		
T3K In-pharmacy Medicine Review Checklist	NEW checklist	This checklist has been developed to assist in the implementation of <i>MedsCheck</i> and <i>Diabetes MedsCheck</i> . Review new checklist (v2.0) and identify what actions need to be implemented to comply with QCPP requirements. Add checklist to Requirements Manual.
T3L Absence from Work Certificates Checklist	NEW checklist	Review new checklist (v2.0) and identify what actions need to be implemented to comply with QCPP requirements. Add checklist to Requirements Manual.
ELEMENT 4 ADVERTISING AND PROMOTIONS		
P4A QCPP Price List Policy	Minor correction	Introduction text amended to reflect requirement that pharmacies are not to change or should not develop their own QCPP Price List Policy. Replace previous policy in Requirements Manual and Operations Manual with version 2.1.
ELEMENT 10 HIRING OUT OF EQUIPMENT		
T10A Hire Agreement	Amendment to the <i>Conditions of hire</i> (page 2)	The following items have been removed from the <i>Conditions of hire</i> section to ensure consistency with legal advice: <ul style="list-style-type: none"> ▪ “If you fail to return the Equipment within 14 days of our demand for its return, you grant us your consent to enter your premises and remove and collect the Equipment...” ▪ “We have not given you any warranty or made any representation as to the condition, suitability, quality or fitness for purpose of the Equipment.” Replace previous template in Requirements Manual with version 2.1 and ensure pharmacy templates are modified accordingly.

ELEMENT 12 RECRUITING STAFF		
T12E Offer of Employment	Removal of <i>Pharmacy accreditation requirements</i> (page 3)	Pharmacy accreditation requirements section reflecting use of listening devices in the workplace has been removed to ensure compliance with Industrial Relations advice. Replace previous template in Requirements Manual with version 2.1 and ensure pharmacy templates are modified accordingly.
ELEMENT 13 INDUCTING STAFF		
P13B Workplace Surveillance	NEW procedure	This procedure enables workplace surveillance procedures, including the Mystery Shopper Program, to be communicated to all employees. Review new procedure (v2.0) and identify what actions need to be implemented to comply with QCPP requirements. Add procedure to Requirements Manual and the pharmacy's operations manual and communicate policy to <i>all</i> employees.
T13A Induction Checklist	Minor amendment	New procedures as per this update added to list of induction information to be provided to <i>all</i> employees. Policies and procedures reorganised in alphabetical order for easy reference. Replace previous template in Requirements Manual with version 2.1 and ensure pharmacy templates are modified accordingly.
ELEMENT 15 ONGOING TRAINING		
T15B Training Record	Minor amendment	All columns identified as mandatory through addition of an * in each column. Replace previous template in Requirements Manual with version 2.1 and ensure pharmacy templates are modified accordingly.