

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2010-11, 23 February 2011

Question: E11-010

OUTCOME 2: Access to Pharmaceutical Services

Topic: FIFTH COMMUNITY PHARMACY AGREEMENT

Written Question on Notice

Senator Siewert asked:

The Fifth Community Pharmacy Agreement will include a new Patient Service Charter, to be in place by 1 July 2011.

- a) Will there be public consultation on this Patient Service Charter?
- b) If yes, when will this consultation commence?

Answer:

- a) Consultation has occurred through peak pharmacy, consumer, and carer groups as well as related agencies and industry bodies (see (b)). The patient service charter is based on the Australian Charter of Health Care Rights (ACHR), which was developed by the Australian Commission for Safety and Quality in Healthcare, following an extensive public consultation process. It was endorsed by all Australian State and Territory Health Ministers in July 2008. This charter has been adapted for the community pharmacy setting.

Specific groups consulted were: Pharmacy Guild of Australia, Pharmaceutical Society of Australia, Program Reference Group to the Fifth Community Pharmacy Agreement, Carer's Australia, Consumers Health Forum, Australian Medical Association, Society of Hospital Pharmacists of Australia, Australian General Practice Network and Australian Association of Consultant Pharmacy.

- b) Consultation commenced in November 2010 and included various discussions, a workshop in December 2010, and feedback on the direction agreed at the workshop.