



1 September 2010

Media release

Look for the sign of quality

For Ask Your Pharmacist Week 2010 (29 August – 4 September), the Pharmacy Guild of Australia is encouraging consumers to look for Quality Care Pharmacy Program (QCPP) accredited community pharmacies. When you visit your community pharmacy, look for the QCPP sign.



The QCPP is a community pharmacy-specific quality assurance program that has been operating for more than 10 years. The QCPP sets world-class standards for pharmacy excellence and supports ongoing improvement in patient care. This ensures you consistently receive the best health care from your pharmacist and their highly trained staff.

The standards developed by the program ensure that Australian pharmacies are among the best in the world. Since the beginning of the program, nearly 5000 Australian pharmacies have registered with the QCPP and approximately 80 per cent of them are currently accredited.

The QCPP helps to ensure pharmacy assistants have the recognised training they need to provide the best advice and the best medicine for you. It also provides pharmacies with protocols and procedures on areas such as safety and storage. This is to ensure you receive the medicine that's right for you and you know how to take it safely and effectively. Accredited pharmacies also ensure your privacy and confidentiality are maintained, as the program provides guidelines on best practice when it comes to confidentiality and professional service.

Pharmacies which have been accredited through the QCPP:

- Have attained a high standard of excellence
- Are committed to making continual improvements to their practice
- Provide excellent customer care
- Have excellent staff

Look for the QCPP sign, your guarantee of excellence in service and care.

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