

6 October 2023

Dr Catherine McDougall  
Chief Medical Officer  
Clinical Excellence Queensland  
Queensland Health

[ama.com.au/qld](http://ama.com.au/qld)

88 L'Estrange Terrace  
Kelvin Grove 4059

PO Box 123  
Red Hill 4059

Ph: (07) 3872 2222  
Fax: (07) 3856 4727

[amaq@amaq.com.au](mailto:amaq@amaq.com.au)

ACN: 009 660 280  
ABN: 17 009 660 280

**Subject: Reporting mechanisms for state-wide community pharmacy pilot**

Dear Catherine,

As you are aware, doctors remain extremely disappointed at the government's decision to expand the North Queensland Pharmacy Scope of Practice Pilot (the 'NQ Pilot') state-wide.

AMA Queensland has repeatedly raised concerns about the threat the NQ Pilot poses to patient safety and the approach taken to its development by Queensland Health. The lack of genuine collaboration with the medical community has been of particular concern.

Our members have contacted us to express their dismay at the state-wide expansion and seek information about how they can report patient harms that will inevitably result from this hasty and reckless decision.

We seek your advice on the formal feedback mechanisms that will be put in place so all health professionals can report such instances after treating patients harmed under both this program and the state-wide UTI program. As you would be aware, the absence of this reporting mechanism during the initial pilot was one of the critical deficits in ensuring patient safety and program improvements.

It is essential that these feedback mechanisms are separate from, and in addition to, the complaints processes handled by the Office of the Health Ombudsman (the 'OHO') or the Australian Health Practitioner Regulation Agency ('Ahpra').

As you know, health professionals from all sectors report extreme reluctance to report their colleagues to the OHO or Ahpra due to a historical lack of trust in these agencies and recent distressing reports of clinician suicide as a direct result of regulatory processes.

We look forward to your response.

Yours sincerely



Dr Maria Boulton  
**President**  
AMA Queensland

Dr Brett Dale  
**Chief Executive Officer**  
AMA Queensland