



Queensland Health

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Dr Maria Boulton, President, and Dr Brett Dale,  
Chief Executive Officer  
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Dear Dr Boulton and Dr Dale,

Thank you for your letter dated 6 October 2023 in relation to reporting mechanisms for the state-wide community pharmacy pilot.

I acknowledge the concerns you raised, and share your commitment to ensuring that patients are provided with safe, high quality services across Queensland.

I am pleased to advise that the Quality and Safety Framework for the pilot has now been finalised and signed off by the Governance Board. As such, work will now progress on developing the processes and mechanisms to support its implementation, including the establishment of multiple mechanisms for consumers and health practitioners to provide feedback, and for this feedback to be managed, investigated, and responded to quickly and appropriately.

The development of the Quality and Safety Framework was informed by workshops held with a number of medical stakeholders, where incident management mechanisms were discussed in detail. All workshop participants were in agreement that robust reporting and escalation of feedback will be vital to the pilot's success.

Thank you again for your letter, and for your ongoing commitment to the care of Queenslanders.

Should you require any further information please don't hesitate to contact me via [REDACTED]

Yours sincerely

[REDACTED]  
A/Professor Catherine McDougall  
Chief Medical Officer

11 / 10 / 2023