



11 March 2011

Ms Beryl Janz
Assistant Secretary
Community Pharmacy Branch
Pharmaceutical Benefits Division
Australian Government Department of Health & Ageing
MDP 901
GPO Box 9848
CANBERRA ACT 2601

Dear Ms Janz

Development of a Service Charter for Community Pharmacy

Thank you for the invitation to the Australian Nursing Federation (ANF) to participate in the formulation of a Service Charter for Community Pharmacy, being developed under the Fifth Community Pharmacy Agreement (the Fifth Agreement).

With a membership of over 200,000 the ANF is the largest professional and industrial organisation in Australia for nurses, midwives and assistants in nursing. Members of the ANF are employed in a wide range of settings in urban, rural and remote locations in both the public and private sectors.

The core business of the ANF is industrial and professional representation of our members and of the professions of nursing and midwifery.

The ANF participates in the development of policy relating to nurses and midwives on issues such as: practice, professionalism, regulation, health and aged care, community services, veterans' affairs, education, training, workforce, socio-economic welfare, occupational health and safety, industrial relations, social justice, human rights, immigration and migration, foreign affairs and law reform.

Given the numbers of ANF members across all areas of the health and aged care sectors, our organisation has an intense interest in the quality use of medicines, including the supply and procurement of medicines and other therapeutic products from community pharmacies. In many instances, such as community and aged care settings or in rural areas, nurses and midwives work very closely with their community pharmacist colleagues. In addition, these nurses and midwives are often in a position of liaising between inpatients or community members and the local pharmacist.

The ANF has reviewed the draft documentation provided and notes that

The charter is expected to provide patients, consumers, carers and advocates information on the rights and responsibilities of consumers and pharmacists, and the service they can expect to receive when visiting a community pharmacy.

Given the broad range of people for whom the Charter is intended, the ANF suggests that there would be greater clarity if the title were to be amended to read *Customer Service Charter for Community Pharmacy*.

Concepts for the Charter: The preferred option for format of the Charter is Option 2 (currently headed 'Service Charter for Community Pharmacy') as this layout is less 'busy' and takes the eye of the reader more easily to the important components of the document. Contact details need to be added to the information at the bottom of the page and it is noted that this will occur in the finalised Charter. Option 3 should not be used as it could be mistaken for the actual *Australian Charter of Healthcare Rights (ACHR)*. It would be expected that the ACHR would appear alongside copies of the finalised Community Pharmacy Charter, when displayed in pharmacies.

Statement of Services: The ANF supports the development and provision of such a statement. The draft appears to carry all necessary information.

Brochure: The images used in both the Charter and the Brochure should reflect the Community Pharmacy setting. No other comments for additions or deletions.

The ANF looks forward to learning of the progress of the development of the Community Pharmacy Charter so that we can disseminate information to our members.

Should you require any additional information or wish to discuss this matter further please contact Elizabeth Foley, Federal Professional Officer, on (03) 9602 8500 or elizabethf@anf.org.au.

Yours sincerely,



Lee Thomas
Federal Secretary

The industrial and professional organisation for nurses and midwives in Australia

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