

**Project to:**

# **Review the Pharmacy Business Licence Application and Renewal Processes in Victoria**

14 December 2016

For: the Victorian Pharmacy Authority

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# 1. Background

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The Victorian Pharmacy Authority (the Authority) is responsible for the administration of the *Pharmacy Regulation Act 2010* (the Act) which provides for the regulation of pharmacy businesses, pharmacy departments and pharmacy depots. The Act requires the owners of pharmacy businesses, pharmacy departments and pharmacy depots to hold a licence and the premises of pharmacy businesses, pharmacy departments and pharmacy depots to be registered.

The Authority has the following functions:

- to license a person to carry on a pharmacy business or a pharmacy department;
- to register the premises of a pharmacy business, pharmacy department or pharmacy depot;
- to issue standards in relation to the operation of pharmacies, pharmacy businesses, pharmacy departments and pharmacy depots;
- to advise the Minister on any matters relating to its functions;
- to give to the Minister any information reasonably required by the Minister;
- to keep a public register; and
- any other function conferred on the Authority by or under the Act or any other Act.

In terms of public safety and licensing, the Authority assesses risks relating to:

- eligibility (to be granted a licence) to be critical;
- facilities and management to be critical; and
- commercial arrangements with third party service providers to be moderate.

The Authority wishes to examine if risks relating to eligibility and third party commercial arrangements are adequately managed and if its current application of resources is proportionate to the risks.

The Authority considers that a thorough review of the process is timely considering contemporary pharmacy ownership arrangements.

This project requires independent specialists to undertake a review of, and provide advice to the Authority regarding pharmacy business licence application and renewal processes to ensure the Authority can be satisfied that it has adequate information to determine applications in the contemporary pharmacy ownership environment. The Authority has engaged *PharmConsult* to conduct the project.

## 2. Objectives

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The objective of the project is to review pharmacy business licence application and renewal processes to ensure that the information required is adequate to enable the Authority to determine applications in the contemporary pharmacy ownership environment.

## 3. About *PharmConsult*

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*PharmConsult* has specialist knowledge of Australian pharmacy and related legislation and the current issues related to both, has experience in stakeholder consultation and market research, and has ability to synthesise information from a variety of sources to produce coherent and practical advice.

### 3.1. Knowledge of Australian pharmacy and legislation

*PharmConsult* has significant knowledge of Australian pharmacy through the consulting work it has completed and the experience of its consultants all of whom are registered pharmacists. *PharmConsult* also has some understanding of the medicines and pharmacy regulatory environments having completed projects such as to:

- develop draft standards for the approval of pharmacy departments for the Pharmacy Board of Victoria;
- conduct compliance assurance procedures at community pharmacies associated with the medication management review services funded through the 5th Community Pharmacy Agreement for the Commonwealth Department of Health;
- estimate implementation and maintenance costs for a proposed 'universal authority system' for regulating controlled drugs in South Australia for Public Health and Clinical Systems, Drugs of Dependence Unit, South Australian Health;
- provide business analysis services for the Real-Time Prescription Monitoring (RTPM) System in Victoria Project in collaboration with HMA for the Victorian Department of Health and Human Services;
- develop a medication chart to be used for PBS prescribing, dispensing and claiming, for the Australian Commission on Safety and Quality in Health Care; and
- provide advice on the electronic medication management and the patient medication order components of the JCare system for Justice Health Victoria.

### 3.2. Experience in stakeholder consultation and market research

*PharmConsult* has extensive experience in market research, having completed market research projects for over 20 companies or organisations.

### 3.3. Consulting team

The consulting team for this Project includes:

**Michael Ryan**, Director, *PharmConsult* (Project Director). Michael has extensive experience in pharmacy services, pharmaceuticals distribution and pharmacy practice research including as a director of pharmacy in both public and private hospitals.

**Tracey Nayler**, *PharmConsult* pharmacist and consultant (Project Manager). Tracey draws upon 20 years of experience in the pharmacy and health sectors. Tracey has considerable experience managing hospital pharmacy services, particularly in the clinical services management area. Tracey has also worked with a number of health agencies on jurisdiction-wide medicines management and medicines logistics programs and has held management roles in public and private hospitals and more recently completed projects as a senior project manager for Queensland Health including in Medication Services Queensland.

**Rosina Guastella**, *PharmConsult* pharmacist and senior consultant (Project Support). Rosina has over 20 years' experience in providing pharmacy services in community, public and private hospitals settings. She has also worked in professional development areas for both the Pharmaceutical Council of Western Australia and the Pharmaceutical Society of Australia (Vic. Branch).

**Ian DeBoos**, *PharmConsult* associate (market research). Ian is a qualified market researcher and a registered pharmacist. Ian will assist in designing the discussion guide and in the depth interviews as required.

More information on *PharmConsult* can be found at: [www.pharmconsult.com.au](http://www.pharmconsult.com.au)

## 4. Methodology

To meet the objectives of the Review, a seven stage approach will be employed. The stages are:

- a) project establishment;
- b) review of current licence application forms and processes;
- c) stakeholder consultation;
- d) synthesis and analysis of findings;
- e) a mid-project meeting;
- f) further stakeholder consultation to discuss options for changes; and
- g) preparation of draft and final reports.

## 5. Timetable

The following is a summary of dates for completion of key stages of the review:

Activity	To be completed by:
Complete the review of current licence application forms and processes	30/1/17
Complete the first round of stakeholder consultations	20/2/17
Complete the Mid Project Meeting	31/3/17
Complete the second round of stakeholder consultations	13/4/16
Deliver the Final Report to VPA	8/5/17

Michael Ryan,  
Managing Director  
PharmConsult Pty Ltd

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