

2024 Victorian Pharmacy Authority Guidelines – Summary of changes

Number	Title	Change
i	Introduction	Minor edits
ii	Key terms	Updated
G1.	Licensee responsibilities	
G1.1	Compliance	
G1.1.1	<i>The Act, VPA Standards and conditions</i>	Updated: Responsibilities of licensees in relation compliance with Act and Standards.
G1.1.2	<i>Legislation and good pharmacy practice</i>	No change
G1.1.3	<i>Management of medicines and poisons</i>	Updated: To reflect key requirements of Drugs and Poisons legislation.
G1.2	Management	
G1.2.1	<i>Pharmacist regularly and usually in charge</i>	Updated: To expand on responsibilities and expectations of pharmacists in charge. Guideline that a pharmacist cannot be the pharmacist in charge at more than one pharmacy has been reinstated.
G1.2.1.1	Display of names	Updated: Detail added to reflect public expectation that the names of pharmacists who are company directors should be displayed. Detail added confirming display of names on walls or as name badges is compliant.
G1.2.2	<i>Registration status of employed pharmacists</i>	No change
G1.2.3	<i>Qualifications and training of staff</i>	Updated: To include terminology for dispensary assistants/technicians which aligns with the Pharmacy Board and current use in both community and hospital settings. Also, to reflect current requirements of the Department of Health for the administration of vaccines and refer to the Victorian Pharmacist-Administered Vaccination Program Guidelines.
G1.2.4	<i>Workforce</i>	
G1.2.4.1	Community pharmacies	Updated: To remove specific reference to opening hours, number of dispensary technicians which can be supervised and requirements for workloads over 200 prescriptions per day. Reference to Pharmacy Board guidelines added.
G1.2.4.2	Hospital pharmacy departments	Minor edits: Some terminology updated
G1.2.5	<i>Professional and legal obligations</i>	Updated: With reference to Board guidelines and VPA guidelines on policies and procedures
G1.2.6	<i>Reference texts</i>	No change
G1.3	Records	
G1.3.1	<i>Records relating to pharmacy services</i>	Updated: To include reference to electronic records

G1.3.2	<i>Privacy of records</i>	Updated: General privacy requirements have been moved to G2.4.10 and cyber security guidance has been added.
G1.3.3	<i>Records for Schedule 8 and Schedule 9 poisons</i>	Updated: Reference added: Link to drugs and poisons guidance documents added.
G1.4	Policies and procedures	
G1.4.1	<i>Relevant policies and procedures</i>	New guideline
G1.4.2	<i>Maintenance of policies and procedures</i>	New guideline
G1.4.3	<i>Procedures available and followed</i>	New guideline
G1.5	Quality improvement and risk management	
G1.5.1	<i>Monitoring and review of pharmacy services</i>	New guideline
G1.5.2	<i>Incident monitoring and investigation</i>	New guideline
G1.5.3	<i>Risk management</i>	New guideline
G2.	Premises	
G2.1	Essential and ongoing requirements	
G2.1.1	<i>Compliance with the Schedule to the Act</i>	New guideline: Reference to the Schedule to the Act has been included along with a link to access the legislation.
G2.1.2	<i>State of the premises</i>	New guideline: Information has been added in relation to the importance of this standard and the association between clutter and lack of cleanliness
G2.1.3	<i>Access to premises</i>	No change
G2.1.4	<i>Local government planning permits</i>	No change
G2.2	Alterations	
G2.2.1	<i>Alterations to registered premises</i>	Minor edit: To include alterations to compounding rooms.
G2.3	Security	
G2.3.1	<i>Doors, windows, skylights and ceilings</i>	Amended: Specifically, the guidance relating to locking systems for perimeter doors and measures to prevent entry through ceilings or roofs. Also, the addition of reference to swipe card access systems.
G2.3.2	<i>Perimeter security</i>	No change
G2.3.3	<i>Alarms</i>	No change
G2.4	Design, layout and condition	
G2.4.1	<i>Dispensary activities</i>	Minor edit: To include reference to swipe cards
G2.4.2	<i>Dispensary requirements</i>	Restructured: To bring together requirements for both pharmacies and pharmacy departments in one section.
G2.4.2.1	Dispensary area in pharmacies	No change
G2.4.2.2	Dispensary area in hospital pharmacy departments	Updated: To include latest design guidance for hospital pharmacy dispensary areas. Also, minor updates to terminology.
G2.4.3	<i>Lighting and temperature control</i>	Updated: To refer to refer to the <i>National Vaccine Storage Guidelines 'Strive for 5'</i> in place of Appendix 4 which has been removed
G2.4.4	<i>Hygiene and infection prevention</i>	New guideline
G2.4.5	<i>Professional service area in a pharmacy</i>	No change
G2.4.6	<i>Counselling areas</i>	No change
G2.4.7	<i>Consultation rooms</i>	No change
G2.4.8	<i>Client waiting area</i>	No change
G2.4.9	<i>Activities not to be included in the dispensary</i>	No change

G2.4.10	<i>Privacy Requirements under the Schedule to the Act</i>	New guideline: Content under this guideline has been consolidated from previous guidelines (G1.3.2)
G2.4.11	<i>Vaccination or injection facilities</i>	Updated: Links to references and support tools added. Requirement for twice daily monitoring as per “ <i>Strive for 5</i> ” guidelines added.
G2.4.12	<i>Complex compounding</i>	Updated: To include information previously included in an appendix and a minimum size for compounding laboratories based on VPA experience. Guidance on sterile compounding has been expanded.
G2.4.13	<i>Dose administration aids</i>	No change
G2.4.14	<i>Satellites of pharmacy departments</i>	No change
G2.4.15	<i>Ward dispensing stations</i>	No change
G2.5	Equipment	
G2.5.1	<i>Safety and fit for purpose</i>	New guideline
G2.5.2	<i>Maintenance, calibration and servicing</i>	New guideline
G2.5.3	<i>Operation</i>	Updated: To include further guidance on expectations around operating equipment.
G2.5.4	<i>Routine cleaning</i>	Updated: To include further guidance on expectations around maintaining cleanliness of equipment.
G2.5.5	<i>Maintenance records and operating procedures</i>	New guideline
G2.5.6	<i>Simple compounding equipment</i>	Updated: To include specific guidance around the requirements and expected standards specifically for scales and measures.
G2.5.7	<i>Hazardous materials</i>	Minor edits: General requirement for protective clothing moved to G2.4.4.
G2.6	Reference texts	
G2.6.1	<i>Current editions</i>	Updated: To include further specialised references relating to compounding and cold chain management.
G3.	Pharmacy depot	
G3.1	Registration of depot	No change
G3.2	Provision of a procedure manual for depot staff	No change
G3.3	Schedule 2 poisons at depots	No change
G4.	Business or activity carried on by another person in a pharmacy	
G4.1	Approval of another business in a pharmacy	No change
G5.	Supply, compound or dispense medicines in special circumstances	
G5.1	Approval of special circumstances	No change
G5.2	Continuity of services in special circumstances	No change
APPENDIX 1:	SCHEDULE to the PHARMACY REGULATION ACT 2010	Updated: To include link to access the legislation.
APPENDIX 2:	COMMONLY USED POLICIES AND PROCEDURES	New appendix
APPENDIX 3:	EXAMPLE POLICY AND PROCEDURE TEMPLATE	New appendix
APPENDIX 4:	QUALITY IMPROVEMENT: EXAMPLE ACTIVITIES AND APPROACH	New appendix
APPENDIX 5:	INCIDENT REPORT TEMPLATE	New appendix

APPENDIX 6:	RISK MANAGEMENT PROCESS	New appendix
APPENDIX 7:	EXAMPLES OF TEMPLATES FOR A RISK ASSESSMENT	New appendix
APPENDIX 8:	SECURITY	No change (previously Appendix 2)
APPENDIX 9:	FEATURES FOR A DISPENSARY	New appendix
APPENDIX 10:	NSW HEALTH GUIDE TO THE ROLE DELINEATION OF CLINICAL SERVICES, SECTION ONE: CORE SERVICES 8. PHARMACY FOR LEVELS 1 TO 6 HOSPITALS - ADAPTED FOR VICTORIAN HOSPITALS	Updated: New table (previously Appendix 3)
APPENDIX 11:	SIGNAGE	No change (previously Appendix 8)

The following appendices have been removed from the previous guidelines:

- TEMPERATURE DATA LOGGERS AND COLD CHAIN MANAGEMENT (previously Appendix 4)
- COMPLEX COMPOUNDING IN COMMUNITY PHARMACIES (previously Appendix 5)
- POWDER CONTAINMENT CABINETS (previously Appendix 6)
- EXTEMPORANEOUSLY PREPARED MEDICINES (previously Appendix 7)

Note:

The use of the title *proprietor* has replaced by *licensee* throughout the document to describe the person/entity responsible for the operation of a pharmacy business and/or pharmacy department.