

Victorian Supercare Pharmacies Initiative

Frequently asked questions – for consumers

Frequently Asked Questions for consumers

What is the Victorian Supercare Pharmacies Initiative

The Victorian Government Supercare Pharmacies Initiative combines a 24-hour a day, seven days a week pharmacy service and an evening nursing service in a private consulting room between 6pm and 10pm. These pharmacies are known as Supercare Pharmacies.

The Victorian Government has committed to introducing 20 Supercare Pharmacies, with 6 of these located in regional Victoria. Existing local pharmacies will be supported by the Government to provide this extra service.

For many families and individuals, minor injury and illness are experienced outside business hours with a trip to the local hospital sometimes the only option available. A Supercare Pharmacy provides another option for face-to-face advice and care after hours.

What services are offered in a Supercare Pharmacy?

Supercare Pharmacies offer 24-hour access to a pharmacist for advice, supply of medicines and dispensing of prescriptions.

A dedicated consulting room with an onsite nurse is available every night for a private consultation between 6pm and 10pm at no cost. The nurse can provide:

- support and advice for minor illness and injury
- some immunisations, including influenza and whooping cough
- health screening, assessment and advice for illness prevention, including blood pressure checks, blood sugar testing and weight management
- sexual health advice
- basic psychological wellbeing review
- referral information to a range of local services.

How many Supercare Pharmacies are there in Victoria?

12 Supercare Pharmacies are currently operating.

There will be 20 Supercare Pharmacies in total across metropolitan and regional Victoria by June 2018, with six locations in regional Victoria.

Where are the Supercare Pharmacies located?

Supercare Pharmacies are currently operating in:

- **Ascot Vale** - Ascot Vale Pharmacy, 67-69 Union Road, Ascot Vale, 9370 4146
- **Ballarat** - UFS Dispensaries, 717 Sturt Street, Ballarat, 5331 9811
- **Balwyn** - Balwyn Day and Night Pharmacy, 310-314 Whitehorse Rd, Balwyn, 9836 3245
- **Bendigo** - Bendigo UFS Pharmacies, Corner View and Barnard Streets, Bendigo, 5443 4610
- **Coburg** - Coburg Pharmacy 4 Less, 1 Louisa St, Coburg, 9386 6655
- **Craigieburn** - Amcal Pharmacy, 2A/340 Craigieburn Road, Craigieburn, 9308 4981
- **Curlewis** - Curlewis Pharmacy 4 Less, 10-11/90 Centennial Blvd, Curlewis, 5251 6781
- **Keysborough** - Parkmore Pharmacy 4 Less, Shop J01, 317 Cheltenham Rd, Keysborough, 9798 1936
- **Reservoir** - Reservoir Pharmacy 4 Less, Summerhill Shopping Centre, 27/850 Plenty Rd, Reservoir, 9471 0222
- **Traralgon** - Traralgon Chemist Warehouse, 92 Franklin St, Traralgon, 5174 2003
- **Wantirna South** - Pharmacy@Knox, Shop 2081 Westfield Knox, 425 Burwood Hwy, Wantirna South, 9800 5199
- **Yarraville** - Carnovale Pharmacy, 149 Somerville Road, Yarraville, 9314 7557

What does a Supercare Pharmacy look like?

A Supercare Pharmacy still operates under the name and branding of the pharmacy selected to provide this extra service in your community. They are supported by the Government to open 24 hours, seven days a week and there is a dedicated consulting room for the nurse.

While the pharmacy still appears the same, there is some signage to indicate it offers the services of a Supercare Pharmacy.

Pharmacy service

What hours are the pharmacies open?

Pharmacies are open 24 hours a day, seven days a week.

Is a pharmacist available at all times?

Yes. A pharmacist is present and available for usual pharmacy services 24 hours per day, seven days a week.

Why are you funding pharmacies to open longer hours?

For many people, access to medicines and health advice is required in the after-hours period when local doctors or other medical services may not be available. Pharmacies already have a trusted role within the community and are well placed to provide this service.

What kind of security is present at the pharmacies?

Each pharmacy has a security guard on site at night-time and, if the situation requires, appropriate emergency services will attend.

When will the remaining pharmacies open?

By June 2018, an additional eight Supercare Pharmacies will be open:

- **Melbourne** - HealthSmart Pharmacy Victorian Comprehensive Cancer Centre, 311 Grattan St, Melbourne, 9045 9777
- **Mildura** - Mildura Chemist Warehouse, 114A -118 Langtree Ave, Mildura, 5023 2383
- **Shepparton** - Shepparton Chemist Warehouse, 425 Wyndham St, Shepparton, 5821 6000
- **Ringwood** - Ringwood Chemist Warehouse, 131-133 Maroondah Hwy, Ringwood, 9870 5022
- **Cranbourne North** - Cranbourne North Chemist Warehouse, 180S William Thwaites Blvd, Cranbourne North, 8391 9509
- **Melton** - Melton Chemist Warehouse, Unit 4 Melton Gateway, 66-84 High St, Melton, 9746 8733
- **Hoppers Crossing** - Hoppers Crossing Chemist Warehouse, Shop 24-25, 428 Old Geelong Rd, Hoppers Crossing, 9931 0040
- **Keilor East** – Keilor East Chemist Warehouse, Lot 3 233 Milleara Rd, Keilor East, 9325 4660

How did you choose where the Supercare Pharmacies would be located?

The Department of Health and Human Services used a competitive tender process to select pharmacies including evaluation of how each potential location met population need, was able to integrate with existing services and support health care, prevention and promotion..

How do Supercare Pharmacies store and use my personal information?

Your privacy will be respected when you access the services of a Supercare Pharmacy.

Pharmacists collect and store information about you and your medicines that is required by law. The nursing service will also collect information that is needed to help in your treatment. This information is kept secure and in accordance with the law and Australia-wide privacy principles. Your health information will only be shared with your consent and for very specific purposes including with your usual doctor.

Nursing service

Why were nurses chosen for this Initiative?

Nurses are well-respected and trusted members of Victoria's healthcare sector. They are highly skilled and well placed to deal with minor illnesses and injuries.

Is the service free to consumers?

Yes. There is no consultation fee to see the nurse at a Supercare Pharmacy. Medical supplies used by the nurse during the consultation are free as well.

Patients may choose to buy additional products from the pharmacy.

Where is the nursing consultation held?

There is a dedicated consulting room in the pharmacy where the nursing consultation will be held in private.

Do I need a Medicare card to access nursing services?

No. The service is available to all Victorians and visitors to the state.

What kind of patients do the nurses see?

Nurses are able to assess and treat anyone for minor health problems such as rashes, hayfever and insect bites, and treat minor burns, cuts and bruises. They are also be able to check blood pressure, give immunisations and offer lifestyle advice and health information.

How are patients prioritised?

Patients are seen on a first-come, first-seen basis. No appointment is necessary. If the person's condition needs a higher level of care, they are directed to a more suitable service.

Can I receive immunisations at the pharmacy?

Yes. Nurses are available to administer some immunisations, like whooping cough and influenza vaccinations.

They are also able to administer immunisations prescribed by a doctor.

Do patients need to make appointments to see the nurse?

No. Patients are seen on a first-come, first-serve basis.

What happens if the nurse refers me to a GP?

In some cases, the most appropriate form of treatment may be available from a general practitioner.

Nurses may suggest that you see your regular GP when the GP is available.

The Supercare Pharmacy nurse may suggest local after-hours or other medical services.

With your consent, the nurse will provide a written summary for your GP with details about why you attended the Supercare Pharmacy.

What if someone turns up at 10.05pm and there are people still waiting?

The Supercare Pharmacy will have procedures and protocols in place to deal with people who arrive just after 10pm.

After 10pm, the pharmacist is responsible for assessing patients, as is usual practice in a community pharmacy. Pharmacists will use clinical judgement to respond appropriately or direct the patient to suitable services.

What if there is an emergency situation with a patient and it is 10pm – will the nurse stay late?

The nurse will stay until the patient's care can be taken over by another health professional, such as a paramedic.

I speak a language other than English – will translation services be available in these pharmacies?

Both the pharmacy and nursing services will have access to interpreter services.

Can I get prescriptions from the Supercare Pharmacy nurse?

The nurses available in a Supercare Pharmacies are not able to provide prescriptions.

If medical review is required, nurses will suggest other appropriate health service providers.

For more information visit: <https://www.betterhealth.vic.gov.au/supercarepharmacies>