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Today's issue of PD

Pharmacy Daily today features three pages of news, plus full pages from:

- Hey Sister!
- healthSAVE

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THE Hey Sister! range of women's health products provide clinically proven relief for PMS, menopause and more.

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Hey Sister! will be at APP - see **page four** for more.

Local at heart

HEALTHSAVE pharmacies put your business at the heart of everything they do.

See **page five** for more on joining Australia's fastest growing pharmacy network.

Pharmacy accreditation gets an update

THE Pharmacy Guild of Australia has announced a new pharmacy accreditation program taking effect from 01 Oct 2026, with community pharmacies to be accredited under the Quality and Safety Pharmacy Program (QSPP).

The QSPP replaces the Quality Care Pharmacy Program (QCPP), which has been the standard since 1997, and places a greater focus on quality and safety, reflecting the evolution of community pharmacy practice and its increased role in primary healthcare.

Pharmacies will be accredited against Australian Community Pharmacy Standard AS85000:2024, which brings community pharmacy accreditation into alignment with contemporary healthcare principles guiding other healthcare professionals, as well as the National Safety and Quality Primary and Community Healthcare Standards.

Natalie Willis, chair of the Pharmacy Guild of Australia's Clinical Governance Committee,

said the introduction of QSPP will equip pharmacies to realise their full potential in the coming years.

"The existing QCPP has served our sector incredibly well since its introduction - more than 95% of community pharmacies are accredited," Willis said.

"The evolution to QSPP will support community pharmacies to be at the forefront of healthcare in Australia into the future."

The QSPP places greater focus on clinical governance and patient engagement, providing government, regulators and patients with greater confidence in the high-quality care and clinical outcomes that pharmacies deliver in the heart of Australian communities.

Another major change is that the accreditation cycle will extend from two year to three years, with a mid-cycle review to promote continuous improvement, which



aims to reduce admin burden while continuing to set high standards.

Pharmacies will receive notification of the changes, including their new accreditation date, during May 2026, and will continue to be accredited under QCPP until 01 Oct.

The change to QSPP is being supported by a suite of dedicated resources to help community pharmacies prepare for a smooth transition, with a website now live.

Meanwhile, APP2026 attendees can learn more in a session on Fri at 4pm, as well as at stands 313-314.

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Code of ethics consultation open

THE Pharmaceutical Society of Australia (PSA) has opened public consultation on its draft revised Code of Ethics for Pharmacists, and is encouraging all pharmacists to contribute to the consultation.

Underpinning the professional practice of all Australian pharmacists, the Code of Ethics articulates the values of the pharmacy profession and expected ethical standards.

The draft Code of Ethics is the result of an eight-month best-practice development process, and maintains the structure and format of the current Code while introducing new obligations related to integrity, collaboration and pharmacist wellbeing.

Project Advisory Group chair Dr Ayomide Ogunjide explained that the revised Code of Ethics aims to support pharmacists better as they face increasingly complex ethical challenges due to expanding scope of practice as well as broader societal changes, and adds new obligations for pharmacists reflecting the wider breadth and depth of their roles.

"I strongly encourage pharmacists to participate in this consultation and help make sure the Code we launch later this year represents the collective values of Australia's pharmacists," Dr Ogunjide said.

Consultation closes 17 Apr - see the draft Code [HERE](#).

Heidi partnerships consolidate AI in pharmacy

AI CARE partner Heidi has announced a collaboration with the Pharmacy Guild of Australia to co-design AI-enabled clinical workflows for full-scope prescribing pharmacists.

The initiative aims to streamline documentation, strengthen clinical governance, and provide pharmacists with more time for patient care by integrating safe, standards-aligned AI tools directly into everyday prescribing workflows.

The tools will focus on areas such as history taking, note generation, follow-up planning, and audit-ready documentation, while maintaining strong privacy, safety and quality standards.

A further partnership with MedAdvisor will see Heidi's AI Scribe and Evidence platform (**PD 24 Feb**) rolled out across more than 5,700 pharmacies nationally.

Together, these partnerships mark an important milestone for AI within the pharmacy sector: collaborating with the Guild ensures frontline clinicians have input, while MedAdvisor provides the scale needed to bring the tools to pharmacies nationwide.

Guild national president Professor Trent Twomey said the initiative represents an important next step in supporting prescribers to work to the top of their scope.

"This is about giving prescribers smarter tools that fit seamlessly into how they already practice, so they can spend more time with patients and less time on repetitive administrative tasks," Professor Twomey said.

"By co-designing AI workflows with frontline clinicians, we can help ensure these technologies are safe, trusted, and genuinely useful in supporting high-quality prescribing decisions."

Initial integration will see Heidi's AI Scribe and Evidence functionality made available in the MedAdvisor for Pharmacy software across 2026, with pharmacies participating in the Queensland Community Pharmacy Full Scope of Practice Pilot to be among the first in the country to access the new solution from Mar 2026.

A national rollout across the MedAdvisor platform is planned for later in the year.

As part of MedAdvisor and Guild partnerships, Heidi will support eligible pharmacists in training by providing complimentary access to Heidi Pro and Heidi Evidence during placement and early practice.

Heidi co-founder and CEO Dr Thomas Kelly said community pharmacy is a critical setting for safe AI adoption in healthcare.

"Pharmacists are on the front line of primary care - they're trusted, they're accessible, and they're doing more clinical work than ever, and they deserve tools that give them time back without compromising governance or patient safety," Dr Kelly said.

"When you reduce admin and lift documentation quality at the same



time, you raise the bar for care.

"These partnerships with MedAdvisor and the Pharmacy Guild are about doing that at scale - safely, securely, and in a way that works in the reality of pharmacy."

InstantScripts hits milestones

TELEHEALTH platform InstantScripts has announced reaching two significant milestones, having served three million individual users and delivering 10 million health services since its 2018 launch.

The platform, which was acquired by Wesfarmers Health in 2024, connects Australians with registered health practitioners for online consultations, prescriptions, pathology requests and medical certificates.

Last year it also moved into bricks-and-mortar, with the opening of InstantScripts pharmacy health hubs.

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Dispensary Corner

A PHARMACIST in London has found a way to combine her passion for health with her love of music.

Aimee Mutambo, who is lead pharmacist, medicines optimisation, at South East London Integrated Care Board, jumped at the chance to be part of the chorus in *Lifeline* - a new musical that tells the story of Scottish scientist Alexander Fleming discovering penicillin.

Mutambo has been singing for years and is no stranger to performing - for one particular community stage production, she even donned a white coat and played a character inspired by her own career.

So when she got the call to audition for *Lifeline*, which was seeking a chorus made up of healthcare professionals, it was a no-brainer for Mutambo.

"Art reaches people right where they are, and sharing such an important message through the theatre was a beautiful opportunity that I couldn't pass up," Mutambo told a local newspaper.

When asked how she was enjoying the experience, the pharmacist said: "The songs are great, the production team is lovely, and it's such a joy to be sharing this experience with 59 other healthcare professionals and scientists, all doing amazing things in different fields."

"Rehearsals are full-on, sometimes all day, but really enjoyable," she added.

The production will run from 28 Mar-02 May at Southwark Playhouse Elephant in London.

PRODUCT SPOTLIGHT

Suppliers wanting to promote products in this feature should email advertising@pharmacydaily.com.au

A new sore throat spray formulated specifically for kids

New **Difflam Kids Sore Throat Spray** contains the anti-inflammatory benzydamine hydrochloride to deliver fast-acting sore throat relief that targets the site of pain and inflammation in a convenient spray format.

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