ACKNOWLEDGEMENT

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In particular, we wish to thank Alan Fraser for chairing the committee.

Permission has been obtained from the Pharmaceutical Inspection Co-operation Scheme (PIC/S) for the use of section 7.

COMMITTEE REPRESENTATION

This Standard was prepared under the supervision of the P 8120 Committee the Standards Council established under the Standards Act 1988.

The committee consisted of representatives of the following:

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<td>Jessica Buddendijk</td>
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<td>Clinical Advisory Pharmacists’ Association</td>
<td>John Dunlop</td>
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<td>Consumer NZ Inc.</td>
<td>Mark Bedford</td>
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<td>Grey Power New Zealand Federation Inc.</td>
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<td>Healthcare Providers New Zealand</td>
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<td>Sue Scott</td>
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<td>New Zealand College of Pharmacists Inc.</td>
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<td>New Zealand Hospital Pharmacists’ Association Inc.</td>
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Compounding and Dispensing Working Group  Aseptic Dispensing Working Group

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Jason Gray  William Allan
Lillian Handey  Mark Bedford
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Sue Wiltshire  Maree Jensen

AMENDMENTS

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NEW ZEALAND STANDARDS

NZS 4121:2001 Design for access and mobility: Buildings and associated facilities
NZS 4304:2002 Management of healthcare waste
NZS 8134:2008 Health and disability services Standards
NZS 8134.1:2008 Health and disability services Standards – Health and disability services (core) Standards
NZS 8134.3:2008 Health and disability services (infection prevention and control) Standards

JOINT AUSTRALIAN/NEW ZEALAND STANDARDS

AS/NZS ISO 31000:2009 Risk management – Principles and guidelines

OTHER PUBLICATIONS


**NEW ZEALAND LEGISLATION**

Children, Young Persons, and Their Families Act 1989

Companies Act 1993

Consumer Guarantees Act 1993

Fire Safety and Evacuation of Buildings Regulations 2006

Hazardous Substances (Identification) Regulations 2001

Hazardous Substances and New Organisms Act 1996

Health Act 1956

Health and Disability Services (Safety) Act 2001

Health and Safety in Employment Act 1992

Health Practitioners Competence Assurance Act 2003

Health (Retention of Health Information) Regulations 1996

Human Rights Act 1993

Incorporated Societies Act 1908

Medicines Act 1981

Medicines Regulations 1984

Misuse of Drugs Act 1975

Misuse of Drugs Regulations 1977

New Zealand Building Code (NZBC) and Compliance Documents

New Zealand Public Health and Disability Act 2000

Privacy Act 1993

Resource Management Act 1991

Smoke-free Environments Act 1990
CODES
Code of Health and Disability Services Consumers' Rights 1996

Health Information Privacy Code 1994


WEBSITES

Medsafe http://www.medsafe.govt.nz
Ministry of Health http://www.moh.govt.nz
New Zealand Legislation http://www.legislation.govt.nz
Office of Health and Disability Commissioner http://www.hdc.org.nz
Pharmacy Council of New Zealand http://www.pharmacycouncil.org.nz

LATEST REVISIONS
The users of this Standard should ensure that their copies of the above-mentioned New Zealand Standards are the latest revisions. Amendments to referenced New Zealand and Joint Australian/New Zealand Standards can be found on http://www.standards.co.nz.

RELATED DOCUMENTS
Although not referenced in this Standard the following documents also contain helpful information:

OTHER PUBLICATIONS


**REVIEW OF STANDARDS**

It is intended that NZS 8134.7:2010 is dynamic and reflects current accepted good practice. Regular reviews of the Standard will be undertaken to ensure that this is achieved, and that the Standard remains appropriate and applicable. Suggestions for improvement of this Standard will be welcomed. They should be sent to the Chief Executive, Standards New Zealand, Private Bag 2439, Wellington 6140.
FOREWORD

The Health and disability services – Pharmacy services Standard is generic in nature and forms part of the health and disability services Standards, which were revised and published in 2008.

NZS 8134.7 Health and disability services – Pharmacy services Standard is the foundation for describing good practice and fostering continuous improvement in the quality of pharmacy services.

Pharmacies and the services they provide have previously been required to meet the Quality standards for pharmacy in New Zealand. This document was published by the Pharmaceutical Society of New Zealand when it was the organisation with the statutory responsibility for pharmacists and pharmacies. It was used, with other documents, in the quality audits of pharmacies currently undertaken by the Ministry of Health.

To establish whether there was a need to develop a new Standard for pharmacy services in New Zealand, a scoping project was commissioned by the Ministry of Health. As a result, the committee of pharmacy sector experts agreed a new Standard was required to ensure pharmacy providers supplied good and safe services for consumers.

This Standard NZS 8134.7 is made up of introductory material in section 0, with core provisions on consumer rights and organisational management adapted from NZS 8134, in sections 1 and 2. Sections 3 and 4 contain material on the continuum of service delivery and safe and appropriate environments also from NZS 8134 but modified for the pharmacy setting. Section 5 outlines pharmacy dispensing, compounding, repackaging and batch preparation practice requirements based on the New Zealand Code of good manufacturing practice for manufacture and distribution of therapeutic goods (GMP) – Part 3 Compounding and dispensing. Material on the preparation of sterile products in community and hospital pharmacies has also been developed and incorporated as sections 6 and 7 on aseptic dispensing in the different settings.

NZS 8134.7 replaces the Quality standards for pharmacy in New Zealand and the New Zealand Code of good manufacturing practice for manufacture and distribution of therapeutic goods, Part 3: Compounding and dispensing.
0.1 SCOPE

The Pharmacy services Standard is designed to ensure that consumers are clear about their rights and providers are clear about their responsibilities for good and safe outcomes. This Standard defines the quality and safety requirements for the provision of community and hospital-based pharmacy services and clinical pharmacy services not provided from a pharmacy. The Standard more closely aligns with the wider health sector and forms part of the NZS 8134:2008 Health and disability services Standards suite of documents by aligning with the core Standards.

The Pharmacy services Standard aims to achieve the following outcomes:
(a) Consumers receive safe and appropriate services that comply with consumer rights legislation;
(b) Consumers receive timely services which are planned, coordinated and delivered in an appropriate manner;
(c) Services are managed in a safe, efficient and effective manner which complies with legislation; and
(d) Services are provided in a clean, safe environment which is appropriate for the needs of the consumer.

0.2 CONSUMER-ORIENTED SERVICES

This Standard incorporates the following principles of consumer-oriented pharmacy care set out in the ten principles of the Pharmacy Council Code of Ethics:
(1) The pharmacist shall promote consumer self-determination, respecting the consumer’s right to understandable information, privacy, and confidentiality;
(2) The pharmacist shall optimise medicines-related health outcomes for the consumer according to their concerns, needs, cultural values, and beliefs;
(3) The pharmacist shall act to prevent harm to the consumer and the public;
(4) The pharmacist shall practise fairly and justly and promote family, whānau, and community health;
(5) The pharmacist shall actively seek and apply contemporary pharmacy knowledge and skills to ensure a high standard of professional competence;
(6) The pharmacist shall practise in a manner that does not compromise their own professional independence, judgement or integrity, or that of other pharmacists;
(7) The pharmacist shall act in a manner that promotes public trust in the knowledge and ability of pharmacists and enhances the reputation of the profession;
(8) The pharmacist shall provide information about professional services, medicines, and healthcare products in a dignified manner without making exaggerated or unsubstantiated claims;
(9) The pharmacist shall respect the skills and competencies of other healthcare providers and endeavour to work cooperatively with them to optimise the health outcomes of mutual consumers and the public;
(10) The pharmacist shall demonstrate a caring and compassionate manner.
NZS 8134.7:2010 Health and disability services Standards - Pharmacy services Standard

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