

Overview of practitioners and complaints in 2019/20

Protecting the public Regulating pharmacists and pharmacies



217

at the beginning

of the year

450

complaints were received

about 381 pharmacists

There were 24 mandatory notifications about 21 pharmacists

Complaints were mainly from:

Patients - 143
Drugs and poisons - 71
Other practitioners - 53
Relatives - 47

Complaints were mainly about:

Pharmaceutics/medication - 283 Communication - 34 Billing - 28



310

cases were closed

during the year



357

at the end of the year



This represents 30% of registered pharmacists in Australia

Complaints were made about 3.7% of NSW pharmacists