

# *RACGP Standards for general practices (5<sup>th</sup> edition) factsheet*

## Patient feedback

### What the Standards say

The RACGP *Standards for general practices* (5th edition) require practices to:

- collect feedback from patients, carers and other relevant parties in accordance with the RACGP's [Patient feedback guide](#)
- analyse, consider and respond to feedback
- inform patients, carers and other relevant parties about how the practice has responded to feedback and used the feedback provided to improve quality.

### Rationale

Patient experience can be used to improve patient care and the way practices delivers services.

It is important for practices to engage in the patient feedback process in good faith. Listening to and involving patients at a practice level can build and maintain trust and confidence in the practice. Consideration of all feedback received, whether it is positive or negative, provides a good opportunity for practices to reflect on the feedback and suggestions made and implement positive changes. Therefore, receiving negative patient feedback will not affect the outcome of practice accreditation (eg whether accreditation is awarded or not).

### How could we demonstrate that we meet this Criterion?

A practice can:

- collect feedback in accordance with the requirements outlined in the [Patient feedback guide](#)
- ensure RACGP approval is sought for practice-specific methods or modifications to the RACGP questionnaire
- keep records demonstrating that the practice has considered and discussed issues raised by patients and made improvements in response to their feedback.
- This could include:
  - discussing feedback at team meetings
  - creating specific action plans
  - sharing results and outcome reports with the practice team
  - incorporating improvements into relevant policies and procedures.
- inform patients about how the practice has responded to the feedback received. This could include:
  - displaying notices in waiting rooms
  - providing an update in practice newsletters
  - publishing updates on the practice's website.

Contact [standards@racgp.org.au](mailto:standards@racgp.org.au) for further information