



**RACGP**  
Royal Australian College  
of General Practitioners

# Standards for health services in Australian prisons

## Resource guide addendum

### Introduction

#### **Purpose of the *Standards for health services in Australian prisons* (2nd edition)**

The Royal Australian College of General Practitioners (RACGP) has developed the second edition of the *Standards for health services in Australian prisons* (2<sup>nd</sup> edition) (Prison Standards) with the purpose of protecting incarcerated individuals from harm by improving the quality and safety of health services in Australian prisons. The Prison Standards also aid health service teams in identifying and addressing any gaps in their systems and processes.

#### **Purpose of the Resource guide**

This addendum accompanies the RACGP *Resource guide*. The core and quality improvement (QI) modules of the Prison Standards align with those in the *Standards for general practices* (5th edition). Therefore, resources provided in the *Resource Guide* will support the standards, criteria and indicators found throughout these modules for the Prison Standards.

Along with the *Resource Guide*, this addendum contains additional useful information to help health services meet the indicators specified in the prison health service module of the Prison Standards.

Information and links listed in the *Resource Guide* are a mixture of RACGP and non-RACGP resources. Some are freely available while others are only available to RACGP members or can be purchased; this has been indicated alongside the resource. The *Resource Guide* also notes, in relevant criteria, that while the

RACGP has developed resources specific to general practices, their content is broadly applicable in other primary healthcare settings, including health services in prisons. This is the case for most resources listed under the core and QI modules in the *Resource guide*.

The information provided in the *Resource guide* is not exhaustive. The RACGP will make updates and changes to the information contained in the *Resource guide* as required.

### Patient feedback

Patient feedback focuses on the whole-person experience with a health service. It is as important in a prison health service as it is in any other healthcare setting. In addition to the resources for patient feedback listed in the *Resource guide* (under the QI module), the RACGP has developed a Patient feedback addendum for health services in Australian prisons that can be used alongside the Prison Standards and *Patient feedback guide*.

### Core module

The following are additional resources that aren't included in the RACGP *Resource guide* but which may further support interpretation and implementation of the requirements in the Prison Standards.

### Standard 1

#### **Communication and patient participation**

Indicators in this section of the Standards relate to communication with patients.

## Criterion C1.4

### Interpreter and other communication services

Health services may find the following additional resources useful when meeting this criterion:

- The national standards and certifying authority for translators and interpreters in Australia (NAATI) website may assist health services in finding a translator or interpreter.

## Standard 2

### Rights and needs of patients

Indicators in this section of the Prison Standards address delivery of respectful and culturally appropriate care, the presence of a third party during a consultation, and access to services.

## Criterion C2.1

### Respectful and culturally appropriate care

Health services may find the following additional resources and links useful when meeting this Criterion:

- The Winnunga Nimmytjah Aboriginal Health Service (WNAHS) developed the *Winnunga Holistic Health Care Prison Model*, a best practice model for the delivery of a holistic health care service to Aboriginal and Torres Strait Islander prisoners in the ACT prison system.
- The National Centre for Cultural Competence (NCCC) provides [training and resources](#) to individuals, groups and organisations to develop their cultural competence.

## Prison health service module

### Standard 1

#### Access to care

Indicators in this section of the Prison Standards specify the care that health services and clinicians need to directly provide to their patients, as well as the systems that support patient care.

## Criterion PHS1.1

### Responsive system for patient care

Health services may find the following resources and links useful when meeting this criterion. While the

RACGP has developed one of these resources for general practices, it's content is broadly applicable in other primary healthcare settings:

- The RACGP's *Guide to providing telephone and video consultations in general practice*.
- The Medical Board of Australia's *Guidelines for technology-based patient consultations for further information on conducting technology-based consultations*.
- The *Triage: A guide to urgency for non-clinical staff in general practice for telephone and walk-in presentations* flowchart.

## Criterion PHS1.2

### Living quarters visits

Health services may find the following resource and link useful when meeting this criterion. While the RACGP has developed this resource for general practices, its content is broadly applicable in other primary healthcare settings:

- The RACGP's *General practice – A safe place: A guide for the prevention and management of patient-initiated violence* outlines a range of practical strategies to assist in appropriately minimising risks of violence.

## Criterion PHS1.3

### Care outside of normal hours of health service operation

Health services may find the following resources and links useful when meeting this criterion. While the RACGP has developed one of these resources for general practices, it's content is broadly applicable in other primary healthcare settings:

- The Department of Health and Aged Care's *arrangements for after-hours primary healthcare*.
- *The RACGP's Supporting continuity and access: A guide to establishing an agreement between your general practice and an after-hours service provider* is a resource designed to assist general practices when entering into formal agreement with an after-hours service provider. It includes:
  - a checklist that can assist in guiding a conversation between a practice and an after-hours service provider when developing an agreement

- an example agreement that could be adapted by a practice when appointing an after-hours service as its provider of after-hours medical services.

## Standard 2

### Comprehensive care

Indicators in this section of the Prison Standards relate to the requirements for health services to provide comprehensive care to patients, the systems in place and the coordination of care outside the health service.

#### Criterion PHS2.1

##### Continuous and comprehensive care

Health services may find the following resources and links useful when meeting this criterion. While the RACGP has developed one of these resources for general practices, it's content is broadly applicable in other primary healthcare settings:

- The Australian Medical Association (AMA) (Victoria) [Advance care planning: Have the conversation](#), which is a free online training resource relevant for practitioners working with their patients. This site will require you to log in.
- [Advance Care Planning Australia](#).
- The RACGP's position statement [Advance care planning should be incorporated into routine general practice](#).

#### Criterion PHS2.2

##### Follow-up systems

Health services may find the following resources and links useful when meeting this criterion. While the RACGP has developed one of these resources for general practices, it's content is broadly applicable in other primary healthcare settings:

- The RACGP's resources on [using email in general practice](#).
- The Office of the Australian Information Commissioner's [Guide to securing personal information](#).

#### Criterion PHS2.3

##### Engaging with other services

Health services may find the following resources and

links useful when meeting this criterion. While the RACGP has developed one of these resources for general practices, it's content is broadly applicable in other primary healthcare settings:

- The RACGP's [Referring to other medical specialists: A guide for ensuring good referral outcomes for your patients](#), which provides support to practitioners when referring to other medical specialists, as well as [templates](#) for referring to medical consultants (including types of referrals and suggested wording).
- The National Disability Insurance Scheme [website](#), which provides information on the support mechanisms available to people with disability.

## Standard 3

### Qualifications of our clinical team

Indicators in this section of the Prison Standards focus on the systems the health service uses to verify qualifications and training of the clinical team.

#### Criterion PHS3.1

##### Qualifications, education and training of healthcare practitioners

Health services may find the following resources and links useful when meeting this criterion:

- The Australian Resuscitation Council [guidelines on instructor competencies for cardiopulmonary resuscitation training](#).
- The [Australian Health Practitioner Regulation Agency \(AHPRA\)](#) registration and accreditation requirements for health practitioners.
- The Australian Nursing and Midwifery Federation's [National practice standards for nurses in general practice](#).
- The Medical Board of Australia's [Good medical practice: A code of conduct for doctors in Australia](#).
- The Australian Commission on Safety and Quality in Health Care (ACSQHC) [Credentialing health practitioners and defining the scope of clinical practice: A guide for managers and practitioners](#).
- The Australian Institute of Health and Welfare (AIHW) [Australia's health 2020: data insights](#) report, which has information on culturally safe healthcare for Indigenous Australians.

- The National Centre for Cultural Competence (NCCC) provides [training and resources](#) to individuals, groups and organisations to develop their cultural competence.
- The WHO's safer primary care monograph in [education and training](#).

## Standard 4

### Reducing the risk of infection

Indicators in this section of the Prison Standards specify the requirements for health services regarding infection prevention and control, including sterilisation.

#### Criterion PHS4.1

##### Infection prevention and control, including sterilisation

Health services may find the following resources and links useful when meeting this criterion. While the RACGP has developed several of these resources for general practices, their content is broadly applicable in other primary healthcare settings:

- The RACGP's [Managing pandemic influenza in general practice](#), which is designed to educate the practice team when responding to pandemic influenza.
- The RACGP's [Infection prevention and control guidelines for general practices and other office-based and community-based practices](#), which provides information on infection control principles for general practices.
- The RACGP's [Steriliser Record System](#) records cycle results and maintenance and identifies staff processing reusable equipment. It also includes a section on instrument tracking and patient tracing. The steriliser logbook and validation records can be purchased via the [link](#).
- [gplearning](#) contains a learning module called 'Helping patients make informed decisions: Communicating benefits and harms' for RACGP members.
- a range of fact sheets relating to [disaster recovery management](#).
- [Hand Hygiene Australia's Hand hygiene compliance database](#).
- The Department of Health's [hierarchy of controls](#), which provide a structured way to approach infection prevention and control. The hierarchy lists different risk avoidance or mitigation strategies in decreasing order of reliability.
- The [Australian immunisation handbook](#) (10th edition)
- Standards Australia's AS 1071-2015 [Placement and presentation of hand hygiene materials in healthcare settings](#), which specifies requirements and provides guidance on the placement, presentation, design, maintenance and installation of hand hygiene products for use in healthcare settings.
- The Waste Management Association of Australia's [Industry code of practice for the management of biohazardous waste \(including clinical and related wastes\)](#).
- Standards Australia's AS/NZS4815:2006 [Office-based health care facilities – Reprocessing of reusable medical and surgical instruments and equipment, and maintenance of the associated environment](#).
- The International Organization for Standardization's ISO/TS 20658:2017(en) [Medical laboratories – Requirements for collection, transport, receipt, and handling of samples](#).
- The National Health and Medical Research Council's (NHMRC) [Australian guidelines for the prevention and control of infection in healthcare](#).
- NPS MedicineWise's [learning website](#), which contains online courses on antimicrobial prescribing in hospital settings.
- Other valuable NPS MedicineWise resources, including:
  - information on [antibiotic medicine and information for health professionals](#)
  - a fact sheet on [antibiotic resistance](#)
  - an information and action plan document about [respiratory infections](#)
- The ACSQHC's [antimicrobial stewardship clinical care standard](#) and information on the range of activities that promote and support optimal antimicrobial prescribing and use.
- The Royal College of General Practitioners (UK) [TARGET antibiotics toolkit](#), which helps to influence prescribers' and patients' personal attitudes, social norms and perceived barriers to antibiotic prescribing.

- The University of Queensland's [General Practitioners Antimicrobial Stewardship Programme Study \(GAPS\)](#) has sample resources about antibiotics, including a poster on prescribing policy for antibiotics, patient information leaflet and patient decision aids.

## Standard 5

### Health service facilities

Indicators in this section of the Prison Standards explain the equipment that health services are required to have to provide services to patients.

#### Criterion PHS5.1

##### Health services facilities

Health services may find the following resources and links useful when meeting this criterion. While the RACGP has developed this resource for general practices, it's content is broadly applicable in other primary healthcare settings:

- The RACGP's [Designing your practice](#) online tool. While designed primarily for general practices, this tool provides practical advice and examples to set up the different areas of a health service, including waiting areas and consulting, treatment and procedural rooms. The resource is part of the [General Practice Business Toolkit](#).

#### Criterion PHS5.2

##### Health service equipment

Health services may find the following resource and link useful when meeting this criterion. While the RACGP has developed this resource for general practices, it's content is broadly applicable in other primary healthcare settings:

- The RACGP has a fact sheet on [height adjustable beds](#).

#### Criterion PHS5.3

##### Portable equipment

Health services may find the following resources and links useful when meeting this Criterion:

- The Department of Health and Aged Care's [list of medications available for a doctor's bag](#).
- NPS Medicinewise's list of [emergency drug doses](#).

## Standard 6

### Vaccine potency

Indicators in this section of the Prison Standards specify the requirements for the management and storage of vaccines.

#### Criterion PHS6.1

##### Maintaining vaccine potency

Health services may find the following resources and links useful when meeting this criterion. While the RACGP has developed one of these resources for general practices, it's content is broadly applicable in other primary healthcare settings:

- The RACGP's fact sheet on [cold chain management](#).
- The Department of Health's [National vaccine storage guidelines – Strive for 5](#) (3<sup>rd</sup> edition), which contains a number of self-audit and other templates to assist with the recording of vaccine storage.
- The [Australian immunisation handbook](#).

### Disclaimer

The information set out in this publication is current at the date of first publication and is intended for use as a guide of a general nature only and may or may not be relevant to particular patients or circumstances. Nor is this publication exhaustive of the subject matter. It is no substitute for individual inquiry. Compliance with any recommendations does not guarantee discharge of the duty of care owed to patients. The RACGP and its employees and agents have no liability (including for negligence) to any users of the information contained in this publication.

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We acknowledge the Traditional Custodians of the lands and seas on which we work and live, and pay our respects to Elders, past, present and future.

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