

About The Royal Australian College of General Practitioners



The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional general practice organisation and represents urban and rural general practitioners (GPs).

We represent over 30 000 members working in or towards a career in general practice.

Our mission

The RACGP is committed to improving your health and wellbeing. We do this by setting the standards for education, overseeing GP professional development, developing resources and guidelines, and helping GPs with issues that affect their practice. Our aim is for all Australians to receive quality and safe healthcare.

About the RACGP General practice patient charter

Everyone who is seeking or receiving care in Australia has rights and responsibilities about the type of care they receive.

The RACGP General practice patient charter explains your rights and responsibilities in relation to the care and treatment you receive from your GP in a general practice setting.

This Charter is consistent with the Australian Charter of Healthcare Rights, and reflects the commitment of GPs to providing you a high standard of care.

Giving a compliment or making a complaint

Your feedback is important and helps your practice to continue to improve services.

If you wish to comment on, compliment or complain about your patient experience, you should first talk with practice staff.

If your complaint cannot be resolved by your GP/practice directly, you may wish to contact the relevant Health Services Commissioner in your state or territory. They may ask you to speak with your GP practice staff first, if appropriate.

Contact

The Royal Australian College of General Practitioners
100 Wellington Parade, East Melbourne
Victoria 3002 Australia

Call 1800 472 247 or email racgp@racgp.org.au



The RACGP General practice patient charter

A guide for patients, carers and families



The RACGP General practice patient charter aims to help GPs and patients to develop a positive and open partnership.

What can I expect from Australian general practices?

Access	Safety	Respect	Communication	Participation	Privacy	Comment
→ I have a right to...						
<p>Access care</p> <p>I can access timely healthcare, with the support from my family/carer/support person when I need it.</p>	<p>A safe, secure and supportive healthcare environment</p> <p>I can establish an ongoing relationship with my GP, and receive care that is of high safety standards.</p>	<p>An environment that respects my rights and healthcare needs</p> <p>I receive care that respects my culture, beliefs, values and characteristics like: age, abilities, gender, sexuality, marital and career status.</p>	<p>An open two-way communication partnership</p> <p>I receive timely and clear advice about my healthcare, including my practice's waiting times and costs.</p>	<p>Participate in decisions/choices about my care</p> <p>I am encouraged to join in discussions and decisions about my care, including treatment options and healthcare providers.</p>	<p>Privacy and confidentiality of my personal information</p> <p>My personal information is kept safe and private.</p>	<p>Comment on my care and have my concerns addressed</p> <p>I can provide feedback and my comments are considered openly and transparently.</p>
→ I have a responsibility to...						
<p>Advise my practice of any changes to my address or contacts.</p> <p>Keep my appointment or notify my general practice if I'm unable to attend.</p> <p>Understand I may need to wait for attention or treatment if staff are seeing other patients.</p> <p>Accept that some services I require may not be available at my general practice.</p>	<p>Let my GP know about any changes to my health.</p> <p>Talk about any concerns I have about my health and healthcare.</p> <p>Tell my GP if I have difficulty understanding or following treatment advice.</p> <p>Tell my GP if there is a situation that could have a negative impact on my health.</p> <p>Give my GP as much information as possible about my health, past illnesses, allergies and any other important details (including complementary and alternative therapies).</p>	<p>Treat general practice staff and visitors with respect.</p> <p>Let my GP know if I have specific needs, including those about my culture and beliefs, so that they can respond appropriately.</p>	<p>Be as open and honest as I can.</p> <p>Ask questions.</p> <p>Ask for a professional interpreter if I don't speak or understand English very well.</p> <p>Have a support person, if needed.</p>	<p>Ask questions. If I don't understand, ask my GP for more information.</p> <p>Talk about any benefits and potential harm of medical treatments with my GP before giving consent.</p> <p>Supply a copy of any legal documents relevant to my care (advanced healthcare directives, enduring power of attorney).</p> <p>Tell my GP if I plan to seek a second medical opinion.</p>	<p>Understand that at times my GP may need to share information about my health with other professionals.</p> <p>Advise practice staff if my personal information is incorrect or incomplete.</p>	<p>Try to solve any problems with my GP directly.</p> <p>Tell practice staff if I have a concern so that they can respond to it.</p> <p>Try to give feedback in a respectful way.</p>