



RACGP

# Standards for general practices (6th edition)

Draft indicators only

Access explanatory notes in the  
[complete draft](#) on the RACGP website.

September 2024

# Standards for general practices (6<sup>th</sup> edition)

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# Standard – Foundations of general practice

The Foundations of general practice standard encompasses the fundamental principles and structures necessary for the effective operation and management of a general practice. This includes defining strategic objectives and goal setting, managing clinical risks, ensuring continuity of services, minimising environmental impact, and implementing IT continuity and security measures. The standard seeks to promote a culture of team involvement, supporting practice team roles and training. These elements form the cornerstone for a well-functioning, viable, and sustainable general practice.

## 1. Defining and planning for your practice

**Consumer expectation statement:** I expect that this practice is committed to the provision of high quality and safe care and monitors progress towards achieving its mission, values and goals.

### Indicators

#### F.1►A Our practice defines and monitors its mission and values.

You must:

- define and document your practice's mission and values
- have at least one member of your practice team who has primary responsibility for defining your practice's mission and values
- communicate your practice's mission and values to your practice team and consumers
- have a process to monitor how your mission and values are reflected in your practice's operation and quality improvement activities and review this process at least annually.

#### F.1►B Our practice maintains a strategic plan and measures progress toward achieving its goals.

You must:

- have a documented strategic plan that includes defined goals
- have at least one member of your practice team who has primary responsibility for your strategic plan
- measure your practice's progress toward achieving the defined goals in your strategic plan.

#### F.1►C Our practice maintains an operational plan and measures progress toward delivering its objectives.

You must:

- have a documented operational plan that includes defined objectives
- have at least one member of your practice team who has primary responsibility for your operational plan
- measure your practice's progress toward achieving the defined objectives in your operational plan.

#### F.1 D Our clinical team considers ethical issues.

*Explanatory materials that support indicators at [criterion F.1](#) are available in the complete draft for consultation.*

## 2. Response planning

**Consumer expectation statement:** I expect that this practice has appropriate response planning in place to coordinate ongoing high quality and safe care during emergencies and unexpected events.

### Indicator

**F.2► A Our practice has a tested response plan for unexpected events that could disrupt the continuity of our services, including emergencies and interruptions to business as usual.**

You must:

- have documented processes for how your practice prepares for, responds to and recovers from unexpected events
- have at least one member of your practice team who has primary responsibility for your practice's response and emergency processes
- familiarise your practice team with plans for preparedness and response to unexpected events
- test your response plan.

*Explanatory materials that support indicators at [criterion F.2](#) are available in the complete draft for consultation.*

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### 3. Environmental sustainability and responsibility

**Consumer expectation statement:** I expect that this practice is aware of its environmental impact and is focussed on minimising this.

#### Indicators

**F.3► A Our practice is aware of and takes steps to minimise its environmental impact.**

You must:

- have documented strategies aimed at improving your practice's environmental impact
- monitor the performance of these strategies and alter them, if necessary, to achieve improvements.

**F.3► B Our practice has at least one team member with the role and responsibilities of environmental sustainability champion.**

You must:

- have at least one member of your practice team who has primary responsibility for engaging in and promoting the environmental sustainability of your practice.

*Explanatory materials that support indicators at [criterion F.3](#) are available in the complete draft for consultation.*

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## 4. Induction, training and supporting performance

**Consumer expectation statement:** I expect that the team at this practice has a clear understanding of their roles, and are appropriately managed and trained.

### Indicators

#### F.4► A Our practice inducts members of our practice team

You must:

- have a system to induct members of your practice team
- have at least one member of your practice team who has primary responsibility for inducting members of your practice team.

#### F.4► B Employed members of our practice team are trained to understand and perform their role in our practice.

You must:

- train employed members of your practice team about their role when they start working at your practice
- train employed members of your practice team so that they work within the scope of their role
- confirm that employed members of your practice team have completed training appropriate to their role and your practice's patient population.

#### F.4► C Our practice has performance discussions with each employed member of our practice team.

You must:

- undertake regular performance discussions to support employed members of your practice team
- document performance discussions, agreed actions and ongoing development needs.

#### F.4► D Members of our practice team complete cardiopulmonary resuscitation (CPR) training at least once every three years.

You must:

- have evidence that members of your practice team complete CPR training at least once every three years.

*Explanatory materials that support indicators at [criterion F.4](#) are available in the complete draft for consultation.*

## 5. Registration and qualifications of healthcare practitioners

**Consumer expectation statement:** I expect the care I receive is provided by, or supervised by, suitably qualified professionals at all times.

### Indicators

**F.5► A** Members of our clinical team have current national registration, where applicable, and have accreditation/certification with their relevant professional association.

You must:

- ensure that each healthcare practitioner has current national registration and accreditation/certification.

**F.5► B** Every GP working in our practice is one or more of the following:

- a specialist GP
- a medical practitioner on a pathway to general practice Fellowship
- a GP registrar under appropriate supervision from a qualified specialist GP
- working under an approved workforce program.

When recruitment of recognised specialist GPs or doctors on a pathway to Fellowship has been unsuccessful, our practice ensures doctors have the qualifications and training necessary to meet the needs of patients.

You must:

- ensure each GP is appropriately qualified
- ensure doctors working in your practice have the qualifications and training necessary to meet the needs of patients if you have not been able to recruit recognised GPs.

*Explanatory materials that support indicators at [criterion F.5](#) are available in the complete draft for consultation.*

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## 6. Clinical autonomy of practitioners

**Consumer expectation statement:** I expect professionals at this practice to make clinically independent recommendations to me about my care based on their expertise and knowledge.

### Indicator

**F.6▶ A Our clinical team can exercise autonomy, to the full scope of their practice, skills and knowledge, when making decisions that affect clinical care.**

You must:

- give practitioners autonomy in relation to
  - overall clinical care of their patients
  - referrals to other health professionals
  - requesting investigations
  - duration and scheduling of appointments.

*Explanatory materials that support indicators at [criterion F.6](#) are available in the complete draft for consultation.*

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## 7. Practice team culture, safety and involvement

**Consumer expectation statement:** I expect that this practice fosters a culture that supports the health, safety and wellbeing of staff and consumers and enables open communication for staff to work together effectively.

### Indicators

**F.7▶ A Our practice fosters a positive culture by supporting the safety, health, and wellbeing of the practice team.**

You must:

- have a work health and safety policy
- support your practice team during emergencies or other traumatic events
- educate your practice team in your practice's work safety, health and wellbeing requirements
- have systems in place to protect members of your practice team from violence and aggression
- monitor and adjust the workload of members of your practice team to support their wellbeing.

**F.7▶ B Our practice encourages involvement and input from all members of our practice team.**

You must:

- alert your practice team to communication channels they can use to provide input into
- maintain a process for members of your practice team to escalate and resolve issues
- have processes for your practice team to discuss administrative matters.

*Explanatory materials that support indicators at [criterion F.7](#) are available in the complete draft for consultation.*

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## 8. Information security

**Consumer expectation statement:** I expect that my information is securely managed to protect my privacy.

### Indicators

#### **F.8► A Our practice has an information and communication technology (ICT) continuity, protection, and recovery plan.**

You must:

- maintain, document, and regularly test an ICT continuity, protection, and recovery plan that includes a cyber security incident response plan
- have a backup log operated by your practice or contracted provider
- maintain up-to-date antivirus protection and hardware/software firewalls
- have secure retention and backup of information in offsite or cloud storage locations and the ability to restore information from chosen backup locations
- have procedures to inform patients of any instance where there has been a data breach affecting their personal information.

#### **F.8► B Our practice has secure electronic systems and ICT.**

You must:

- have at least one person (a team member or contracted ICT professional) with primary responsibility for the security of your practice's electronic systems and ICT
  - if the above person is an external contractor, your practice must have at least one team member with primary responsibility for digital governance
- include the storage and access of health information (including remote access if applicable) in your privacy policy.

#### **F.8► C Our practice uses digital communications in a way that protects the privacy of patients and our practice team.**

You must:

- use digital communications in a way that protects the privacy of patients and your practice team.

#### **F.8► D Our practice uses social media in a way that protects the privacy of patients and our practice team.**

You must:

- use social media in a way that protects the privacy of patients and your practice team.

#### **F.8► E Our practice has appropriate procedures for the storage, retention, and destruction of records.**

You must:

- document your practice's procedures for the storage, retention, and destruction of records, both digital and hard copy (physical).

**Explanatory materials that support indicators at [criterion F.8](#) are available in the complete draft for consultation.**

## 9. Confidentiality and privacy of health and other information

**Consumer expectation statement:** I expect that my health information kept at this practice is secure and confidential and I am promptly notified if a data breach occurs.

### Indicators

#### **F.9► A Our practice manages health information securely and confidentially.**

You must:

- inform patients of how their personal health information is managed, including security, confidentiality and access
- have at least one member of your practice team who has primary responsibility for privacy related matters
- maintain a privacy policy consistent with the Australian Privacy Principles and communicate it to patients
- confirm that your practice team understand and implement your privacy policy
- protect the patient's privacy when communicating electronically with or about patients by using a secure message system or other method of encryption, unless the patient has provided informed consent to their information being sent without such protection
- notify patients of your practice's data breach protocols.

#### **F.9► B Our practice has a policy and procedure so that only authorised members of our practice team can access our clinical information system, prescription forms, and other official documents.**

You must:

- only allow authorised team members to access your clinical information system via unique individual identification and according to the person's level of authorisation
- address in your privacy policy how practice team members access patient information (see explanatory materials for further advice on what to include in your privacy policy)
- securely store all official documents, including prescription forms, administrative records, templates and letterhead.

*Explanatory materials that support indicators at [criterion F.9](#) are available in the complete draft for consultation.*

## 10. Digital care

**Consumer expectation statement:** I expect that digital care provided by this practice is easy to use, secure and monitored, and that my consent is obtained prior to use.

### Indicators

#### F.10► A Our practice supports safe and secure digital care.

You must:

- facilitate processes for clinicians to obtain informed consent from patients when using digital care
- adhere to a documented data governance and standalone digital care policy on how your practice's technology infrastructure supports safe and secure use of current and emerging digital care within practice functions and what contingencies are in place to support technical malfunctions
- discuss the implementation of new technology for digital care with members of your practice team.

#### F.10► B Our practice monitors and evaluates our provision of digital care.

You must:

- have a process to monitor and evaluate digital care including risk mitigation.

**Explanatory materials that support indicators at [criterion F.10](#) are available in the complete draft for consultation.**

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# Standard – Clinical governance

The Clinical governance standard incorporates the systems that practices use to manage risk and protect the safety of patients and members of the practice team. These systems include maintaining patient health records systems, the use of guidelines, transitions of care, infection prevention and control, practice environment and equipment, and research. The standard aims to foster an open and transparent general practice culture and to promote the digitisation of patient health records.

## 1. Clinical information systems

**Consumer expectation statement:** I expect my digital health information to be managed, kept up-to-date and available when my care provider needs it or I request it.

### Indicators

**CG.1▶ A Our practice uses a digital clinical information system to manage our patient health information.**

You must:

- have a digital clinical information system to manage patient health information
- make all available information for a given patient accessible when required for their care
- maintain, if more than one digital clinical information system is used:
  - up to date patient health summaries in the patient health records of each system
  - records of each consultation or interaction in each patient health record, which includes where the clinical notes are recorded.

***Explanatory materials that support indicators at [criterion CG.1](#) are available in the complete draft for consultation.***

## 2. Patient identification

**Consumer expectation statement:** I expect I am correctly identified at this practice.

### Indicator

**CG.2▶ A Our practice correctly matches each patient to their patient health record.**

You must:

- correctly match each patient to their patient health record.

*Explanatory materials that support indicators at [criterion CG.2](#) are available in the complete draft for consultation.*

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### 3. Facilitating complete patient health records

**Consumer expectation statement:** I expect that my health records are complete, correct and up to date, to ensure I receive the right care at the right time.

#### Indicators

**CG.3▶ A Our active patient health records contain all required demographic and identification details for each active patient.**

You must:

- include, for each active patient, the following in active patient health records:
  - identification details
  - contact details
  - demographics, including:
    - assigned sex at birth
    - variations of sex characteristics (intersex)
    - gender
    - pronouns
  - next of kin
  - emergency contact information.

**CG.3▶ B Our practice routinely records the Aboriginal and Torres Strait Islander status of our patients in their patient health record.**

You must:

- document the patient's Aboriginal and/or Torres Strait Islander status in patient health records.

**CG.3▶ C Our practice has a patient health records system that allows clinicians to record consultations and clinical related communications.**

You must:

- have a patient health record system that allows clinicians to record all consultations and clinical related communications.

**CG.3▶ D Our clinical information system facilitates the use of a nationally recognised coding system and the recording of each patient's current health summary.**

You must:

- use a clinical information system that facilitates coding of patient health information
- ensure your clinical information system facilitates active patient health records in which clinicians can record in the patient's health summary, where relevant:
  - adverse drug reactions
  - known and clinically important allergies
  - current medicines list
  - current health problems
  - past health history
  - immunisations
  - family history
  - health/lifestyle risk factors (e.g. smoking, nutrition, alcohol, physical activity)
  - ethnicity
  - social history

- ensure that all (100%) of your active patient health records include known allergies or indicate that the patient has no known allergies

**CG.3▶ E Our patient health records system allows our practice team to record all communications with patients.**

You must:

- have a system that allows members of your practice team to:
  - record when members of your practice team have attempted to contact or successfully contacted the patient
  - record when a patient contacts your practice, the reason for the contact, and the advice and information the patient was given
  - record when a translation service was used for that patient, including contact details of that service.

*Explanatory materials that support indicators at [criterion CG.3](#) are available in the complete draft for consultation.*

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## 4. Provision of clinical and medicines guidelines

**Consumer expectation statement:** I expect this practice provides current information and guidelines to the clinical team to facilitate best practice healthcare.

### Indicators

**CG.4▶ A Our practice provides our clinical team with current medicines guidelines in accordance with the best available Australian evidence.**

You must:

- provide your clinical team with current, Australian evidence-based guidelines relating to medicines, including information about the purpose, importance, benefits and risks of medicines.

**CG.4▶ B Our practice provides our clinical team with relevant current clinical and emergency guidelines that help diagnose and manage our patients.**

You must:

- have current, Australian evidence-based clinical and emergency care guidelines available.

**CG.4▶ C Our practice supports clinical team members to adopt environmentally sustainable clinical practices.**

You must:

- provide your practice team with access to information, resources and/or strategies for the implementation of environmentally sustainable clinical practices.

*Explanatory materials that support indicators at [criterion CG.4](#) are available in the complete draft for consultation.*

## 5. Transitions of care

**Consumer expectation statement:** I expect that this practice communicates with other healthcare services and that my health information is securely transferred in a timely way when requested or authorised by me.

### Indicators

#### **CG.5► A Our practice has processes that facilitate timely transitions of care.**

You must:

- support consumers when coordinating care with other health services
- collaborate and communicate with other healthcare services to support patient-centred care
- document and share patient health information to ensure continuity of care in accordance with the Australian Privacy Principles (APPs).

#### **CG.5► B In response to valid requests, our practice transfers relevant patient health information in a timely, authorised, and secure manner.**

You must:

- facilitate the transfer of care when requested by the patient, caregiver or a general practitioner in your practice
- have a privacy policy that addresses the timely, authorised, and secure transferral of patient health information.

*Explanatory materials that support indicators at [criterion CG.5](#) are available in the complete draft for consultation.*

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## 6. Follow-up systems

**Consumer expectation statement:** I expect that this practice has systems in place to notify me of results. This includes quick and effective communication of high-risk results, so that I know what action is recommended.

### Indicators

**CG.6► A Our practice acts on all the clinical information we receive regarding our patients in a timely manner.**

You must:

- have a system for GPs to review, notate, act upon and incorporate clinical information which is received by your practice into the patient health record
- have follow-up systems for recalling and documenting interactions with patients who have clinically significant results
- have a process for the initiation and management of patient reminders
- educate your practice team members so they can inform patients about your practice's processes for receiving and advising results.

**CG.6► B Our practice has a system to manage high-risk (seriously abnormal and life-threatening) results identified outside normal opening hours.**

You must:

- have a documented policy that outlines the process for your practice's management for high-risk results identified outside of normal opening hours
- Provide diagnostic services with the contact details of the practitioner responsible for results outside normal opening hours (i.e. the practitioner who ordered the investigation or delegated practitioner or after-hours service).

*Explanatory materials that support indicators at [criterion CG.6](#) are available in the complete draft for consultation.*

## 7. Managing clinical risks and incidents

**Consumer expectation statement:** I expect that clinical risks are properly reported, investigated and documented, and that improvements are made to reduce risk.

### Indicators

**CG.7▶ A Our practice has a clinical risk management system that identifies, monitors, mitigates and evaluates clinical risks in our practice.**

You must:

- have a documented process for clinical risk management
- develop procedures to mitigate clinical risks
- maintain a risk register.

**CG.7▶ B Our practice monitors, identifies, responds to, reports on, and improves its processes related to significant clinical incidents and near misses, including patient safety incidents.**

You must:

- maintain an incident or event register
- inform members of your practice team how and to whom to report a near miss or significant clinical incidents, and that they can do so without fear of recrimination
- analyse the causes of near misses and significant clinical incidents to reduce the likelihood of recurrence
- implement improvements when learning from significant clinical incidents and near misses including recording, reporting and sharing actions and learnings
- have appropriate systems in place to receive and share relevant public health notifications to relevant practice team members in a timely manner
- support staff involved in significant clinical incidents, including patient safety incidents

*Explanatory materials that support indicators at [criterion CG.7](#) are available in the complete draft for consultation.*

## 8. Immunisations

**Consumer expectation statement:** I expect members of this practice team to be immunised according to guidelines, in order to reduce risk to the health of the team and consumers.

### Indicator

**CG.8▶ A Members of our practice team have recommended immunisations based on the risks associated with their role.**

You must:

- have a process so all members of your practice team have up-to-date immunisation against infective diseases as mandated by your state or territory
- communicate, recommend and offer members of your practice team immunisations recommended in the *Australian immunisation handbook*, as appropriate to their duties
- record the natural immunity to vaccine-preventable diseases or immunisation status of members of your practice team, if known (with their consent).

**Explanatory materials that support indicators at [criterion CG.8](#) are available in the complete draft for consultation.**

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## 9. Infection prevention and control, including reprocessing

**Consumer expectation statement:** I expect this practice to have evidence-based systems in place to protect me from infections.

### Indicators

#### CG.9► A Our practice has a written, practice-specific policy that outlines our infection control processes.

You must:

- maintain an up-to-date practice-specific infection control policy that is based on an Australian evidence-based model
- regularly review the infection control policy and consider its effectiveness
- update the policy in line with reviews
- communicate the policy and updates with patients
- ensure all team members are aware of and implement the policy.

#### CG.9► B Our practice has at least one clinical team member with the roles and responsibilities of infection prevention and control coordinator.

You must:

- have at least one clinical team member who has primary responsibility for infection control and sterilisation (this team member's responsibilities are outlined in the explanatory materials)
- document the responsibilities of your practice's infection prevention and control coordinator in their job description
- ensure all members of your practice team are aware of your practice's infection prevention and control coordinator and their responsibilities.

#### CG.9► C All members of our practice team manage risks of cross-infection in our practice in line with the Australian evidence base.

You must:

- manage risk of cross-infection in your practice team, in line with the Australian evidence base
- ensure your practice team has access to PPE
- safely store and dispose of sharps and clinical waste.

#### CG.9► D Our patients are informed about appropriate precautionary techniques to prevent the transmission of communicable diseases.

You must:

- inform patients about appropriate techniques to prevent the transmission of communicable diseases.

#### CG.9► E Our practice ensures that our record of sterilisation load numbers from the sterile barrier system can be traced to relevant patients.

You must:

- have a process to record sterilisation load numbers for each patient when sterile items have been used.

**Explanatory materials that support indicators at [criterion CG.9](#) are available in the complete draft for consultation.**

## 10. Practice environment

**Consumer expectation statement:** I expect this practice to provide my care in an environment that is clean, hygienic and ensures privacy during care.

### Indicator

#### CG.10► A Our practice environment accommodates the provision of safe, quality care.

You must:

- ensure your practice environment maintains auditory and visual privacy during patient consultations
- ensure that consultation rooms have solid doors and provide adequate privacy screening around the examination couch/bed
- have a policy that describes your process for optimising patient privacy during consultations, if you do not have a physical practice environment
- have space that accommodates patients and caregivers in distress
- have a waiting area that accommodates the usual number of patients and other people who would be waiting at any given time, if you have a physical practice environment
- ensure your practice team and patients have timely access to toilets, that have:
  - hand washing and drying facilities, including a sink and liquid hand soap
  - rubbish bins
  - sanitary bins or hygienic means to dispose of sanitary items
  - exhaust fan/s or natural ventilation.

*Explanatory materials that support indicators at [criterion CG.10](#) are available in the complete draft for consultation.*

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## 11. Practice equipment

**Consumer expectation statement:** I expect this practice to have appropriately maintained equipment and medicines needed to provide the care I need, and staff can use them safely.

### Indicators

**CG.11▶ A Our practice has equipment that enables us to provide comprehensive primary care, emergency care and resuscitation.**

You must:

- have all required equipment listed below, ensuring each item is maintained and stored according to manufacturer's instructions, easily accessible and in working order at all times.

#### Required practice equipment:

- *ability to view X-rays*
- *auriscope*
- *automated external defibrillator (AED) that is easily accessible, clearly signed-posted and not exposed to extreme temperatures*
- *basic minor procedural equipment (eg suturing equipment, local anaesthetic)*
- *blood glucose monitoring equipment*
- *disposable gowns*
- *disposable syringes and needles*
- *doctor's bag (see below for list of required equipment)*
- *DRSABCDE and anaphylaxis charts*
- *electrocardiograph*
- *equipment for resuscitation (ie equipment for maintaining an airway for adults and children, and equipment to assist ventilation, including bag and mask)*
- *equipment for sensation testing*
- *emergency medicines*
- *examination light*
- *eye examination equipment (eg fluorescein staining)*
- *gloves (sterile and non-sterile)*
- *goggles*
- *height adjustable bed\**
- *height measurement device*
- *intravenous access consumables*
- *measuring tape*
- *ophthalmoscope*
- *oxygen*
- *patella hammer*
- *pulse oximeter (adult and paediatric as required)*
- *scales*
- *sharps container*
- *shave razor for application of AED pads*
- *spacer for inhaler*
- *specimen collection equipment*
- *sphygmomanometer (with small, medium and large cuffs)*
- *stethoscope*
- *surgical masks*
- *thermometer*
- *torch*
- *tourniquet*
- *urine testing strips, including pregnancy*
- *testing kits*
- *vaginal specula*
- *visual acuity charts.*

#### Doctor's bag:

- *auriscope*
- *blood glucose monitoring equipment*
- *bungs*
- *cannulas*
- *disposable gloves*
- *equipment for maintaining an airway in adults and children*
- *flushes*
- *hand sanitiser*
- *pulse oximeter (adult and paediatric as required)*
- *ophthalmoscope*
- *sharps container*
- *sphygmomanometer*
- *stethoscope*
- *surgical mask*
- *syringes and needles in a range of sizes*
- *tapes to secure intravenous access*
- *thermometer*



- *in-date medicines for medical emergencies*
- *intravenous access consumables*
- *practice stationery (including prescription pads and letterhead)*
- *tongue depressors*
- *torch*
- *urine testing strips.*

*\*Surveyors can apply a common-sense approach for the requirement of a height-adjustable bed at a given site visited by the general practice, based on the patient demographic and service requirements of the site.*

**CG.11► B Members of our clinical team can use our practice's clinical equipment safely and effectively.**

You must:

- document that your practice team has been provided with training on the safe use of your practice's clinical equipment that is relevant to their role.

**CG.11► C Our practice has timely access to a spirometer.**

You must:

- have timely access to a spirometer.

**CG.11► D Our practice ensures that medicines, samples and medical consumables are acquired, stored, administered, supplied and disposed of in accordance with manufacturers' directions and relevant laws.**

You must:

- acquire, store, administer, supply and dispose of medicines, samples and medical consumables according to manufacturers' directions and relevant laws.

***Explanatory materials that support indicators at [criterion CG.11](#) are available in the complete draft for consultation.***

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## 12. Maintaining vaccine potency

**Consumer expectation statement:** I expect this practice stores and delivers vaccines safely and effectively in line with current guidelines.

### Indicators

**CG.12▶A Our practice has a written, practice-specific policy that outlines our cold chain processes.**

You must:

- maintain a cold chain management policy and procedure that is based on Australian evidence
- have a record of all monitoring of refrigerators in which vaccines are stored, including the temperature.

**CG.12▶B Our practice has at least one team member who has primary responsibility for cold chain management in our practice.**

You must:

- have a member of your practice with primary responsibility for cold chain management, which includes ensuring your practice complies with the current edition of the *National vaccine storage guidelines: Strive for 5*
- ensure the responsible member of your practice team has had appropriate training in cold chain management and understands their role
- inform members of your practice team who is responsible for cold chain management
- have a process to delegate cold chain management when the member of your practice team with primary responsibility is unavailable.

**Explanatory materials that support indicators at [criterion CG.12](#) are available in the complete draft for consultation.**

## 13. Research

**Consumer expectation statement:** I expect to be asked for consent, and for this practice to have all necessary ethics and approvals in place when they participate in research.

### Indicators

**CG.13▶ A Any research our practice and/or practice team participates in has been approved by an appropriate Human Research Ethics Committee.**

You must:

- For any research that involves patients of your practice, your practice must:
  - keep evidence of ethics approval for research activities
  - maintain records of any research activity conducted at your practice
  - comply with the research protocol
  - provide evidence of an agreement between your practice and the research institution.

**CG.13▶ B If our practice conducts research, we confirm that the appropriate indemnity is in place for research, based on the level of risk.**

You must:

- maintain records of appropriate indemnity for your practice and GPs based on research activity level of risk.

**CG.13▶ C Our practice only shares identifiable patient health information for research purposes to a third party with patient consent or if required by legislation.**

You must:

- document in the patient's health record the patient's consent for you to transfer their health information to a third party to conduct research
- inform patients that declining to participate in research will not affect the care they receive at your practice
- allow patients to opt out from data provision to a third-party
- specify in your privacy policy how patient health information is used in research.

If your practice has not participated in research, Clinical governance CG.13 – Research is not applicable.

*Explanatory materials that support indicators at [criterion CG.13](#) are available in the complete draft for consultation.*

# Standard – Patient participation

The patient participation standard encompasses person-centred care – that general practices prioritise patient needs, values and preferences and empower patients to take an active role in their own healthcare. The standard emphasises that general practice teams understand that health, illness and disease are ultimately personal experiences, and that the team’s role is to collaborate with patients to support their healthcare.

## 1. Information about your practice

**Consumer expectation statement:** I expect practice information is easy for me to access and understand and provided at the time I need it.

### Indicator

**PP.1▶ A Consumers can access up-to-date information that they need about our practice.**

You must:

- make practice information available to consumers. This includes at a minimum, the following information:
  - your practice’s address and telephone numbers
  - consulting hours and details of arrangements for care outside normal opening hours
  - appointment types
  - your practice’s billing principles
  - a list of practitioners
  - your practice’s communication policy, including when and how it receives and returns telephone calls and electronic communications
  - your practice’s policy for managing patient health information (or its principles and how full details can be obtained from your practice)
  - how to provide feedback or make a complaint to your practice
  - details on the range of services your practice provides.
- provide practice information:
  - in a timely manner
  - in formats that are accessible to consumers
  - in language that consumers understand
- update practice information when there are any changes
- inform patients about out-of-pocket costs for healthcare they receive from your practice.

***Explanatory materials that support indicators at [criterion PP.1](#) are available in the complete draft for consultation.***

## 2. Communications

**Consumer expectation statement:** I expect this practice coordinates its communication with me so that I can access and understand it to maximise my care.

### Indicators

#### **PP.2▶ A Our practice team members communicate with consumers in a manner that supports timely and effective care/partnerships.**

You must:

- facilitate communication between your practice team and consumers that supports timely and effective care/partnerships
- facilitate the use of interpreters when patients do not speak the primary language of your practice team
- provide information in a format and language that is understood by the consumer
- if your practice allows communication from consumers via email, inform them:
  - of specific email address(es) they can use
  - of how long they can expect to wait for a response
  - that they must not use email to contact your practice in an emergency.
- have procedures for:
  - how messages are communicated – internal electronic messaging systems are preferable
  - how electronic communication with the patient is recorded in the clinical information system
  - how to make sure that a message is given to the intended person and what to do if the intended recipient is absent
  - how to make sure that your practice team can respond to messages in a timely manner.

#### **PP.2▶ B Our communication systems advise consumers to call 000 in case of an emergency.**

You must:

- have all practice communication systems inform consumers to call 000 if they have an emergency.

#### **PP.2▶ C Our practice uses digital communication systems to enhance patient care.**

You must:

- use digital communications in a way that enhances patient care.

#### **PP.2▶ D If our practice uses social media, it does so in a way that enhances patient care.**

You must:

- only use social media in a way that enhances patient care.

**Explanatory materials that support indicators at [criterion PP.2](#) are available in the complete draft for consultation.**

### 3. Respectful, culturally appropriate and culturally safe care

**Consumer expectation statement:** I expect to be treated in a respectful way that considers my cultural background and individual choices.

#### Indicator

**PP.3▶ A Our practice recognises and respects the diversity and individual choices of all patients.**

You must:

- facilitate culturally safe care for Aboriginal and Torres Strait Islander patients
- recognise diversity within your patient population and provide respectful care.

*Explanatory materials that support indicators at [criterion PP.3](#) are available in the complete draft for consultation.*

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## 4. Informed consent

### Consumer expectation statements:

- I expect that the risks, benefits and alternatives of treatment will be explained to me in a trusted way that I can understand and then choose to consent to or reject.
- I expect that this practice asks for my consent when an additional person is introduced to the consultation.

### Indicator

**PP.4▶ A Our practice has processes to obtain and document informed consent for third-party presence arrangements, clinical procedures, and the provision of medicines that align with legislative requirements and best practice.**

You must:

- facilitate the documentation of the patient's consent to the presence of a third party arranged by your practice
- provide processes for clinicians to obtain informed consent for clinical procedures and provision of medicines.

*Explanatory materials that support indicators at [criterion PP.4](#) are available in the complete draft for consultation.*

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## 5. Accessibility of services

**Consumer expectation statement:** I expect that I can access services that meet my needs, regardless of my abilities.

### Indicator

**PP.5▶ A All of our patients, including those with disability, can access services from our practice.**

You must:

- have infrastructure and processes that enable patients with disabilities or impairment to access your services.

*Explanatory materials that support indicators at [criterion PP.5](#) are available in the complete draft for consultation.*

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## 6. Health promotion and preventative care

**Consumer expectation statement:** I expect that this practice is proactive in assessing my likely health issues and providing relevant preventative health information for the population it serves.

### Indicators

**PP.6▶ A** Our practice provides patients with relevant information about preventative care, illness prevention and health promotion.

You must:

- provide patient-specific information about preventative care, illness prevention and health promotion.

**PP.6▶ B** Our practice shares information with patients about environmental issues relevant to the healthcare they receive.

You must:

- share information about environmental issues with patients that is relevant to the healthcare they receive.

*Explanatory materials that support indicators at [criterion PP.6](#) are available in the complete draft for consultation.*

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## 7. Open disclosure and complaints

**Consumer expectation statement:** I expect this practice to manage and respond to complaints in a timely manner.

### Indicators

#### PP.7▶ A Our practice applies the Australian Open Disclosure Framework.

You must:

- apply the Australian Open Disclosure Framework.

#### PP.7▶ B Our practice has a complaints management process.

You must:

- acknowledge receipt of each complaint to the complainant in a reasonable time
- maintain
  - a complaints management process
  - a complaints register
  - details in your practice information or website about how to escalate a complaint to the relevant complaints commissioner.

**Explanatory materials that support indicators at [criterion PP.7](#) are available in the complete draft for consultation.**

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## 8. Engaging consumers

**Consumer expectation statement:** I expect that this practice engages consumers in a proactive, ongoing and meaningful way to gain feedback on consumer experience and uses these insights to improve care.

### Indicator

**PP.8▶ A Our practice engages with consumers to monitor, review and improve care.**

You must:

- engage with consumers to improve care using direct engagement
- allow for communication from consumers through indirect engagement.

*Explanatory materials that support indicators at [criterion PP.8](#) are available in the complete draft for consultation.*

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## 9. Responsive system for patient care

**Consumer expectation statement:** I expect this practice to provide a variety of appointment types based on my need at the time.

### Indicators

#### PP.9► A Our practice has a triage system for prioritising patient care.

You must:

- prioritise patients according to urgency of need, and retain evidence of this
- have a clinical team member who has primary responsibility for training your practice team about triage, including how your practice:
  - identifies patients with an urgent medical need
  - identifies medical emergencies and reprioritises appointments accordingly
  - seeks urgent medical assistance from an appropriate clinical team member
  - deals with patients who have urgent medical needs when your practice is fully booked.

#### PP.9► B Our patients can access different consultation types to accommodate their needs.

You must:

- provide a variety of consultation types
- provide information to patients about how they can access care when they are unable to attend in person.

*Explanatory materials that support indicators at [criterion PP.9](#) are available in the complete draft for consultation.*

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## 10. Care when your practice is not open

**Consumer expectation statement:** I expect to find information about alternative options to access care when this practice is closed.

### Indicators

**PP.10▶ A Consumers know how they can access synchronous care by clinicians who meet Australian health professional obligations when your practice is not open.**

You must:

- inform consumers how to access synchronous care provided by clinicians who meet Australian professional obligations when your practice is not open.

*Explanatory materials that support indicators at [criterion PP.10](#) are available in the complete draft for consultation.*

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# Standard – Continuous quality improvement

The Continuous quality improvement (CQI) standard encourages general practices to continuously evaluate, monitor and improve the quality of their services to enhance patient care and experiences.

## 1. Continuous quality improvement activities

**Consumer expectation statement:** I expect that this practice is continuously monitoring the services and care provided and making improvements to enhance patient care.

### Indicators

#### **CQI.1▶ A Our practice team undertakes continuous quality improvement activities.**

You must:

- train team member/s who have the primary responsibility for quality improvement activities in your practice about their role
- have a system to identify quality improvement activities
- include at least one clinical improvement activity every 12 months
- keep a record of feedback from your practice team about quality improvement systems
- document quality improvements made to your practice or practice systems in response to feedback, complaints, or audits.

#### **CQI.1▶ B Our practice regularly monitors and reports on our environmental performance to track progress toward sustainability goals and compliance with our documented strategies.**

You must:

- track progress toward sustainability goals and compliance.

#### **CQI.1▶ C Our practice measures environmental-impact metrics to assess and manage our overall environmental footprint.**

You must:

- assess and manage your overall environmental footprint.

*Explanatory materials that support indicators at [criterion CQI.1](#) are available in the complete draft for consultation.*