

## Indicators where improvements were required before accreditation was awarded

RACGP *Standards for general practices* (5th edition)

Reporting period: March 2023 to March 2025

The indicators are arranged in descending order based on the number of general practices that did not meet the indicator at the initial routine assessment.

Indicators		Not met
GP3.1A	Qualifications, education and training of healthcare practitioners	1,476
QI2.1B	Health summaries	1,063
C3.5B	Work health and safety	987
C8.1B	Education and training of non-clinical staff	935
GP3.1C	Qualifications, education and training of healthcare practitioners	828
QI1.2B	Patient feedback	775
QI1.2C	Patient feedback	703
C3.1C	Business operation systems	601
QI1.2A	Patient feedback	559
GP6.1C	Maintaining vaccine potency	543
QI3.1A	Managing clinical risks	532
C6.4D	Information security	530
GP5.3A	Doctor's bag	526
QI2.2E	Safe and quality use of medicines	517
QI3.1B	Managing clinical risks	504
GP4.1F	Infection prevention and control, including sterilisation	496
GP5.2B	Practice equipment	484
C1.1A	Information about your practice	450
C7.1C	Content of patient health records	439
C8.1A	Education and training of non-clinical staff	420
C3.2B	Accountability and responsibility	402
GP5.2A	Practice equipment	400
GP6.1B	Maintaining vaccine potency	398
GP4.1A	Infection prevention and control, including sterilisation	389
C7.1F	Content of patient health records	374
C6.4E	Information security	341
QI2.1C	Health summaries	335
C3.2D	Accountability and responsibility	328
C7.1G	Content of patient health records	319
GP1.3B	Care outside of normal opening hours	292
C2.1E	Respectful and culturally appropriate care	273
C7.1B	Content of patient health records	268
GP2.2E	Follow-up systems	258
C6.3A	Confidentiality and privacy of health and other information	258
GP4.1D	Infection prevention and control, including sterilisation	258

Indicators		Not met
C3.1B	Business operation systems	253
GP2.2B	Follow-up systems	251
GP2.3B	Engaging with other services	238
QI1.3B	Improving clinical care	230
C3.2E	Accountability and responsibility	227
C3.3A	Emergency response plan	226
GP6.1D	Maintaining vaccine potency	225
GP5.2E	Practice equipment	223
GP4.1B	Infection prevention and control, including sterilisation	220
QI1.1C	Quality improvement activities	215
C3.1A	Business operation systems	212
GP3.1B	Qualifications, education and training of healthcare practitioners	207
GP2.2A	Follow-up systems	207
C3.2C	Accountability and responsibility	206
QI1.1D	Quality improvement activities	192
C2.2A	Presence of a third party during a consultation	173
QI2.1A	Health summaries	170
QI2.2D	Safe and quality use of medicines	165
GP1.2A	Home and other visits	160
C3.1D	Business operation systems	156
GP6.1A	Maintaining vaccine potency	154
QI1.1B	Quality improvement activities	151
QI1.3A	Improving clinical care	150
C3.5A	Work health and safety	145
C3.2A	Accountability and responsibility	138
GP4.1C	Infection prevention and control, including sterilisation	136
C6.4F	Information security	132
C7.1E	Content of patient health records	131
GP1.1C	Responsive system for patient care	124
C1.2A	Communications	103
QI3.2A	Open disclosure	102
C6.4G	Information security	99
C3.4C	Practice communication and teamwork	96
GP1.3A	Care outside of normal opening hours	89
QI2.2A	Safe and quality use of medicines	85
GP5.1C	Practice facilities	84
C5.3A	Clinical handover	84
C6.3C	Confidentiality and privacy of health and other information	82
C1.3B	Informed patient decisions	76
C7.1D	Content of patient health records	76
C6.4C	Information security	75
C6.3D	Confidentiality and privacy of health and other information	73
C6.4B	Information security	73
QI1.1A	Quality improvement activities	71
C6.1A	Patient identification	71
QI2.2C	Safe and quality use of medicines	69
GP4.1E	Infection prevention and control, including sterilisation	69
GP2.1B	Continuous and comprehensive care	68
C6.3B	Confidentiality and privacy of health and other information	68

Indicators		Not met
GP2.2D	Follow-up systems	65
GP2.2C	Follow-up systems	50
GP5.2D	Practice equipment	47
C3.4A	Practice communication and teamwork	44
GP5.1F	Practice facilities	44
C2.1B	Respectful and culturally appropriate care	42
C6.4A	Information security	42
C1.4A	Interpreter and other communication services	41
C4.1A	Health promotion and preventive care	35
C1.4B	Interpreter and other communication services	34
C5.1B	Diagnosis and management of health issues	33
GP2.1C	Continuous and comprehensive care	32
C3.6C	Research	29
QI2.2B	Safe and quality use of medicines	28
C5.1A	Diagnosis and management of health issues	28
C3.4B	Practice communication and teamwork	26
C3.6A	Research	25
C7.1A	Content of patient health records	24
GP5.1A	Practice facilities	23
C3.6B	Research	23
C2.3A	Accessibility of services	23
C1.4C	Interpreter and other communication services	22
C1.5A	Costs associated with care initiated by the practice	21
GP2.4B	Transfer of care and the patient–practitioner relationship	21
C1.3A	Informed patient decisions	19
C6.2B	Patient health record systems	18
GP5.1E	Practice facilities	16
GP5.2C	Practice equipment	16
C2.1C	Respectful and culturally appropriate care	16
C6.2A	Patient health record systems	16
GP2.4A	Transfer of care and the patient–practitioner relationship	15
GP1.1B	Responsive system for patient care	14
C2.1A	Respectful and culturally appropriate care	13
GP1.1A	Responsive system for patient care	11
C1.5B	Costs associated with care initiated by the practice	5
C2.1D	Respectful and culturally appropriate care	4
GP5.1B	Practice facilities	4
C5.2A	Clinical autonomy for practitioners	3
GP5.1D	Practice facilities	3
GP2.1A	Continuous and comprehensive care	2
GP2.3A	Engaging with other services	1