

Indicators where improvements were required before accreditation was awarded

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

Reporting period: March 2023 to May 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 | 1,595 |
| QI2.1B | Health summaries | 1,161 |
| C3.5B | Work health and safety | 1,080 |
| C8.1B | Education and training of non-clinical staff | 991 |
| GP3.1C | Qualifications, education and training of healthcare practitioners | 895 |
| QI1.2B | Patient feedback | 824 |
| QI1.2C | Patient feedback | 750 |
| C3.1C | Business operation systems | 639 |
| QI1.2A | Patient feedback | 602 |
| GP6.1C | Maintaining vaccine potency | 583 |
| C6.4D | Information security | 578 |
| QI3.1A | Managing clinical risks | 570 |
| GP5.3A | Doctor's bag | 567 |
| GP4.1F | Infection prevention and control, including sterilisation | 555 |
| QI2.2E | Safe and quality use of medicines | 544 |
| QI3.1B | Managing clinical risks | 542 |
| GP5.2B | Practice equipment | 525 |
| C7.1C | Content of patient health records | 490 |
| C1.1A | Information about your practice | 470 |
| C8.1A | Education and training of non-clinical staff | 450 |
| C3.2B | Accountability and responsibility | 431 |
| GP6.1B | Maintaining vaccine potency | 429 |
| GP5.2A | Practice equipment | 428 |
| GP4.1A | Infection prevention and control, including sterilisation | 417 |
| C7.1F | Content of patient health records | 409 |
| QI2.1C | Health summaries | 384 |
| C6.4E | Information security | 363 |
| C7.1G | Content of patient health records | 351 |
| C3.2D | Accountability and responsibility | 349 |
| GP1.3B | Care outside of normal opening hours | 314 |
| C7.1B | Content of patient health records | 295 |
| C2.1E | Respectful and culturally appropriate care | 281 |
| GP4.1D | Infection prevention and control, including sterilisation | 279 |
| GP2.2E | Follow-up systems | 275 |
| GP2.2B | Follow-up systems | 270 |

| Indicators | | Not met |
|------------|--|---------|
| C6.3A | Confidentiality and privacy of health and other information | 270 |
| C3.1B | Business operation systems | 267 |
| GP2.3B | Engaging with other services | 262 |
| QI1.3B | Improving clinical care | 249 |
| C3.2E | Accountability and responsibility | 241 |
| GP6.1D | Maintaining vaccine potency | 239 |
| GP4.1B | Infection prevention and control, including sterilisation | 236 |
| GP5.2E | Practice equipment | 236 |
| QI1.1C | Quality improvement activities | 235 |
| C3.3A | Emergency response plan | 235 |
| C3.1A | Business operation systems | 227 |
| GP3.1B | Qualifications, education and training of healthcare practitioners | 224 |
| GP2.2A | Follow-up systems | 223 |
| C3.2C | Accountability and responsibility | 220 |
| QI1.1D | Quality improvement activities | 208 |
| QI2.2D | Safe and quality use of medicines | 182 |
| C2.2A | Presence of a third party during a consultation | 182 |
| QI2.1A | Health summaries | 181 |
| GP6.1A | Maintaining vaccine potency | 167 |
| QI1.3A | Improving clinical care | 165 |
| GP1.2A | Home and other visits | 164 |
| QI1.1B | Quality improvement activities | 161 |
| C3.1D | Business operation systems | 160 |
| C3.5A | Work health and safety | 153 |
| C3.2A | Accountability and responsibility | 145 |
| C7.1E | Content of patient health records | 142 |
| GP4.1C | Infection prevention and control, including sterilisation | 141 |
| C6.4F | Information security | 135 |
| GP1.1C | Responsive system for patient care | 132 |
| C1.2A | Communications | 111 |
| QI3.2A | Open disclosure | 105 |
| C6.4G | Information security | 103 |
| C3.4C | Practice communication and teamwork | 100 |
| QI2.2A | Safe and quality use of medicines | 94 |
| GP1.3A | Care outside of normal opening hours | 91 |
| GP5.1C | Practice facilities | 91 |
| C5.3A | Clinical handover | 85 |
| C6.3C | Confidentiality and privacy of health and other information | 85 |
| C1.3B | Informed patient decisions | 84 |
| C6.4B | Information security | 82 |
| C7.1D | Content of patient health records | 81 |
| C6.4C | Information security | 79 |
| QI2.2C | Safe and quality use of medicines | 77 |
| GP2.2D | Follow-up systems | 76 |
| C6.3D | Confidentiality and privacy of health and other information | 76 |
| QI1.1A | Quality improvement activities | 75 |
| C6.1A | Patient identification | 74 |
| C6.3B | Confidentiality and privacy of health and other information | 72 |
| GP4.1E | Infection prevention and control, including sterilisation | 71 |

| Indicators | | Not met |
|------------|--|---------|
| GP2.1B | Continuous and comprehensive care | 68 |
| GP2.2C | Follow-up systems | 54 |
| GP5.2D | Practice equipment | 52 |
| GP5.1F | Practice facilities | 46 |
| C3.4A | Practice communication and teamwork | 46 |
| C2.1B | Respectful and culturally appropriate care | 44 |
| C6.4A | Information security | 43 |
| C1.4A | Interpreter and other communication services | 42 |
| C1.4B | Interpreter and other communication services | 36 |
| C4.1A | Health promotion and preventive care | 35 |
| GP2.1C | Continuous and comprehensive care | 34 |
| C5.1B | Diagnosis and management of health issues | 34 |
| C3.6C | Research | 32 |
| QI2.2B | Safe and quality use of medicines | 29 |
| C5.1A | Diagnosis and management of health issues | 29 |
| C3.6A | Research | 27 |
| C3.4B | Practice communication and teamwork | 27 |
| C7.1A | Content of patient health records | 25 |
| C3.6B | Research | 25 |
| C2.3A | Accessibility of services | 24 |
| C6.2B | Patient health record systems | 24 |
| GP5.1A | Practice facilities | 24 |
| C1.4C | Interpreter and other communication services | 23 |
| C1.5A | Costs associated with care initiated by the practice | 23 |
| GP2.4B | Transfer of care and the patient–practitioner relationship | 22 |
| C6.2A | Patient health record systems | 20 |
| C1.3A | Informed patient decisions | 19 |
| GP5.1E | Practice facilities | 17 |
| C2.1C | Respectful and culturally appropriate care | 17 |
| GP2.4A | Transfer of care and the patient–practitioner relationship | 16 |
| GP5.2C | Practice equipment | 16 |
| C2.1A | Respectful and culturally appropriate care | 14 |
| GP1.1B | Responsive system for patient care | 14 |
| 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 |