

Indicators where improvements were required before accreditation was awarded

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

Reporting period: March 2023 to June 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 | 1,655 |
| QI2.1B | Health summaries | 1,220 |
| C3.5B | Work health and safety | 1,134 |
| C8.1B | Education and training of non-clinical staff | 1,031 |
| GP3.1C | Qualifications, education and training of healthcare practitioners | 941 |
| QI1.2B | Patient feedback | 863 |
| QI1.2C | Patient feedback | 788 |
| C3.1C | Business operation systems | 671 |
| QI1.2A | Patient feedback | 632 |
| GP6.1C | Maintaining vaccine potency | 616 |
| C6.4D | Information security | 604 |
| GP5.3A | Doctor's bag | 603 |
| QI3.1A | Managing clinical risks | 594 |
| GP4.1F | Infection prevention and control, including sterilisation | 592 |
| QI2.2E | Safe and quality use of medicines | 569 |
| QI3.1B | Managing clinical risks | 565 |
| GP5.2B | Practice equipment | 555 |
| C7.1C | Content of patient health records | 517 |
| C1.1A | Information about your practice | 483 |
| C8.1A | Education and training of non-clinical staff | 465 |
| GP6.1B | Maintaining vaccine potency | 458 |
| GP5.2A | Practice equipment | 451 |
| C3.2B | Accountability and responsibility | 441 |
| GP4.1A | Infection prevention and control, including sterilisation | 433 |
| C7.1F | Content of patient health records | 431 |
| QI2.1C | Health summaries | 405 |
| C6.4E | Information security | 375 |
| C3.2D | Accountability and responsibility | 373 |
| C7.1G | Content of patient health records | 362 |
| GP1.3B | Care outside of normal opening hours | 320 |
| C7.1B | Content of patient health records | 306 |
| GP4.1D | Infection prevention and control, including sterilisation | 296 |
| C2.1E | Respectful and culturally appropriate care | 293 |
| GP2.2E | Follow-up systems | 290 |
| GP2.2B | Follow-up systems | 289 |

| Indicators | | Not met |
|------------|--|---------|
| C6.3A | Confidentiality and privacy of health and other information | 283 |
| C3.1B | Business operation systems | 279 |
| GP2.3B | Engaging with other services | 270 |
| QI1.3B | Improving clinical care | 263 |
| C3.2E | Accountability and responsibility | 249 |
| GP4.1B | Infection prevention and control, including sterilisation | 247 |
| GP6.1D | Maintaining vaccine potency | 247 |
| GP5.2E | Practice equipment | 245 |
| QI1.1C | Quality improvement activities | 243 |
| GP2.2A | Follow-up systems | 243 |
| C3.3A | Emergency response plan | 241 |
| C3.1A | Business operation systems | 236 |
| GP3.1B | Qualifications, education and training of healthcare practitioners | 230 |
| C3.2C | Accountability and responsibility | 224 |
| QI1.1D | Quality improvement activities | 214 |
| C2.2A | Presence of a third party during a consultation | 188 |
| QI2.1A | Health summaries | 187 |
| QI2.2D | Safe and quality use of medicines | 185 |
| QI1.3A | Improving clinical care | 176 |
| GP6.1A | Maintaining vaccine potency | 173 |
| GP1.2A | Home and other visits | 168 |
| QI1.1B | Quality improvement activities | 165 |
| C3.1D | Business operation systems | 163 |
| C3.5A | Work health and safety | 156 |
| C7.1E | Content of patient health records | 150 |
| C3.2A | Accountability and responsibility | 149 |
| GP4.1C | Infection prevention and control, including sterilisation | 143 |
| C6.4F | Information security | 135 |
| GP1.1C | Responsive system for patient care | 133 |
| C1.2A | Communications | 121 |
| QI3.2A | Open disclosure | 108 |
| C3.4C | Practice communication and teamwork | 103 |
| C6.4G | Information security | 103 |
| QI2.2A | Safe and quality use of medicines | 99 |
| GP5.1C | Practice facilities | 93 |
| GP1.3A | Care outside of normal opening hours | 91 |
| C6.4B | Information security | 90 |
| C1.3B | Informed patient decisions | 88 |
| C5.3A | Clinical handover | 86 |
| C6.3C | Confidentiality and privacy of health and other information | 86 |
| C7.1D | Content of patient health records | 86 |
| C6.4C | Information security | 82 |
| QI2.2C | Safe and quality use of medicines | 81 |
| C6.3D | Confidentiality and privacy of health and other information | 80 |
| GP2.2D | Follow-up systems | 78 |
| QI1.1A | Quality improvement activities | 78 |
| C6.1A | Patient identification | 77 |
| GP4.1E | Infection prevention and control, including sterilisation | 74 |
| C6.3B | Confidentiality and privacy of health and other information | 73 |

| Indicators | | Not met |
|------------|--|---------|
| GP2.1B | Continuous and comprehensive care | 71 |
| GP2.2C | Follow-up systems | 58 |
| GP5.2D | Practice equipment | 50 |
| C3.4A | Practice communication and teamwork | 47 |
| GP5.1F | Practice facilities | 47 |
| C2.1B | Respectful and culturally appropriate care | 45 |
| C6.4A | Information security | 45 |
| C1.4A | Interpreter and other communication services | 43 |
| C1.4B | Interpreter and other communication services | 37 |
| GP2.1C | Continuous and comprehensive care | 36 |
| C4.1A | Health promotion and preventive care | 36 |
| C5.1B | Diagnosis and management of health issues | 35 |
| C3.6C | Research | 33 |
| QI2.2B | Safe and quality use of medicines | 32 |
| C5.1A | Diagnosis and management of health issues | 31 |
| C3.4B | Practice communication and teamwork | 28 |
| C3.6A | Research | 28 |
| C2.3A | Accessibility of services | 26 |
| C3.6B | Research | 26 |
| GP5.1A | Practice facilities | 26 |
| C1.5A | Costs associated with care initiated by the practice | 25 |
| C7.1A | Content of patient health records | 24 |
| C6.2B | Patient health record systems | 24 |
| GP2.4B | Transfer of care and the patient–practitioner relationship | 22 |
| C1.4C | Interpreter and other communication services | 22 |
| C6.2A | Patient health record systems | 21 |
| C1.3A | Informed patient decisions | 20 |
| C2.1C | Respectful and culturally appropriate care | 17 |
| GP5.1E | Practice facilities | 16 |
| GP2.4A | Transfer of care and the patient–practitioner relationship | 16 |
| GP5.2C | Practice equipment | 15 |
| C2.1A | Respectful and culturally appropriate care | 15 |
| GP1.1B | Responsive system for patient care | 13 |
| GP1.1A | Responsive system for patient care | 11 |
| C1.5B | Costs associated with care initiated by the practice | 5 |
| GP5.1D | Practice facilities | 5 |
| C2.1D | Respectful and culturally appropriate care | 4 |
| GP5.1B | Practice facilities | 4 |
| C5.2A | Clinical autonomy for practitioners | 3 |
| GP2.1A | Continuous and comprehensive care | 2 |
| GP2.3A | Engaging with other services | 1 |