

## Indicators where improvements were required before accreditation was awarded

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

Reporting period: April 2023 to January 2026

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

Indicators	Not met	
GP3.1A	Qualifications, education and training of healthcare practitioners	2,021
QI2.1B	Health summaries	1,496
C3.5B	Work health and safety	1,445
C8.1B	Education and training of non-clinical staff	1,220
GP3.1C	Qualifications, education and training of healthcare practitioners	1,137
QI1.2B	Patient feedback	1,024
QI1.2C	Patient feedback	937
C3.1C	Business operation systems	810
C6.4D	Information security	743
QI3.1A	Managing clinical risks	733
QI1.2A	Patient feedback	731
GP6.1C	Maintaining vaccine potency	720
GP5.3A	Doctor's bag	715
QI2.2E	Safe and quality use of medicines	685
QI3.1B	Managing clinical risks	684
GP5.2B	Practice equipment	665
C7.1C	Content of patient health records	608
GP5.2A	Practice equipment	576
C8.1A	Education and training of non-clinical staff	557
GP4.1A	Infection prevention and control, including sterilisation	547
C1.1A	Information about your practice	543
GP6.1B	Maintaining vaccine potency	542
C3.2B	Accountability and responsibility	537
C6.4E	Information security	478
C3.2D	Accountability and responsibility	457
C7.1G	Content of patient health records	439
GP4.1D	Infection prevention and control, including sterilisation	392
GP1.3B	Care outside of normal opening hours	380
GP2.2B	Follow-up systems	360
C7.1B	Content of patient health records	359
C2.1E	Respectful and culturally appropriate care	345
GP2.2E	Follow-up systems	335
GP2.3B	Engaging with other services	327
QI1.3B	Improving clinical care	324
C6.3A	Confidentiality and privacy of health and other information	318
C3.2E	Accountability and responsibility	306
C3.1A	Business operation systems	304
GP2.2A	Follow-up systems	302
QI1.1C	Quality improvement activities	300
GP6.1D	Maintaining vaccine potency	297
GP4.1B	Infection prevention and control, including sterilisation	295
C3.3A	Emergency response plan	282
C3.2C	Accountability and responsibility	267
QI1.1D	Quality improvement activities	261

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Indicators		Not met
GP3.1B	Qualifications, education and training of healthcare practitioners	254
QI2.1A	Health summaries	226
QI2.2D	Safe and quality use of medicines	223
C2.2A	Presence of a third party during a consultation	222
C3.1D	Business operation systems	207
QI1.1B	Quality improvement activities	206
GP6.1A	Maintaining vaccine potency	200
C3.2A	Accountability and responsibility	185
C3.5A	Work health and safety	185
C7.1E	Content of patient health records	184
GP1.2A	Home and other visits	177
GP4.1C	Infection prevention and control, including sterilisation	175
QI2.1C	Health summaries	165
C6.4F	Information security	162
C1.2A	Communications	148
GP5.2E	Practice equipment	146
QI2.2A	Safe and quality use of medicines	119
C6.4G	Information security	119
C6.4B	Information security	119
GP5.1C	Practice facilities	116
GP1.1C	Responsive system for patient care	111
C3.4C	Practice communication and teamwork	110
C1.3B	Informed patient decisions	105
C6.3D	Confidentiality and privacy of health and other information	103
C6.3C	Confidentiality and privacy of health and other information	103
GP1.3A	Care outside of normal opening hours	102
C6.4C	Information security	96
C7.1D	Content of patient health records	94
QI2.2C	Safe and quality use of medicines	92
C5.3A	Clinical handover	90
C6.3B	Confidentiality and privacy of health and other information	89
QI1.1A	Quality improvement activities	89
C6.1A	Patient identification	86
GP4.1E	Infection prevention and control, including sterilisation	83
GP2.1B	Continuous and comprehensive care	74
GP2.2C	Follow-up systems	70
GP5.1F	Practice facilities	57
C3.4A	Practice communication and teamwork	56
GP5.2D	Practice equipment	56
C6.4A	Information security	51
C2.1B	Respectful and culturally appropriate care	51
QI3.2A	Open disclosure	47
C1.4A	Interpreter and other communication services	46
C1.4B	Interpreter and other communication services	42
C4.1A	Health promotion and preventive care	39
GP2.1C	Continuous and comprehensive care	38
QI2.2B	Safe and quality use of medicines	37
C1.5A	Costs associated with care initiated by the practice	34
C5.1B	Diagnosis and management of health issues	34
C3.6C	Research	34
GP5.1A	Practice facilities	33
C2.3A	Accessibility of services	32
C5.1A	Diagnosis and management of health issues	31
C3.4B	Practice communication and teamwork	31
C3.6B	Research	28
C3.6A	Research	28
C6.2B	Patient health record systems	26
C7.1A	Content of patient health records	26

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Indicators	Not met	
C1.3A	Informed patient decisions	25
C6.2A	Patient health record systems	25
GP2.4B	Transfer of care and the patient–practitioner relationship	25
GP2.4A	Transfer of care and the patient–practitioner relationship	21
C2.1C	Respectful and culturally appropriate care	19
GP5.1E	Practice facilities	18
C2.1A	Respectful and culturally appropriate care	18
GP5.2C	Practice equipment	17
GP1.1B	Responsive system for patient care	16
GP1.1A	Responsive system for patient care	13
CQI.1B	Continuous quality improvement activities	8
CQI.1C	Continuous quality improvement activities	8
GP3.1D	Qualifications, education and training of healthcare practitioners	7
GP5.1D	Practice facilities	6
C1.5B	Costs associated with care initiated by the practice	6
CG.9E	Infection prevention and control, including reprocessing	5
PP.6B	Health promotion and preventative care	5
C2.1D	Respectful and culturally appropriate care	5
GP5.1B	Practice facilities	5
F.1C	Defining and planning for your practice	4
F.3B	Environmental sustainability and responsibility	4
F.10B	Digital care	3
C5.2A	Clinical autonomy for practitioners	3
CG.8A	Immunisations	3
F.3A	Environmental sustainability and responsibility	3
F.10A	Digital care	3
F.1A	Defining and planning for your practice	3
CG.4C	Provision of clinical and medicines guidelines	3
F.4D	Induction, training and supporting performance	3
CG.7A	Managing clinical risks and incidents	2
F.8D	Information security	2
GP2.1A	Continuous and comprehensive care	2
F.4A	Induction, training and supporting performance	2
GP2.3A	Engaging with other services	2
F.4B	Induction, training and supporting performance	2
F.4C	Induction, training and supporting performance	2
F.1B	Defining and planning for your practice	2
CG.12B	Maintaining vaccine potency	1
F.2A	Response planning	1
F.9A	Confidentiality and privacy of health and other information	1
PP.7B	Open disclosure and complaints	1
CG.3D	Facilitating complete patient health records	1
PP.2C	Communications	1
CG.11A	Practice equipment	1
PP.8A	Engaging consumers	1
CG.12A	Maintaining vaccine potency	1
F.5B	Registration and qualifications of healthcare practitioners	1
PP.10A	Care outside of normal opening hours	1
F.8A	Information security	1
PP.2D	Communications	1
F.8C	Information security	1
F.5A	Registration and qualifications of healthcare practitioners	1