

Indicators where improvements were required before accreditation was awarded

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

Reporting period: April 2023 to February 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	2,043
QI2.1B	Health summaries	1,512
C3.5B	Work health and safety	1,464
C8.1B	Education and training of non-clinical staff	1,234
GP3.1C	Qualifications, education and training of healthcare practitioners	1,137
QI1.2B	Patient feedback	1,037
QI1.2C	Patient feedback	946
C3.1C	Business operation systems	818
C6.4D	Information security	751
QI3.1A	Managing clinical risks	741
QI1.2A	Patient feedback	741
GP5.3A	Doctor's bag	722
GP6.1C	Maintaining vaccine potency	720
QI3.1B	Managing clinical risks	693
QI2.2E	Safe and quality use of medicines	693
GP5.2B	Practice equipment	674
C7.1C	Content of patient health records	610
GP5.2A	Practice equipment	587
C8.1A	Education and training of non-clinical staff	563
GP4.1A	Infection prevention and control, including sterilisation	547
C3.2B	Accountability and responsibility	545
C1.1A	Information about your practice	544
GP6.1B	Maintaining vaccine potency	543
C6.4E	Information security	487
C3.2D	Accountability and responsibility	460
C7.1G	Content of patient health records	446
GP4.1D	Infection prevention and control, including sterilisation	394
GP1.3B	Care outside of normal opening hours	387
GP2.2B	Follow-up systems	369
C7.1B	Content of patient health records	360
C2.1E	Respectful and culturally appropriate care	344
GP2.2E	Follow-up systems	335
QI1.3B	Improving clinical care	331
GP2.3B	Engaging with other services	331
C6.3A	Confidentiality and privacy of health and other information	320
C3.2E	Accountability and responsibility	311
C3.1A	Business operation systems	305
GP2.2A	Follow-up systems	305
QI1.1C	Quality improvement activities	304
GP4.1B	Infection prevention and control, including sterilisation	296
GP6.1D	Maintaining vaccine potency	292
C3.3A	Emergency response plan	281
QI1.1D	Quality improvement activities	267
C3.2C	Accountability and responsibility	266

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Indicators	Not met	
GP3.1B	Qualifications, education and training of healthcare practitioners	255
QI2.1A	Health summaries	233
QI2.2D	Safe and quality use of medicines	226
C2.2A	Presence of a third party during a consultation	221
QI1.1B	Quality improvement activities	211
C3.1D	Business operation systems	207
GP6.1A	Maintaining vaccine potency	197
C7.1E	Content of patient health records	188
C3.2A	Accountability and responsibility	183
C3.5A	Work health and safety	182
GP1.2A	Home and other visits	179
GP4.1C	Infection prevention and control, including sterilisation	169
C6.4F	Information security	163
QI2.1C	Health summaries	162
GP5.2E	Practice equipment	150
C1.2A	Communications	150
QI2.2A	Safe and quality use of medicines	119
C6.4G	Information security	119
GP5.1C	Practice facilities	118
C6.4B	Information security	117
GP1.1C	Responsive system for patient care	115
C1.3B	Informed patient decisions	109
C3.4C	Practice communication and teamwork	108
C6.3D	Confidentiality and privacy of health and other information	102
C6.3C	Confidentiality and privacy of health and other information	102
GP1.3A	Care outside of normal opening hours	101
C7.1D	Content of patient health records	97
C6.4C	Information security	96
QI2.2C	Safe and quality use of medicines	92
C5.3A	Clinical handover	91
QI1.1A	Quality improvement activities	89
C6.3B	Confidentiality and privacy of health and other information	89
C6.1A	Patient identification	87
GP4.1E	Infection prevention and control, including sterilisation	83
GP2.1B	Continuous and comprehensive care	75
GP2.2C	Follow-up systems	71
GP5.1F	Practice facilities	57
GP5.2D	Practice equipment	57
C3.4A	Practice communication and teamwork	56
C2.1B	Respectful and culturally appropriate care	53
C6.4A	Information security	50
C1.4A	Interpreter and other communication services	49
QI3.2A	Open disclosure	47
C1.4B	Interpreter and other communication services	45
GP2.1C	Continuous and comprehensive care	38
C4.1A	Health promotion and preventive care	38
QI2.2B	Safe and quality use of medicines	38
C1.5A	Costs associated with care initiated by the practice	34
C5.1B	Diagnosis and management of health issues	34
GP5.1A	Practice facilities	33
C2.3A	Accessibility of services	33
C3.6C	Research	32
C5.1A	Diagnosis and management of health issues	31
C3.4B	Practice communication and teamwork	30
C3.6A	Research	28
C6.2B	Patient health record systems	27
C3.6B	Research	27
C7.1A	Content of patient health records	26

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Indicators		Not met
GP2.4B	Transfer of care and the patient–practitioner relationship	26
C1.3A	Informed patient decisions	25
C6.2A	Patient health record systems	25
GP2.4A	Transfer of care and the patient–practitioner relationship	23
C2.1C	Respectful and culturally appropriate care	19
C2.1A	Respectful and culturally appropriate care	18
GP5.1E	Practice facilities	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