

Indicators where improvements were required before accreditation was awarded

RACGP *Standards for general practices* (5th edition)
Reporting period: April 2023 to April 2026

Indicators are ordered from highest to lowest, based on the number of general practices that did not meet them at the initial routine assessment.

Indicators	Not met
GP3.1A Qualifications, education and training of healthcare practitioners	2,066
QI2.1B Health summaries	1,528
C3.5B Work health and safety	1,505
C8.1B Education and training of non-clinical staff	1,235
GP3.1C Qualifications, education and training of healthcare practitioners	1,145
QI1.2B Patient feedback	1,038
QI1.2C Patient feedback	931
C3.1C Business operation systems	811
C6.4D Information security	770
QI1.2A Patient feedback	738
QI3.1A Managing clinical risks	736
GP6.1C Maintaining vaccine potency	727
GP5.3A Doctor's bag	726
QI2.2E Safe and quality use of medicines	704
QI3.1B Managing clinical risks	687
GP5.2B Practice equipment	667
GP5.2A Practice equipment	600
C7.1C Content of patient health records	594
C8.1A Education and training of non-clinical staff	567
GP4.1A Infection prevention and control, including sterilisation	560
GP6.1B Maintaining vaccine potency	552
C3.2B Accountability and responsibility	549
C1.1A Information about your practice	520
C6.4E Information security	505
C3.2D Accountability and responsibility	467
C7.1G Content of patient health records	442
GP4.1D Infection prevention and control, including sterilisation	410
GP1.3B Care outside of normal opening hours	382
C7.1B Content of patient health records	363
GP2.2B Follow-up systems	362
C2.1E Respectful and culturally appropriate care	339
QI1.3B Improving clinical care	338
GP2.3B Engaging with other services	329
GP2.2E Follow-up systems	325
C3.2E Accountability and responsibility	322
C6.3A Confidentiality and privacy of health and other information	311
GP2.2A Follow-up systems	309
C3.1A Business operation systems	302
GP4.1B Infection prevention and control, including sterilisation	300
GP6.1D Maintaining vaccine potency	300
QI1.1C Quality improvement activities	299
C3.3A Emergency response plan	287
C3.2C Accountability and responsibility	271
QI1.1D Quality improvement activities	266
GP3.1B Qualifications, education and training of healthcare practitioners	247
QI2.1A Health summaries	239

Indicators	Not met
QI2.2D Safe and quality use of medicines	228
C2.2A Presence of a third party during a consultation	217
C3.1D Business operation systems	210
QI1.1B Quality improvement activities	207
GP6.1A Maintaining vaccine potency	196
C7.1E Content of patient health records	192
C3.2A Accountability and responsibility	182
C3.5A Work health and safety	179
GP4.1C Infection prevention and control, including sterilisation	171
GP1.2A Home and other visits	170
C6.4F Information security	158
GP5.2E Practice equipment	157
C1.2A Communications	155
QI2.1C Health summaries	143
C6.4B Information security	128
GP1.1C Responsive system for patient care	124
QI2.2A Safe and quality use of medicines	123
C6.4G Information security	123
GP5.1C Practice facilities	117
C1.3B Informed patient decisions	111
C3.4C Practice communication and teamwork	101
C6.3D Confidentiality and privacy of health and other information	99
GP1.3A Care outside of normal opening hours	98
C7.1D Content of patient health records	96
C6.3C Confidentiality and privacy of health and other information	96
QI2.2C Safe and quality use of medicines	95
C6.4C Information security	89
C6.1A Patient identification	89
QI1.1A Quality improvement activities	87
C5.3A Clinical handover	86
C6.3B Confidentiality and privacy of health and other information	84
GP4.1E Infection prevention and control, including sterilisation	80
GP2.1B Continuous and comprehensive care	71
GP2.2C Follow-up systems	68
C3.4A Practice communication and teamwork	57
GP5.2D Practice equipment	57
GP5.1F Practice facilities	56
C2.1B Respectful and culturally appropriate care	52
C6.4A Information security	50
C1.4A Interpreter and other communication services	48
C1.4B Interpreter and other communication services	44
QI2.2B Safe and quality use of medicines	39
C1.5A Costs associated with care initiated by the practice	36
GP2.1C Continuous and comprehensive care	36
C2.3A Accessibility of services	34
C4.1A Health promotion and preventive care	34
QI3.2A Open disclosure	34
GP5.1A Practice facilities	33
C6.2B Patient health record systems	30
C5.1B Diagnosis and management of health issues	30
C3.6C Research	30
C5.1A Diagnosis and management of health issues	28
GP2.4B Transfer of care and the patient–practitioner relationship	27
C3.4B Practice communication and teamwork	26
C3.6B Research	25
C3.6A Research	24
GP2.4A Transfer of care and the patient–practitioner relationship	23
C6.2A Patient health record systems	23

Indicators	Not met
C1.3A Informed patient decisions	23
C7.1A Content of patient health records	20
C2.1C Respectful and culturally appropriate care	19
GP1.1B Responsive system for patient care	18
C2.1A Respectful and culturally appropriate care	18
GP5.1E Practice facilities	17
GP5.2C Practice equipment	14
GP1.1A Responsive system for patient care	12
CQI.1B Continuous quality improvement activities	8
CQI.1C Continuous quality improvement activities	8
C1.5B Costs associated with care initiated by the practice	7
GP5.1B Practice facilities	5
CG.9E Infection prevention and control, including reprocessing	5
C2.1D Respectful and culturally appropriate care	5
PP.6B Health promotion and preventative care	5
F.3B Environmental sustainability and responsibility	4
GP5.1D Practice facilities	4
F.1C Defining and planning for your practice	4
GP3.1D Qualifications, education and training of healthcare practitioners	4
F.10A Digital care	3
F.10B Digital care	3
CG.4C Provision of clinical and medicines guidelines	3
F.1A Defining and planning for your practice	3
F.3A Environmental sustainability and responsibility	3
F.4D Induction, training and supporting performance	3
CG.8A Immunisations	3
C5.2A Clinical autonomy for practitioners	3
F.1B Defining and planning for your practice	2
F.8D Information security	2
F.4C Induction, training and supporting performance	2
GP2.3A Engaging with other services	2
F.4B Induction, training and supporting performance	2
CG.7A Managing clinical risks and incidents	2
GP2.1A Continuous and comprehensive care	2
F.4A Induction, training and supporting performance	2
F.8C Information security	1
PP.7B Open disclosure and complaints	1
PP.10A Care outside of normal opening hours	1
F.8A Information security	1
F.5B Registration and qualifications of healthcare practitioners	1
F.5A Registration and qualifications of healthcare practitioners	1
F.2A Response planning	1
CG.12A Maintaining vaccine potency	1
F.9A Confidentiality and privacy of health and other information	1
CG.11A Practice equipment	1
PP.8A Engaging consumers	1
PP.2C Communications	1
CG.3D Facilitating complete patient health records	1
CG.12B Maintaining vaccine potency	1
PP.2D Communications	1