

# Information about accreditation of general practices

This fact sheet describes what accreditation is, what it means when you visit a general practice and how you can be involved in your care.

## What are the Standards for general practice?

The [\*RACGP Standards for general practices\*](#) (the Standards) are developed by the Royal Australian College of General Practitioners (RACGP).

The Standards are a set of requirements for practices. When they are in place they help practices provide safe, effective and patient-centred care. They cover how practices look after patients and keep personal information safe. They also include managing risks and making sure doctors and staff are qualified.

## What is general practice accreditation?

Accreditation under the [\*\*National General Practice Accreditation Scheme\*\*](#) is for the practice, not the individual doctors working there.

It is a voluntary process that happens every three years. Independent experts visit the practice and check if it is meeting the Standards.

If the practice meets the Standards, it is accredited. This means the practice is recognised as having the processes for staff to provide safe and high-quality care.

## What does accreditation mean for you?

When you visit an accredited practice, you can expect:



- ✓ safe and well-maintained medical equipment (for example, blood pressure monitors are clean and working)



- ✓ qualified and trained staff (including your doctor, nurses and Aboriginal or Torres Strait Islander health workers)



- ✓ your health information is secure and your health records are protected



- ✓ staff have access to clinical guidelines to help with patient diagnosis



- ✓ to be informed how to provide feedback about your experience, by either giving you an email address or the details for a contact person.

## How can I check if my general practice is accredited?

You can check if your practice is accredited by:

- visiting the [Commission's website](#) to see a list of accredited general practices
- looking for an accreditation certificate on display at your practice
- asking a member of the practice team
- looking for accreditation details on digital booking platforms, such as [HotDoc](#) or [Healthengine](#).

## Should I still visit a general practice that is not accredited?

Practices are not required to be accredited to the Standards if they choose not to be. This does not mean that these practices provide unsafe or low-quality care or that doctors are unqualified.

Some practices may be getting ready for accreditation, which can take up to a year. Some may not want to be accredited because it takes time, effort and money.

It is still okay to see a doctor at a non-accredited practice, especially if it is your regular doctor or the only one in your area.



## How can I give feedback or make a complaint to my general practice?

You have the right to give feedback and make a complaint about the care you receive or the way it made you feel. Accredited practices should have processes to collect feedback from people about their experience and to use this information to help improve care.

You can give feedback in different ways, including by:

- talking to a member of the practice team during or after your visit
- filling in a survey or feedback form
- sending an email or letter
- completing a form on the practice website.

If you or someone you care for has had a bad experience or outcome, you can make a complaint. Accredited practices must have a complaints process. This usually includes:

- registering complaints
- responding to complaints openly and in a timely manner
- letting you know what steps they take to address your complaint.

If the practice cannot resolve your complaint, they must tell you how you can escalate it to the relevant state or territory health complaints commission. The [Commission's Information about healthcare complaints](#) explains your options and who to contact.

### For more information

Please visit: [safetyandquality.gov.au/NGPAforconsumers](https://safetyandquality.gov.au/NGPAforconsumers).

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