

CRITERION 2.1.2



Our practice provides opportunities for, and responds to, patient feedback.

The following excerpt from the RACGP Standards for general practices 3rd edition explains the requirements for criterion 2.1.2.

“Unique information about patient needs and the quality of care provided by a general practice can be gained from patients. Discussing consumer feedback and concerns openly helps people within the general practice to understand strengths in the practice, potential problems, and how to improve. It is helpful to know what patients think about a practice and what they are likely to tell other people. The more feedback a practice receives – whether it be complaints, compliments or suggestions – the better it will be able to provide care.”

THE INDICATORS FOR CRITERION 2.1.2 ARE AS FOLLOWS.

Indicator A. Our practice has a process for receiving and responding to feedback and complaints from patients and other people.

This process should be documented in your policy and procedure manual. You should also be able to produce your patient feedback survey, forum or discussion results or telephone interview questions for the surveyors to assess. An example of a patient feedback survey including all indicators

that must be met through patient feedback is shown on pages 12 and 13. You should also collate this information and respond in some way.

Indicator B. Our GP(s) and staff can describe the processes for receiving and responding to feedback and complaints from patients and other people.

This indicator is assessed via an interview conducted by a surveyor. Your practice’s GP(s) and staff should be able to describe the process for obtaining and responding to patient feedback. The explanation given should reflect the written policy.

Indicator C. Our practice makes contact information for the state/territory health complaints agency readily available to patients on request.

This indicator is assessed via a document review and interview. Your practice can meet this indicator by having the complaints commission information available when needed or requested. It is not necessary to have a sign in the waiting room, or to include contact information in your practice information sheet. It is important to encourage patients to tell practice staff if they have a complaint. It is always better to communicate openly with patients and attempt to rectify the situation which may prevent the same complaint occurring again.

Indicator D. Our practice has used patient feedback to establish whether patients of our practice are confident that any feedback and complaints they make to our practice would be handled properly.

This indicator is assessed by surveyors through the patient feedback itself. Patient feedback must be presented in the form of collated results. You can use our patient feedback form and collator tool from QbAY to assist you. These resources are complimentary for AGPAL registered and accredited practices and meet all the requirements for accreditation. Your practice may demonstrate how you deal with feedback and complaints by presenting an agenda or minutes of a meeting, or showing an improvement that has been implemented as a result of feedback received.

Indicator E. Our practice can describe an improvement we have made in response to patient feedback or complaints.

This indicator is not flagged which means your practice does not have to meet it to achieve accreditation. This indicator is assessed via an interview with a surveyor. The surveyor may ask how you have improved something within your practice as a response to feedback received.

PATIENT FEEDBACK SURVEY

3RD EDITION STANDARDS



Accredited
General Practice

AGPAL MEDICAL CENTRE

Dear Patients,

It is important to us that we provide you with a quality health service. Please complete this anonymous survey about our practice so that we can identify areas in which we can better meet your needs.

Our practice is undergoing accreditation with Australian General Practice Accreditation Limited (AGPAL), which includes patient feedback as part of its assessment. Accreditation acknowledges our practice's commitment to safety and quality.

How would you rate your experience with our practice? (Please circle appropriate number)

#	Question	Unsatisfactory		Satisfactory		Above Average		Not Applicable
		1	2	3	4	5	6	
1	Availability of longer consultations.	1	2	3	4	5	6	N/A
2	Having the urgency of my needs determined promptly when telephoning the practice.	1	2	3	4	5	6	N/A
3	Obtaining information or advice about your health care by telephone or electronic means when a consultation is not necessary or practical.	1	2	3	4	5	6	N/A
4	Arrangements for home and other visits both within and outside our normal opening hours.	1	2	3	4	5	6	N/A
5	Arrangements for medical care outside our practice's normal opening hours.	1	2	3	4	5	6	N/A
6	Receiving sufficient information about the purpose, importance, benefits and risks of proposed investigations, referrals or treatments proposed by your GP for you to make an informed decision about your health.	1	2	3	4	5	6	N/A
7	Being informed of costs before treatments, investigations or procedures performed by our practice in addition to the consultation cost.	1	2	3	4	5	6	N/A
8	The advice provided by our practice that there may be potential for out of pocket expenses, if you are referred for investigation or for initial consultation to a specialist or allied health professional (for example, that a gap payment may be necessary).	1	2	3	4	5	6	N/A
9	The doctors discuss health promotion or disease prevention with you.	1	2	3	4	5	6	N/A
10	Are you able to see the doctor of your choice, if available.	1	2	3	4	5	6	N/A
11	Do you feel that you are being treated respectfully by our doctors and staff.	1	2	3	4	5	6	N/A
12	The way in which the practice handles complaints and feedback that you may give to them.	1	2	3	4	5	6	N/A

#	Question	Unsatisfactory		Satisfactory		Above Average		Not Applicable
		1	2	3	4	5	6	
13	The practice obtains my permission <u>before</u> a consultation if there is ever a third person invited to be present in my consultation (For example, a medical student, another staff member or a family member).	1	2	3	4	5	6	N/A
14	Ease of contacting the practice by telephone.	1	2	3	4	5	6	N/A
15	Satisfaction with the facilities in the consulting area(s).	1	2	3	4	5	6	N/A
16	The way in which the practice makes adequate provisions for your privacy.	1	2	3	4	5	6	N/A

Other Questions

17 Are you: Male Female

18 What is your age range? 0 - 18 19 - 35 36 - 55 56 - 75 75 +

19 How long have you attended this practice? Less than 2 years 2-5 years 6-10 years Over 10 years

20 The doctor I usually see when I visit this practice is:

Are there any other comments you would like to make about our practice, doctors and staff?

To access AGPAL's patient feedback survey template follow the steps below.

- Visit www.agpal.com.au
- Click on 'Practices'
- Enter your username and password
- Click Qbay
- Select 'Reception Area' from the list of topics, then select 'Patient Feedback'

The Patient Feedback Survey can be downloaded and easily customised with your practice details.

If you have any questions contact the AGPAL team on 1300 362 111.

Example Feedback Survey