



Quality Improvement

It is required that practices seek opportunities for continuous improvements.

There are many ways of meeting the requirements for continuous improvements. The key is to keep records and assess any improvement to see whether they are true improvements rather than simply side ways steps.

One way is to keep on record what you did with the observations resulting from your previous accreditation with GPA ACCREDITATION *plus*. If your record has been misplaced, GPA will be able to supply you with a copy upon request.

Another way is to actively seek and act upon Patient Feedback. Patient Feedback may be obtained in a number of ways and these are detailed in the appropriate section of the RACGP website. It may prove appropriate simply to have a suggestion box in the Practice that is regularly checked and from which any comments are reviewed at an appropriate meeting.

RACGP Standards

- 2.1.2** *Our practice provides opportunities for, and responds to, patient feedback*
- 3.1.1** *Our practice supports quality improvement activities*
- 3.1.2B** *Our GP(s) and clinical staff can describe an improvement we have made to prevent slips, lapses and mistakes in clinical care from reoccurring*
- 4.1.1B** *Our practice can identify the person/people who coordinate the seeking of feedback, and the investigation and resolution of complaints - Page 54 - 3rd Edition Book*

Assessment methods

- Interview with practitioners and staff
- Document review
- Review of patient feedback system

Surveyors will speak to staff about, and will look for evidence of improvements and the actual use of feedback and clinical reoccurrences for such improvements.

Meeting the standards

There are many ways of meeting the requirements for continuous improvements the key is to keep a record and assess the improvement to see that it is in fact an improvement and not simply a side ways step.

Best practice:

- There is a policy for identifying and acting upon opportunities for continuous improvement.
- A number of different approaches are used including patient feedback, and recognising lapses, slips and 'near misses'.
- There are records on what the opportunity was, what action was taken, what the outcome was and what systems / procedures changed as a consequence.