

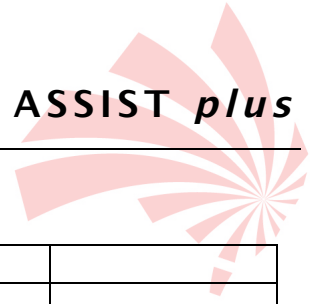
SYSTEMS, POLICIES AND PROCEDURES CHECKLIST

Having documented systems, policies and procedures provides the Practice with an excellent reference for staff to ensure they perform their activities with the same quality, degree, and manner as well as being useful for training new staff.

The current edition Standards require Practices to have a number of documented systems, policies and procedures. In addition to the essential items required it is recommended Practices include in their Policy and Procedure Manual a number of additional systems, policies and procedures. This will ensure staff have a thorough knowledge of and can access when required the current systems, policies and procedures adopted by the Practice.

Essential items:

Standards Reference	Description	Page Reference
1.1.1A√	System: To accommodate patients with urgent, non-urgent, complex and planned chronic care, and preventive health needs	
1.1.1B√	Procedure: To accommodate and identify longer consultations	
1.1.1C√	Procedure: For triage	
1.1.1D√	Policy: For dealing with urgent medical matters	
1.1.2A√	Policy: On how the practice receives and returns telephone calls and if applicable, electronic messages from patients	
1.1.3C√	Policy: On home visits within and outside opening hours	
1.1.4D√	Policy: After Hours care arrangements	
1.2.1C√	Policy: For the management of patient health information	
1.2.3A√	Procedure: For communicating with patients who do not speak English as their primary language	
1.2.3B√	Procedure: How to contact an interpreter service	
1.3.1D√	Policy: On the provision of health promotion and preventive care that incorporates a reminder and recall system	
1.4.2C√	Policy: On clinical autonomy for GPs	
1.5.1B√	Policy: That encourages continuity of comprehensive care	
1.5.2A√	Policy: That allows patients to request their preferred GP when making an appointment or attending our practice	
1.5.4√	Policy, Procedures and Systems: For the follow up, recall and review of tests and results	
2.1.1√	Policy: For providing respectful and culturally appropriate care to patients	
2.1.2A√	Policy: That outlines the process for receiving and responding to feedback and complaints from patients and other people	
3.1.2A√	System: Clinical risk management to enhance the quality and safety of our patient care	
4.2.1E√	Policy: For the management of patient health information	
4.2.2D√	System: To ensure computer based patient health information is kept secure and confidential	
4.2.2E√	Procedure: For an information disaster recovery plan	
4.2.3E√	System: To ensure that electronic data transmission of patient health information over a public network is encrypted	
4.2.4√	System: For the retention of, and any destruction of, patient health information	



5.1.1J√	Policy: To ensure there is no smoking in our practice	
5.2.1D√	System: To ensure maintenance of clinical equipment	
5.3.1√	System: To ensure Schedule 8 medicines in our practice meets state legislation	
5.3.2C√	Policy and Procedures: For cold chain management including:	
	• Temperature recording and maintenance	
	• Inventory control	
	• Storage requirements and maintenance	
	• Requirements for cold chain breaches (outside two to eight degrees Celsius range)	
	• Disaster management	
5.3.3C√	Procedure: For checking expiry dates of perishable materials	
5.3.4E√	Policy: That outlines infection control procedures including:	
	• Sharps injury management	
	• Spills management	
	• Hand Hygiene	
	• Cleaning, disinfecting and decontamination of the Practice	
	• Sterilisation of equipment	
	• Storage and disposal of clinical waste	
	• Standard precautions	
• Additional precautions		
5.3.4F√	Policy: That outlines the immunisation status of staff	

Recommended items:

Standards Reference	Description	Page Reference
1.2.2	Policy: To ensure the practice gives patients sufficient information about the purpose, importance, benefits and risks associated with proposed investigations, referrals or treatments to enable patients to make informed decisions about their health	
1.5.3	Policy: To encourage a consistent approach for the diagnosis and management of common and serious conditions of individual patients	
1.6.1	Policy: For engaging with a range of health, community and disability services	
2.1.3C	Policy: About the presence of a third party during a consultation	
3.1.1	Policy: To encourage quality improvement systems	
4.1.1	System: To manage its human resources	
4.1.2D	Policy & Procedures: Occupational health and safety including:	
	• Appropriate staffing	
	• Manual handling	
	• Staff immunisations	
4.2.2	Policy: To ensure the security of patient health information in our practice is maintained	