



GPA ACCREDITATION *plus* PATIENT FOCUS GROUP RECORD



The aim of the Patient Focus Group Meeting is to provide a forum for patients to discuss issues relating to practice services at both the appointment and consultation stage as well as the facilities provided by the practice. The forum provides an opportunity for patients to identify both positive and negative aspects of the practice as well as providing an opportunity to discuss options for positive change. Discuss the following topics and nominate whether each area is satisfactory (OK) or requires further attention (REVIEW) by placing a tick (✓) in the appropriate box. This form should be used as a guide only to assist with the facilitation of the meeting.

PRACTICE NAME				ID	
CO-ORDINATOR			Meeting Commenced		
ATTENDEES		Date		Meeting Closed	

INTRODUCTION	
1	Welcome and Introduction (include practice philosophy and goals)
2	Purpose, Outline, Expectations and Intended Outcomes of meeting (Practice and participants)
3	Limits and conduct of the meeting
4	Rights of doctors and practice support staff
5	Patient confidentiality and practice privacy policy
6	Expectations of participants
7	Results of previous Patient Feedback Surveys

Comments

Accreditation by the Joint Accreditation System of Australia and New Zealand Acc No. G2601102AS

