

Criterion 5.1.1 Practice facilities

Our practice facilities are appropriate for a safe and effective working environment for patients, staff and GPs.

Indicators

- ⌘ A. Our practice has at least one dedicated consulting/examination room for every GP working in our practice at any time (interview, direct observation).
- ⌘ B. Each of our consultation rooms (which may include an attached examination room/area):
 - is free from excessive extraneous noise
 - has adequate lighting
 - has an examination couch
 - is maintained at a comfortable ambient temperature
 - has facilities to protect patient privacy when patients need to undress for a clinical examination (provision of an adequate curtain or screen, and gown or sheet) (direct observation).
- ⌘ C. Our practice has a waiting area sufficient to accommodate the usual number of patients and other people who would be waiting at any time (direct observation).
 - D. Our practice waiting area caters for the specific needs of children (direct observation).
- ⌘ E. Our practice has toilets and hand cleaning facilities readily available for use by patients and staff (direct observation).
 - F. Where appropriate, our practice has heating and/or air conditioning (direct observation).
- ⌘ G. Our practice has a telephone system with sufficient inward and outward call capacity (staff interview, direct observation).
- ⌘ H. Our practice has the capability for electronic communication by facsimile or email (direct observation).
- ⌘ I. Prescription pads, letterhead, administrative records and other official documents stored in our practice are accessible only to authorised persons (direct observation).
- ⌘ J. Our practice can demonstrate that we ensure there is no smoking in our practice (interview, document review, direct observation).
- ⌘ K. Our practice has used patient feedback to establish whether patients of our practice find it is easy to contact our practice by telephone (patient feedback).
- ⌘ L. Our practice has used patient feedback to establish whether patients of our practice are satisfied with facilities in our consultation area(s) (patient feedback).