



Central Sydney GP Network

Accreditation Guide Book

This workbook has been developed as a guide only

This workbook has been adapted from AGPAL's Policy and Procedure Manual Template v11

*If you are unsure about any of the content within this workbook,
please contact the Practice Support Project Officer.*

Created April 2011

Review April 2012

Tasks for Implementation and Completion	Task to be Completed By	Completed?	Date of Completion	Barriers to Overcome
Create a folder on the desktop of the PC titled 'Accreditation'	Receptionist			
Download electronically and save a copy of the AGPAL Policy and Procedures Manual in the Accreditation folder	Receptionist			
Download the 'Patient Feedback Survey' and save in the accreditation folder. Print off copies to have patients complete whilst waiting for the GP.	Receptionist			
Purchase 3-4 ring-binder folders	Practice Manager			
Create a list of Interpreter Services with contact details and save electronically in the Accreditation folder. Print off a copy to post in the reception area if needed.	Receptionist/Practice Manager			
Download and save a copy of the Aboriginal and Torres Strait Islander Health care guidelines on each GP's computer desktop.	All Staff			
Develop a list of allied health, community services and specialists in the local area which you commonly refer patients to. Save a copy electronically in the Accreditation folder and post in reception area if needed.	All Staff			

Download or obtain from CSGPN a Triage Manual for the practice. Store in a central location such as reception area	Practice Manager			
Download and display a Triage Flowchart in the reception area clearly visible from the telephone area	Practice Manager			
Arrange an after hours agreement for the practice and file a copy of the agreement in the 'Reception Folder'	Principal GP			
Provide signage outside the practice with contact details of the After Hours Service	Practice Manager			

Procedure Manual Reference	Completed By	Completed?	Date of Completion	Any issues?
Complete Section 1 'About Us' of the manual				
Complete Section 3 'Patient Management' of the manual				

Weeks 3-4

Tasks for Implementation and Completion	Task to be Completed By	Completed?	Date of Completion	Barriers to Overcome
Develop a practice information sheet for your practice. Templates are available for download to assist if required	Practice Manager/Receptionist			
Download and save in the accreditation folder a 'New Patient Registration' form. Have copies available to use when registering new patients to the practice.	Receptionist			
Download key clinical resources and references on the the desktop of each GP's computer. Refer to the AGPAL Procedure manual template for a list	Practice Manager/GP			
Develop or download a 'Medical Supplies Expiry Checklist' and save in the accreditation folder. File a copy in the 'Treatment Room' folder.	Receptionist			
Develop or download a 'Doctor's Bag' Checklist and save in the accreditation folder. File a copy in the 'Treatment Room' folder.	Receptionist			
Develop or download a 'Letter to Patient for Discontinue Treatment and save in the accreditation folder. File a copy in the 'Reception' folder.	Practice Manager/GP			

Procedure Manual Reference	Completed By	Completed?	Date of Completion	Any issues?
Complete Section 2 'Practice Administration of the manual				
Complete Section 6 'Clinical Management' of the manual				

Tasks for Implementation and Completion	Task to be Completed By	Completed?	Date of Completion	Barriers to Overcome
Designate a ring-binder folder titled 'Human Resources' and have a divider tab for each staff member.	Receptionist			
Develop or download a Practice Staff Code of Conduct and save it in the Accreditation folder. Distribute a copy to each of the staff members to read and sign. Retain a copy of the signed document and file in the 'Human Resources' folder under the Staff members section.	Principal GP/Practice Manager			
Download a Confidentiality Agreement and save electronically in the Accreditation folder. Print off a copy for each staff member, have them sign it and then file in the 'Human Resources' folder under the staff members section.	Principal GP/Practice Manager			
Develop or download a Letter of Offer or Employment contract and save electronically in the Accreditation folder. Customise a letter of offer for each staff member according to their terms of employment, have them read and sign it, then file in the 'Human Resources' folder under the staff members section.	Principal GP/Practice Manager			
Develop or download a Staff Induction Checklist and save electronically in the Accreditation folder. Tailor the induction list for each staff members role and have the employee complete the list with a supervisor. Both parties need to sign it and then file in the 'Human Resources' folder under the staff members section.	Principal GP/Practice Manager			
Develop or download a Position Description for each individual staff member. Distribute a copy to the staff member and then file in the 'Human Resources' folder under the staff members section.	Principal GP/Practice Manager			

Obtain copies of all registrations, training certificates and qualifications for each staff member and file in the 'Human Resources' folder under the staff members section. For all GP's this should also include details of Medical Defence and RACGP QA&CPD training.	Principal GP/Practice Manager			
<p>Schedule regular staff meetings and clinical staff meetings. For meetings, develop or download a meeting minutes template to be used for note taking. These should be filed in the 'Human Resources' folder at the completion of the meeting.</p> <p>If not possible, establish a communication book and ensure key messages are communicated to all staff. The communication book should be filled in at least 1-2 times per week and staff should read the book at least once per day.</p>	Principal GP/Practice Manager			
Download an Incidents Register template and Incident report form, and save electronically in the Accreditation folder. Print off a copy of the register and a few forms and file in the 'Reception' folder.	Principal GP/Practice Manager			

Procedure Manual Reference	Completed By	Completed?	Date of Completion	Any issues?
Complete Section 7 'Human Resources' in the manual				

Tasks for Implementation and Completion	Task to be Completed By	Completed?	Date of Completion	Barriers to Overcome
Complete a Disaster Recovery Plan with either your IT Consultant or CSGPN IT Project Officer	Principal GP/Practice Manager			
Test Disaster Recovery Plan	Principal GP/Practice Manager (consultation from IT consultant)			
Purchase an expanding file and print off several copies of commonly used templates such as Letterheads and Medical Certificates	Practice Manager			
Implement computer security checks and software (if not currently available)	Principal GP/Practice Manager (consultation from IT consultant)			
Download and complete a Maintenance Register for all medical equipment and practice equipment, ie. ECG Machine. File in the 'Reception' folder.	Principal GP/Practice Manager			
Download and print off the Vaccine Temperature logbook and store close to the Vaccine Fridge. Document the current temperature, minimum and maximum temperatures at least once per day.	Practice Manager/Receptionist			
Download and save electronically in the Accreditation folder the 'How to Pack an Esky' guidelines in the event of a cold-chain breach. Print a copy and file in the 'Treatment Room' folder.	Practice Manager/Receptionist			
Download and save electronically the Cold-Chain Varinace form in the Accreditation folder. Print off a copy and file in the 'Treatment Room' folder.	Practice Manager/Receptionist			

Locate all Schedule 4 and Schedule 8 drugs into a locked cupboard or safe. Ensure the logbook is up-to-date and complete. Contact the RACGP if you require a logbook.	Practice Manager/Receptionist			
Conduct a check of all practice facilities and ensure they meet the RACGP standards such as curtains in rooms, etc. If they do not, arrange for upgardes to be made.	Principal GP/Practice Manager			

Procedure Manual Reference	Completed By	Completed?	Date of Completion	Any issues?
Complete Section 5 'Computer Administration' in the manual				
Complete Section 9 'Treatment Room and Facilities' in the manual				

Weeks 9-10

Tasks for Implementation and Completion	Task to be Completed By	Completed?	Date of Completion	Barriers to Overcome
Download and save in the Accreditation folder the "Standard and Additional Precautions" posters. Print copies of each poster, laminate and post in areas where spills or contamination may occur.	Receptionist			
Download and save in the Accreditation folder the "Good Handwashing Technique" posters. Print copies, laminate and post in all rooms with basins.	Receptionist			
Contact the Albion Street Centre and obtain Needlestick Injury Posters and post in all rooms where sharps are used and disposed of.	Receptionist			
Download and save in the Accreditation folder the "Spills Kit" contents list and purchase all required items to assemble the kit.	Receptionist/Practice Manager			
Store the kit in a central location, such as the Treatment room, and the label the cupboard door where it will be kept.	Receptionist/Practice Manager			
Download the "How to Clean Spills" Guides and save in the Accreditation folder. Print off a copy, laminate and store in the spills kit bucket and in the 'Treatment Room' folder.	Receptionist			

Establish a 'Cleaning Agreement' and 'Cleaning Checklist' for either external cleaning company or responsible staff member. File in the 'Reception' folder.	Practice Manager/Principal GP			
Obtain MSDS (Material Safety Data Sheets) for all chemicals kept and used on the practice premises. File them in the 'Treatment Room' folder and notify all staff of where they are located.	Practice Manager			
Establish a 'Waste Management Plan and/or Agreement' with an external provider. File a copy of the agreement and/or plan in the 'Reception' Folder.	Practice Manager/Principal GP			
Check the location of all sharps waste containers to ensure they are out of reach from children.	All staff			
Download the 'Staff Immunisation Consent and Refusal form' and save in the Accreditation folder. Print off a copy for each staff member, complete and sign, then file in the 'Human Resources' folder under the individual staff members section.	Practice Manager			
Download the 'Request for Transfer of Patient Health Record' and save electronically in the Accreditation folder. Print a copy and file in the 'Reception' folder.	Practice Manager			
Download the 'Privacy Notice for Patients' poster and save electronically in the Accreditation folder. Print a copy, laminate and hang in the waiting room.	Receptionist/Practice Manager			

<p>Conduct a search of patient health records to check levels of allergy status and health summaries. Allergy status recorded must be 90% of 'Active' patients and 50% must have a health summary.</p>	<p>All GP's</p>			
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<p>Procedure Manual Reference</p>	<p>Completed By</p>	<p>Completed?</p>	<p>Date of Completion</p>	<p>Any issues?</p>
<p>Complete Section 8 'Infection Control' in the manual</p>				
<p>Complete Section 4 'Patient Health Record' in the manual</p>				

Weeks 11-12

Tasks for Implementation and Completion	Task to be Completed By	Completed?	Date of Completion	Barriers to Overcome
Compile and collate the Patient Feedback results using the Excel spreadsheet 'Patient Feedback Collator'	Practice Manager			
Complete the Patient Feedback Questions/Report	Practice Manager/Principal GP			
Download the 'Risk Management' Checklist and save electronically in the Accreditation folder. Print a copy and complete then file in the 'Reception' folder.	Practice Manager/Principal GP			
Download the 'Complaints Register' and the 'Patient Complaints' form and save electronically in the Accreditation folder. Print a copy of each and file in the 'Reception' folder.	Receptionist			
Download the 'Suggestion box Register' and save electronically in the Accreditation folder. Print off a copy and file in the 'Reception' folder.	Receptionist			
Create a Suggestion box and put in the waiting room. Provide feedback slips and writing materials.	Receptionist			

Obtain and file all details of Medical Defence Organisations in the 'Reception' folder or in 'Human Resources' under the individual GP's section.	Principal GP			
Complete the online AccreditationPro Self-Assessment and submit to accrediting body.	All Staff			

Procedure Manual Reference	Completed By	Completed?	Date of Completion	Any issues?
Complete Section 10 'Continuous Quality Improvement' in the manual.				