

1/ Assist your Doctors to get records in shape:

- Clean up your database, by marking patients who you have not seen for at least 2 years (or whatever timeframe your practice has chosen) as inactive.
- Ask your principals to review the clinical records, to ensure that all doctors are recording consultations in a way that meets the standards. Work on making improvements several months before the survey visit if you find any concerns.
- Talk to doctors about the clinical coding that your clinical software uses and encourage them to use coded diagnoses rather than free text if this is an issue.
- Review home and after-hours visits billing and documentation- it can be helpful to print a list of these billed visits in the week prior to your survey visit, so that the surveyor Dr can easily locate them for review.
- Ask doctors to be up to date with review of results and nurses to be up to date on recalls and reminders.
- Ensure that reminders are up to date and that nurses are documenting attempts to contact patients for recall appropriately.

2/ Check you have these things at the ready:

- A complaints register with the complaints policy and procedure and blank complaint forms included.
- Near miss register & improvements made as a result of a near miss, to prevent it happening in the future.
- Adverse incident forms and needlestick protocol/poster, plus WorkCover “what to do if I am injured at work” poster available to staff
- Business continuity plan and emergency kit for power/computer failure. Ensure you have required resources such as torches, batteries, manual paperwork. A paper copy of your fees and a contacts list with phone numbers is useful to keep within the practice.
- Meeting minutes for staff and clinical meetings - show meeting times on the schedule.
- A visitors register (remember to get your surveyors to sign in on arrival!). You might like to have a visitor tag on a lanyard for visitors to wear.
- A patient feedback box available at reception with signage encouraging feedback
- Your patient feedback surveys and the analysis with any actions you have taken as a result of the feedback.
- Continuous quality improvement documentation- make a list of what improvements you have made over the past 3 years. Have some PDSA cycles documented too.
- Have you got your current (< 5 yo) safety data sheets for all the chemicals used in the practice. Are they accessible to everyone in the practice?
- Have you got a routine equipment maintenance schedule for both clinical and non clinical equipment in the practice.
- Is electrical equipment up to date for Test and Tag? (legal/WHS requirement)
- Is there clear practice signage for bathrooms, staff only areas? Do you have signs for no smoking, report to reception, zero tolerance to violence?
- Is the children's area clean and tidy and free of soft toys. Can you describe how this area and toys are cleaned?
- Are magazines and posters up to date and are the patient health information brochures current.
- Up to date practice newsletter and website
- Phone message that tells patients to call 000 in emergencies and after-hours message or diversion to after-hours service.
- Contract for removal of clinical waste/document waste by approved provider or evidence of a shredder for document waste.
- Tag your policy and procedure manual or make sure you know how to quickly access specific policies and procedure when requested.