

Accreditation Checklist

Staff Records

- Personalised job descriptions updated with all the extra tasks/roles they have.
- Induction forms for all staff
- Training records and training plans for staff
- CPD statements for clinical staff
- CPR certificates for all staff
- Immunisation records including consent/refusal of Flu Vax, signed by the Dr providing advice.
- Registrations and Indemnity for all clinical staff
- Registrations and Indemnity for allied health
- Signed confidentiality agreements for staff & contractors
- Employment Contracts

Treatment Room

- Complete steriliser records including copy of manual, validation records, maintenance records and log of cycles and an up to date policy and procedure.
- Have clear instructions about what your challenge pack is for the sterilizer. (wall sign near the steriliser)
- Clearly marked Dirty area if you process your own instruments, and signs to indicate dirty, clean areas.
- Spill kit maintained and complete. Have a sign to show location and designate a person to keep it in order
- Vaccine Fridge- be able to show policy and procedure, temperature recording sheets or data logged recordings, accessible instruction manual. Be able to show how any cold chain breaches are dealt with and reporting of any past breaches. Have Strive for 5.
- Eskies & how to pack instructions with ice bricks, bubblewrap/manual thermometer/batteries etc
- Drug Safe, S8s and drug record book correctly filled out and signed and Drs bags up to date
- No out of date drugs, vaccines, consumables, with a system of rotating stock such as coloured sticker dots
- Labels for medications including sample drugs if the practice dispenses them to patients.
- Stickers warning to not turn off power on fridge
- Up to date recall and reminder systems and well documented procedures for these.

Admin Staff

Be able to describe:

- How to deal with a new patient - show what information is provided to them
- How to deal with a distressed patient
- How to deal with a request for transfer of records from patients or 3rd parties
- How they use 3 identifiers to correctly identify patients when they are on the phone or face to face.
- What Triage protocols they use and what they would do in a medical emergency.
- How to handle requests for results.
- How to deal with a patient complaint.
- Where to access the spill kit & what PPE is and how to put it on or remove it. (should have a poster to show them).
- Practice cleaning procedures
- What they understand about privacy and confidentiality
- How sensitive information is held and destroyed when no longer needed
- How they encourage a patient to see their preferred doctor, or accommodate for longer appointments
- What after-hours or home visit arrangements are in place and how they let patients know about them.
- What they might do for a patient who has English as a second language, or who does not speak English, or who is hearing impaired.
- How to deal with a power or computer failure and the emergency box location
- How infection control processes are used at reception/waiting areas.

Staff should know it is ok not to know something, but they must be able to say who they would go to, or where they could find out in the policy and procedure manual.

Reception & Waiting Area

- Up to date patient information brochures and posters
- Up to date newsletter
- Clean toys - no soft toys
- Signage about accessing after-hours
- You could have a sign indicating the requirement to ask for 3 identifiers
- No smoking signs and signs directing to toilets & indicating staff only areas.
- Tidy magazines and update if possible
- New patient forms and privacy information/statement available from reception
- Ensure screensavers on reception computers can be activated and paperwork is turned face down, away from patients
- Ensure script paper & referral paperwork are locked away from unauthorised access and that Drs in trays are not accessible to patients