

Important information on Patient Feedback Surveys for your Practice's Accreditation

When preparing your practice's Patient Feedback Survey make sure that you are using the most recent survey template provided by your accreditation provider.

Remember

- **All Standard-related questions on the template must be addressed without alteration.**
- The practice is encouraged to add additional questions relevant to the ongoing service and management of the practice (These questions will not be assessed as part of the accreditation and re-accreditation process. However, they may provide valuable feedback to the practice on issues outside of the RACGP Standards for General Practice to assist the practice in its own ongoing improvement).
- The feedback must be collected within 12 months of requesting the survey visit
- The original surveys must be available to the surveyors on the day of your visit

Number of surveys required

- Feedback must be collected from a minimum of 30 patient surveys per Equivalent Full Time GP
- 30 patient surveys – 1 EFT GP
- 60 patient surveys – 2 EFT GPs
- 90 patient surveys – 3 EFT GPs
- 100 patient surveys – 3 or more EFT GPs

The results must be:

- Collated and summarised relative to each indicator for surveyor review, using the survey template on your accreditation provider's website or contact Canning Division
- AGPAL has created an Excel collation tool to help practices save even more time when collating their results. See QbAY for a link to the AGPAL patient feedback collator or contact the Canning Division.
- Available to the surveyor during the accreditation visit
- Unfortunately, although the Canning Division and your accreditation body can assist you by providing you with templates for the survey and collating, we are not in a position to conduct the collating of the surveys on your practice's behalf.