

2. On a scale of 1 to 5, how useful was the SURVEYOR TRAINING WORKSHOP?

(please circle the appropriate number)

not useful 1 2 3 4 5 very useful

Please comment:

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3. On a scale of 1 to 5, how useful was the VISIT PROTOCOL?

(please circle the appropriate number)

not useful 1 2 3 4 5 very useful

Please comment:

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4. On a scale of 1 to 5, how useful was the PATIENT SURVEY DATA when available?

(please circle the appropriate number)

not useful 1 2 3 4 5 very useful

Please comment:

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5. On a scale of 1 to 5, how useful was the information provided to you prior to each visit?

(please circle the appropriate number)

not useful 1 2 3 4 5 very useful

Please comment:

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6. Your feedback concerning each of the criteria is an important component of the Field Test evaluation. One of the aims of the Field Test is to determine if the criteria reflect good general practice, are achievable by practices and are acceptable to general practitioners.

For each criterion, please indicate whether you agree or disagree with these statements:

(Please CIRCLE the appropriate answer)

ABBREVIATED CRITERIA (Please refer to standards for full criteria)		This criterion reflects good general practice	This criterion is achievable in practices presently or with minimal change	This criterion is acceptable in a set of minimum standards
PRACTICE SERVICES: access and availability				
1.1.1	Patients normally able to obtain a consultation within 2 working days for non urgent matters.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.1.2	Patients are able to obtain clinical care information or advice by telephone.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.1.3	Patients able to obtain off-site (eg home) visits for substantial medical reasons.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.1.4	A doctor is available to see patients for urgent medical matters.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.1.5	The practice ensures reasonable 24 hour medical cover for practice patients.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.1.6	There is a flexible appointments system to accommodate urgent and long consultations.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PRACTICE SERVICES: consultation and communication				
1.2.1	The practice provides written information about the practice (eg information sheet).	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.2.2	Average consultation times are not less than 10 minutes.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.2.3	Patients are informed of risks associated with treatments or investigations.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.2.4	Patients are given an indication of any substantial or unusual costs of treatments.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.2.5	The practice has strategies for dealing with patients with different languages.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know

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1.2.6	The practice stocks an appropriate range of freely available information brochures.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PRACTICE SERVICES: diagnosis and management				
1.3.1	Approaches to common/serious conditions are broadly consistent with the profession.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.3.2	Approaches to common/serious conditions are consistent within the practice.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PRACTICE SERVICES: content of medical records				
1.4.1	Medical records contain sufficient information for another doctor to carry on management.	Agree Disagree Don't know	<u>Agree Disagree</u> <u>Don't know</u>	<u>Agree Disagree</u> <u>Don't know</u>
1.4.2	Individual medical records include a current health summary.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.4.3	Non-active medical records are kept and stored by the practice.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PRACTICE SERVICES: continuity of care				
1.5.1	The practice demonstrates a commitment to continuity of care.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.5.2	Patients are usually able to see doctor of their choice (group practices).	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PRACTICE SERVICES: integration of care				
1.6.1	Demonstrated knowledge and interaction with health and community services.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.6.2	All patients being referred have an appropriate referral letter.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PRACTICE SERVICES: health promotion, risk reduction and prevention of disease				
1.7.1	Provision of <u>opportunistic</u> preventive care and early case detection.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.7.2	Provision of <u>systematic</u> preventive care and early case detection.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
1.7.3	Education and information on prevention of illness and health improvement is provided to patients.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know

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1.7.4	The practice identifies and cooperates with recognised local health promotion and public health programs.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
RIGHTS AND NEEDS OF PATIENTS				
2.1.1	The practice provides respectful care at all times.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.2	Patients are interviewed and examined in surroundings designed to ensure privacy.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.3	All communications and records pertaining to patients are treated as confidential.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.4	The right of patients to refuse treatment, advice or procedure is acknowledged.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.5	The right of patients to seek a further opinion is acknowledged and facilitated if requested.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.6	The practice acknowledges the right of patients to transfer their care to another doctor. The treating doctor has the right to discontinue treatment.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.7	Explicit consent is obtained from patients for participation in clinical training programs.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.8	Explicit consent is obtained from patients for participation in research projects. Patients have the right to withdraw consent & research projects should be approved by an appropriate ethics committee.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.9	The practice acknowledges and responds to patient complaints.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
2.1.10	The practice maintains confidentiality and privacy of patient's accounts. No clinical information is released to third parties.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
QUALITY ASSURANCE AND EDUCATION				
3.1.1	All medical staff participate in quality assurance and continuing medical education.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
3.1.2	Staff involved in patient care are committed to continuing education and maintenance of appropriate standards of care.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
3.1.3	The doctor(s) and staff regularly review the administration of the practice.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know

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PRACTICE ADMINISTRATION: practice staff				
4.1.1	At least one person is present in the practice during normal practice hours who can provide practical help in an emergency.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
4.1.2	Staff have appropriate inter-personal skills for working in a medical practice.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PRACTICE ADMINISTRATION: medical records system				
4.2.1	The records are comprehensive, well organised, legible and accurate.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
4.2.2	Confidentiality, privacy and security of records are maintained.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
4.2.3	On request by the patient, the practice transfers a copy of the medical record or summary to another medical practitioner.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
4.2.4	There is a system for follow up and recall of patients with significantly abnormal test results.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PRACTICE ADMINISTRATION: control of practice				
4.3.1	The practice ensures that all doctors in the practice may exercise full autonomy in decisions that effect clinical care.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PHYSICAL FACTORS: practice facilities				
5.1.1	One dedicated consulting/examination room, with adequate amenities, for every doctor working in the practice at any time.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.2	Each consultation room has adequate and appropriate facilities for patient assessment.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.3	The practice has a waiting area sufficient to accommodate the usual number of patients and others waiting at any one time.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.4	The practice has toilets and hand washing facilities readily available for use by patients and others.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.5	The practice provides privacy for patients and others in distress.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know

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5.1.6	The practice has a telecommunications system adequate to its needs.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.7	The practice has adequate & appropriate secure storage for medical records, patient files and other records.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.8	Practice security is maintained at all times.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.9	The practice has appropriate facilities or arrangements for sterilisation, disinfection and decontamination.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.10	The practice has provision for the safe disposal of contaminated waste.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.11	The practice has provision for safe 'sharps' disposal.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.12	The practice implements strategies to ensure the safety and comfort of doctors and staff.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.1.13	The practice is well maintained & visibly clean.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
PHYSICAL FACTORS: practice equipment				
5.2.1	The practice has medical equipment necessary to ensure comprehensive primary care and resuscitation.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.2.2	The practice ensures that all doctors have access to a 'doctors bag', which contains minimal equipment, drugs & stationery.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.2.3	The practice has appropriate vaccine storage to maintain vaccines between 2°C and 8°C.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.2.4	The practice has equipment appropriate to the procedures performed in the practice.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.2.5	The practice has access to a range of resources & reference materials for immediate reference.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know

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PHYSICAL FACTORS: physical access				
5.3.1	The practice provides appropriate physical access to the practice and its facilities including access for people with disabilities.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know
5.3.2	Where physical access is limited, the practice provides off-site visits to patients with disabilities.	Agree Disagree Don't know	Agree Disagree Don't know	Agree Disagree Don't know

7. Are there any important issues not covered in the standards and criteria? Are there any standards, criteria or indicators you would add? Yes..... ¹ No..... ²

If yes, please specify:

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8. Are there any standards, criteria or indicators you would remove? Yes..... ¹ No..... ²

If yes, please specify:

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9. Do you have any other comments regarding the Field Test? Yes..... ¹ No..... ²

If yes, please specify:

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(Please attach any additional comments)