

Core Standard 1

Communication and patient participation

Our practice provides timely and accurate communications that are patient-centred.

Communication with patients includes:

- communication that occurs before the consultation, during the consultation and after the consultation
- verbal and written communication, and the use of interpreters, including sign language interpreters
- communication between the patient and
 - the practitioner
 - the practice team
 - other clinicians in the practice.

Communication must be patient-centred. This means that the practice team considers the patient's values, needs and preferences, and gives the patient time to provide input and participate actively in decisions regarding their healthcare.¹ Patients must be provided with the appropriate information they need to manage their condition.

The practice must also consider the communication needs of carers and other relevant parties.



Criterion C1.1 – Information about your practice

Indicator

C1.1▶A Our patients can access up-to-date information about the practice.

At a minimum, this information contains:

- our practice's address and telephone numbers
- our consulting hours and details of arrangements for care outside normal opening hours
- our practice's billing principles
- a list of our practitioners
- our practice's communication policy, including when and how we receive and return telephone calls and electronic communications
- our practice's policy for managing patient health information (or its principles and how full details can be obtained from the practice)
- how to provide feedback or make a complaint to the practice
- details on the range of services we provide.

Why this is important

Information about the practice, including the range and cost of services provided by the practice, is important to all patients.

Meeting this Criterion

The format of the information

You can provide this information in many formats, such as printed information sheets and text on the practice's website. Pictures and simple language versions help patients who would otherwise be unable to read or understand the information. The practice needs to update this information regularly so that it remains accurate. Ideally, the information is updated as soon as it changes.

If your practice serves specific ethnic communities, provide access to written information in the languages most commonly used by your patients. You could also display the languages spoken by the practice team on an information sheet or on your website.

Advertisements in your practice information

If any of the material providing information about your practice contains local advertisements, include a disclaimer that states that the inclusion of advertisements is not an endorsement by the practice of those advertised services or products.

Meeting each Indicator

C1.1▶A Our patients can access up-to-date information about the practice.

You must:

- make practice information available to patients
- update practice information if there are any changes.

You could:

- create and maintain an up-to-date information sheet that contains all the required information in language that is clear and easily understood
- create and maintain an up-to-date website that contains all the required information about the practice in clear, simple language
- provide alternative ways to make the information available to patients who have low literacy levels (eg provide versions in languages other than English, and versions including pictures)
- provide brochures and/or signs in the waiting room, written in English and languages other than English, explaining
 - the practice's policy regarding its collection, storage, use, and disclosure of personal and health information
 - the practice's fees
 - available services
 - after-hours services
- display a list of names of the practice's team members on duty
- make contact details of interpreters available
- train practice team members so that they can use the interpreter service.