

Relocation: what happens when an accredited practice relocates

Outlined below is a brief step-by-step guide for QPA practices:

- The practice notifies QPA, in writing, of the details of its recent relocation, including the new address, and any other significant changes. QPA requests practices complete an electronic relocation form, and the online link is emailed directly to practices upon notification of a relocation.
- Practices receiving incentives payments through the Practice, or Practice Nurse, Incentives Programmes need to notify these organisations of the relocation of the practice. This can be done using the IP005 form, or via PIP / PNIP online services.

Note: practices that receive PIP / PNIP have six months in which to complete the relocation process, including providing a new certificate of accreditation with the new site address, to the PIP / PNIP branches. Payments may be suspended or withheld during this period.

- Once the completed relocation form is submitted, QPA will contact the practice to discuss the requirement for an onsite relocation visit.
- A relocation visit will be scheduled as soon as possible after relocation, at an agreed date and time. This visit is usually two hours in duration, and has one surveyor only attend the new premises. The purpose of the visit is to review and assess the physical aspects of the new premises (including waiting and consultation areas, signage, the treatment room and sterilisation areas, and cold chain management), as well as some documentation (including the practice information sheet / website, which should be updated to reflect the new practice address, any documentation that incorporates address details, plus a steriliser validation report, if applicable). The surveyor may review areas of nonconformity from the original visit to ensure any issues continue to be addressed, however documentation such as the practice's policies and procedures manual, and GPs' and staff registration and training evidence, is not usually reviewed again.
- A relocation accreditation report is drafted, and any nonconformity issues will be advised and must be addressed by the practice submitting suitable corrective action to QPA.
- The final relocation report is presented for review and certification at a meeting of QPA's Accreditation Committee.
- Once certified, a new certificate of accreditation is issued. The accreditation expiry date does not change with the new certification.

A relocation survey visit is invoiced separately to general accreditation fees. It is calculated at cost to cover surveyor fees and a small administration fee.