

Practice information sheet template: essential and recommended inclusions

Essential inclusions are noted in red

Recommended inclusions are noted in green

This template should be used as a framework to create a quality practice information sheet. *Please remove the QPA logo before customising.*



Practice name

Hours eg: Monday to Friday 8am – 6pm

Saturday 8am – 12pm, Sunday closed

Physical address

Phone number

Email

Practice doctors

Names of GPs working in the practice

Also include special interests of GPs

Practice services

Details of services provided by the practice

Examples: family planning, ECG heart checks, counselling, vaccinations

Practice Manager / Nurse / other staff

Include names, with permission

After hours and emergency care

Outline arrangements for after hours care and emergencies, including contact phone number

Appointments

How a patient can make an appointment and the policy for urgent needs

Example: Please phone the practice for an appointment. Emergencies will always be given priority.

Home visits

Outline process for patients who require a home visit

Example: Home visits are available for regular patients whose conditions prevent them from attending the surgery

Longer consultations

Outline process for requesting a longer appointment

Example: Longer consultations are available: please advise the reception staff if you require extra time.

Fees and billing arrangements

Outline the practice's billing system

Example: Fees are payable at the time of consultation. Children under 16 and DVA card holders will be bulk billed.

Walk-in appointments

Outline process for walk-in patients

Example: Walk-ins will be allocated the first available consultation, and will usually be required to wait

Communication / telephone policy

Outline the policy on communicating with GPs and, if applicable, digital communication

Example: Staff will take your details, and will only interrupt a consultation if the problem is urgent.

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Test results

Outline the process for the follow up and receipt of test results

Example: If you have been referred for a test, please ensure you contact us for the result within two to three days. Results will not be provided over the telephone.

Reminder system

Outline the reminder system, including the process for obtaining consent or opting out

Example: Our practice is committed to preventative healthcare. You have the option of registering to receive healthcare reminders that are appropriate to your care.

Management of patient health information

Outline the practice's security and confidentiality measures for the privacy of patient health records

Example: Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy.

Patient rights

Advise patients that they have the right, and are encouraged, to participate in decision about their healthcare.

Referrals and engaging with other services

Outline the practice's processes for engaging with other health, community and disability services, and the procedure for referrals

Example: Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (a referral letter) to plan and facilitate optimal patient care.

Patient feedback

Outline the feedback and complaints policy

Example: Please speak to a member of the clinical team, or the administrative staff, if you have suggestions, or are unhappy with the service you have received. Alternatively, you can contact the <insert relevant state / territory complaints body>.

Patients who require communication services

Outline arrangements for patients who require support systems for communicating, such as AUSLAN

Example: Patients who require communication assistance are asked to let the reception staff know when making the appointment.