

The AGPAL accreditation process

AGPAL offers a transparent approach to accreditation complimented by personalised support and resource offerings. Accreditation is a three year cyclic process of internally led self-assessment followed by an independent external assessment, aimed at facilitating safe and quality service provision.

The AGPAL accreditation process involves six key steps:



STEP 1

Registration

By registering with AGPAL, the practices will gain unlimited access to accreditation support and resources to begin their quality improvement journey.

As part of this registration process, once the self-assessment fee has been paid, practices gain unique access to their online AGPAL accreditation hub, education and resource library, and self-assessment tool – AccreditationPro.

STEP 2

Self-assessment

Self-assessment is an internally led process whereby a general practice determines the degree to which it meets the requirements of the RACGP Standards. AccreditationPro, guides general practices through the self-assessment process.

STEP 3

Application

To apply for accreditation, practice's submit their completed self-assessment to AGPAL.

Submission of self-assessment is a paperless and fully automated process through AccreditationPro. Submission indicates that a practice is ready for the on-site accreditation assessment. At this point the second and final accreditation invoice is issued.

STEP 4

On-site accreditation assessment

The on-site accreditation assessment is the process of determining if a practice has demonstrated compliance with the relevant RACGP Standards. AGPAL will appoint a suitably skilled assessment team to conduct the on-site assessment at a date and time pre-arranged with the practice.

AGPAL Surveyors have completed a comprehensive training program, participate in continuing professional development, and adhere to a code of conduct aligned to national best practice principles in professional audit.

STEP 5

Decision

After the on-site accreditation assessment, the assessment team prepares a report for AGPAL outlining the assessment findings. A decision is made about the practice's accreditation status by an independent AGPAL Accreditation Decision Maker.

If it's deemed that a practice is not yet compliant in an area of the RACGP Standards, the practice will be given an opportunity to provide feedback. This is called Natural Justice, and is a way of ensuring AGPAL's decisions are fair and transparent for each practice.

If a practice does not responded during the Natural Justice period, or has not demonstrated compliance, they'll enter a corrective actions period. The re-assessment schedule will be developed in consultation with the practice, and will incur an addition, re-assessment fee.

STEP 6

Continuous Quality Improvement

Once a practice achieves accreditation, it's time to celebrate! They then continue to implement quality improvements throughout the three year cycle.

Contact us

To learn more about the AGPAL accreditation process and service offerings, contact our team:

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