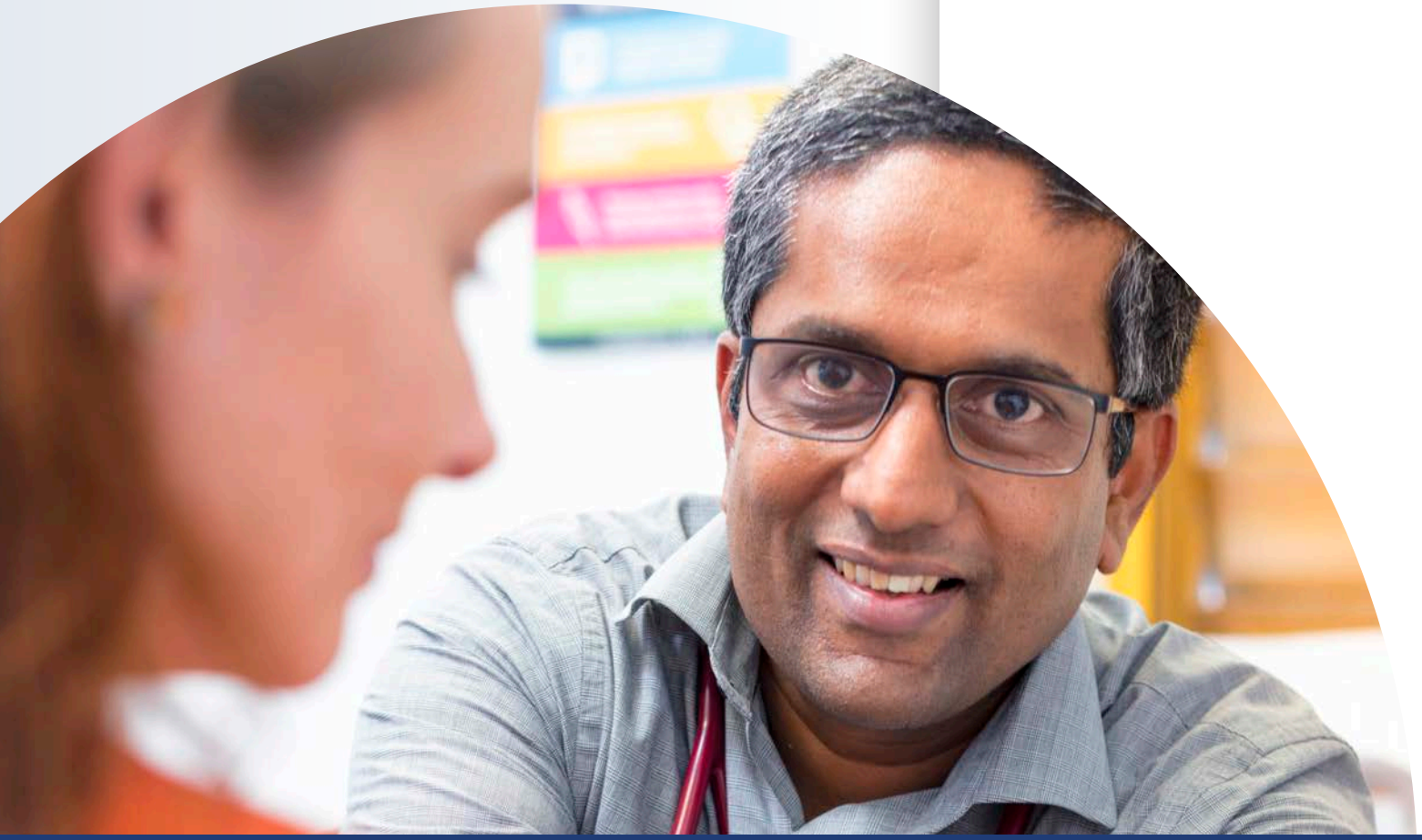
AGPAL client benefits guide





About AGPAL

AGPAL is a not-for-profit, health promotion charity organisation established by the general practice profession in 1997. AGPAL is a leading provider for general practice accreditation and quality improvement services within Australia. AGPAL is part of the AGPAL Group of Companies.

We're dedicated to supporting general practices, medical deputising services, after hours services, Aboriginal medical services, and the Royal Flying Doctor Service throughout their accreditation and quality improvement journeys.

To ensure a practice's accreditation experience is as streamlined as possible, the AGPAL Team is committed to providing support throughout the entire accreditation and quality improvement journey. Accreditation is our core business – let us share that with you.

Re-investing to benefit practices

To ensure practices are appropriately supported with tools and resources, and client service expectations are exceeded as a not-for-profit health promotion charity, AGPAL continuously re-invests back into the business to improve our accreditation and related service offerings.

This re-investment means greater benefits for practices at more competitive rates, allowing the delivery of improved outcomes and benefits, as well as greater industry involvement and support.

Our commitment to quality

Consistent with our commitment to quality and accreditation, AGPAL is accredited by the International Society for Quality in Health Care (ISQua).

We participate in self-assessment and external evaluation on a regular basis, ensuring our approach to the provision of accreditation and certification services is consistent with international best practice.

Being accredited ourselves gives us a 360-degree insight into the needs, support and effort that practices undertake to achieve accreditation.

Governed by member organisations

AGPAL practices can be guaranteed the highest standard for professional accreditation service and support, be kept up-to-date with accurate and timely industry information, and assured that ethical decisions are made according to best practice.

We are proud to be governed by profession-led member organisations. This governance structure allows AGPAL to work in partnership with each of the member organisations to deliver more value and benefits to practices across Australia while being held accountable to the profession.

Supporting practices through accreditation

AGPAL supports practices by sharing our knowledge and providing a comprehensive range of resources and tools to help practices work toward accreditation and quality improvements.

Our exclusive AGPAL client offerings are included as part of our accreditation fees, with no hidden costs – it's all part of the service.



Systems and support

Dedicated Client Liaison Officer

Education and Training

Quality resources

Celebrating achievements

Online community



Supporting your practice

AGPAL supports practices by sharing our knowledge and providing a comprehensive range of resources and tools to assist teamwork in achieving accreditation. Access complimentary benefits to support and educate teams on the accreditation process, the RACGP Standards, evidence requirements and quality improvement.

Dedicated team support

AGPAL has a team of professionally trained Client Liaison Officers who are on hand to answer any questions our clients may have about accreditation.

With expert knowledge of the RACGP Standards, evidence requirements and the self-assessment process, AGPAL's Client Liaison Officers are dedicated to providing on-going support throughout the accreditation cycle, as required. Clients can contact their AGPAL Client Liaison Officer as often or as little as they like, at no additional cost – it's all part of the service.

Highly trained surveyors

AGPAL Surveyors are highly trained and qualified professional peers who work in the general practice sector. Our GP and co-surveyors will share their knowledge and discuss quality improvement opportunities with clients as part of their on-site accreditation assessment as part of the process.



AGPAL accreditation hub



The AGPAL accreditation hub is a secure online platform tailored to each practice's accreditation timelines and framework requirements. It includes an array of functionality to support practices on their accreditation and quality improvement journey.

Using innovative software solutions, the AGPAL accreditation hub allows practices to be stepped through self-assessment in a variety of ways. Utilise a personalised action list, create printable team action plans, develop a document management system, and much more.

The AGPAL accreditation hub enables a team-based approach to safety and quality improvement throughout the AGPAL accreditation process.

Key hub features include:

- **Accreditation progress overview** provides key deadlines and milestones and includes graphs showing self-assessment progress.
- **Document management system** offers a secure and safe Tier IV, Australian-based cloud storage, with multi-user and multi-organisation options, and enables the upload of multiple pieces of evidence at one time while keeping track of document versioning and review dates.
- **Built-in messaging system** electronically ask AGPAL Client Liaison Officers questions about required standards or evidence when completing self-assessment, within AccreditationPro.
- **Education and resource library** provides templates, fact sheets and links to relevant external sites and documentation to support evidence requirements. Relevant eLearning modules are also provided to assist with professional development.
- **Personalised action plan** create an action plan, allocate responsibilities to team members and monitor the progress of key tasks.
- **Multi-user functionality** login with individual user accounts to support teamwork throughout the accreditation process. Create as many user accounts as required at no additional cost.
- **Multi-organisation functionality** enables users linked to multiple practices to access all accreditation information for all sites with a single login.
- **Interactive homepage** see a snapshot of accreditation cycle(s) and gain AGPAL accreditation and industry-related news and updates.

AccreditationPro

AGPAL's self-assessment software

To streamline self-assessment preparation, and to provide practices with a level of flexibility, we have developed accreditation software, known as AccreditationPro.

AccreditationPro minimises time and effort for practices when undertaking accreditation. AccreditationPro provides easy links to resources and the ability to create action plans that can be used to assist with quality improvement activities. AccreditationPro also allows for the allocation of tasks to individual members of the practice team and provides quantitative benchmarks against which performance can be measured for individual practices.

AccreditationPro has been designed with the intent of maximising efficiencies by minimising time and effort when undertaking accreditation by providing a range of useful features, including:

- Online access – Gain online access anywhere, anytime and by multiple account users.
- Action plans – Create action plans outlining activities or tasks, allocate responsibilities to team members and monitor the progress of key items within the action plan.
- Self-assessment – Review self-assessment progress at any stage before submission.
- Standards sorting – Work through the Standards in either 'systems order' or 'standards order', depending on preference, by changing the in-system view.
- Education resources – Access links to education resources which help teams to understand the RACGP Standards and develop the required evidence to achieve accreditation.
- Paperwork reduction – Upload required documents and evidence online, reducing the amount of paperwork involved.



AGPAL education and resource library

AGPAL education and resource library

The AGPAL education and resource library provides practices with access to over 300 practical, informative and customisable tools, resources, and education offerings. These offerings support practices in complying with the RACGP Standards, enhancing their knowledge and implementing quality improvements.

Resources range from fact sheets, policy and procedure templates and checklists to publications and external guides, as well as links to relevant websites to assist practices with achieving accreditation.

Examples of some of our most popular resources available to practices include:

- Policy and procedure manual template
- Business planning package
- Posters for display, including patient identification and healthcare-associated information
- Clinical governance and clinical handover framework templates
- Feedback templates and questionnaires
- Human resource templates, including induction checklist and detailed position descriptions
- Australian Privacy Principles – consent forms and checklist,
- Guides and links to relevant websites to assist practices in achieving their accreditation.

To improve efficiencies for practices, our resources are grouped with each particular RACGP Standard or topic and cover key operational functions across practice settings.



Continuing Professional Development (CPD)

To achieve accreditation, practice team including practice managers, practice nurses, and GPs work tirelessly to ensure all aspects of the practice are kept in check and functioning smoothly.

Being accredited ourselves, we understand the hard work that contributes to maintaining accredited status. We proudly acknowledge this by being the only accreditation provider to offer CPD points with the following organisations:

AAPM members

Australian Association of Practice Management (AAPM) members are eligible for up to 20 CPD points per accreditation cycle following the achievement of AGPAL accreditation.

APNA members

Australian Primary Health Care Nurses Association (APNA) members can claim up to 15 CPD hours for their involvement in the AGPAL accreditation process. APNA require the submission of the practice's AGPAL accreditation certificate once accreditation has been achieved.

RACGP and ACRRM members

General practitioners are also eligible for QI&CPD points from the Royal Australian College of General Practitioners (RACGP) and/or PDP points from & Australian College of Rural and Remote Medicine (ACRRM) for the contribution to their practice's AGPAL accreditation process.



AGPAL client communications

Quality News magazine

Quality News is AGPAL's magazine sent to AGPAL clients a couple of times a year and covers range of topics including:

- Information and practical interpretations of the RACGP Standards and evidence requirements
- Latest news within general practice and the healthcare sectors
- Case studies and tips from accredited practices in Australia, and
- Updates relating to AGPAL resources and industry tools.

AGPAL Assist e-bulletin

The AGPAL Team distribute a monthly client e-bulletin, AGPAL Assist, regularly to provide standards updates, tips and advice, complimentary education and training updates, quality improvement tips and resources, professional offers and events, and more.

Important updates and announcements

Practices can rest assured that as important news breaks for the profession, AGPAL shares this information with clients. Important announcements, topics of interest and tips are frequently shared via email and in the news section of our website. Like and follow our social media pages to ensure all bases are covered and never miss a beat.

Education and training

Complimentary for the entire practice team

Education and training is key to improving the knowledge of healthcare providers and patient outcomes. Recognising this, the AGPAL Education and Training Team specialise in providing quality, and standards specific education and training to better assist our clients on their accreditation journey.

To support continuous professional development across the practice team and to enhance team member knowledge, AGPAL's client service offerings include a range of complementary education and training solutions.

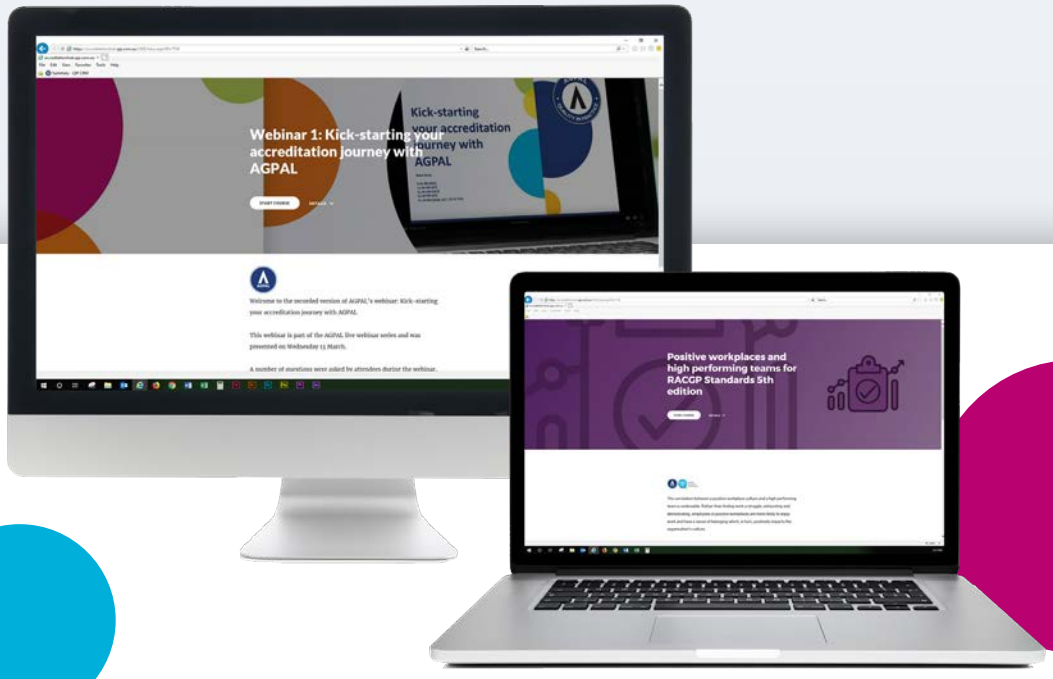
These online resources provide suggestions for quality improvements within the practice setting and 5th edition specific learnings to better enhance a practice team's understanding of the RACGP Standards and evidence requirements.

Discover a range of tutorials on how to best utilise AGPAL's accreditation resources, software, and document management systems to assist the practice team.

Our team is constantly developing new and exciting educational material in a variety of formats including eLearning modules, webinars, and podcasts, accessible via the AGPAL accreditation hub at any time.

Some modules are eligible for various CPD and QI&CPD points with industry membership bodies. The provision of a certificate of completion is available on request.

New education offerings are always in development. Keep an eye on the AGPAL website, social media channels and AGPAL clients receive updates via AGPAL Assist e-bulletin and AGPAL accreditation hub.



Fee-for-service education and training

In addition to our complimentary resources, the AGPAL Education and Training Team also offer more comprehensive, fee-for-service education and training opportunities, tailored to individual client goals and learning objectives.

Whether it's a one-hour webinar, a three day face-to-face workshop, both, or anything in between, our team of highly skilled professionals work closely with each client to develop education and training solutions that meet learning and budget requirements.

AGPAL's education and training products can be delivered in a variety of formats including:

- Workshops, face-to-face or online
- Webinars and podcasts
- eLearning modules
- Toolkits and resources, and
- Presentations.

AGPAL's team-based training and workshop events are a great way to upskill multiple members of a practice team at once. Benefit from self-paced eLearning modules which can be purchased for one or numerous members of the practice team.

Our education and training platform showcases our fee-for-service offerings and opportunities. Discover new education offers, develop customised training packages, or to browse through our current bundles at www.agpalqipeducation.com.au.

The platform hosts an easy to use online shopping feature, 'Build Your Own Training Package', where practices can customise unique training solutions. This offers the ability to browse through education and training offerings and choose an entire package or combine elements of various packages to best suit specific team needs.

New fee-for-service offerings are released via the AGPAL education and training platform.

For personalised support, contact the AGPAL Education and Training Team:

1300 362 111

educationandtraining@agpal.com.au

www.agpalqipeducation.com.au



Image courtesy of Top End Medical Centre



Case studies from general practices

There are a number of general practices within Australia reaching incredible milestones and embedding improved safety and quality activities within their practices. These achievements deserve to be recognised.

We support and encourage our accredited practices to share their quality improvement and accreditation journeys with peers, stakeholders and members of their local community.

AGPAL provides the opportunity for practices to promote their stories, with each case study providing a wealth of knowledge, expertise, tips and recommendations for use by other practices.

With a range of publication methods, our case studies can be found on the AGPAL website, within our Quality News magazines, shared on social media, and in our accreditation hub.

Read inspiring stories from other general practices.

Learn from your peers, gain tips and advice, and read their quality improvement suggestions.



Join the conversation
@AGPALaccredited

Our online community is for like-minded professionals who are passionate about improving patient outcomes through accreditation and ongoing quality improvements. By following AGPAL's social networks, practice team members can keep up-to-date with the latest news and industry updates.

From tagging colleagues to sharing and celebrating practice team achievements – being part of AGPAL's online communities is a great way to share feedback and ideas with the AGPAL Team, and quality improvements occuring within practices and across the general practice sector.

Search AGPAL accredited on social media or tag us in your post @AGPALaccredited.

Connect with us on LinkedIn to join like-minded professionals, read the latest news, and education & training options.

Like us on Facebook to join in the conversation, network with peers and share the achievements of other accredited practices.



Contact us

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