



17 March 2021

## Local practice receives the mark of quality as an accredited practice

Cranbourne North increased its community health credentials today when St Mark's Medical Centre received a national award of accreditation, demonstrating its commitment to quality and safety within its practice.

St Mark's Medical Centre received this important recognition from *Australian General Practice Accreditation Limited (AGPAL)*, the leading not-for-profit provider of general practice accreditation services within Australia.

AGPAL Chair, Dr Richard Choong, said accreditation shows that the practice makes a significant investment and commitment to quality on a day-to-day basis, across all levels of the practice team.

"Achieving accreditation is a major achievement for any practice and a clear demonstration that St Mark's Medical Centre is striving to improve their level of care to both patients and the community," he said.

"Practices seek accreditation because they want to do their best and view this as another step towards excellence in patient care."

To achieve accreditation, a practice team works over a 12-month period to implement the *Royal Australian College of General Practitioners (RACGP) Standards for general practices*. The RACGP Standards provide a recognised national benchmark for general practices and services, and a template for quality care and risk management.

The AGPAL accreditation program supports general practices across the primary healthcare sector to provide a range of minimum expectations for patients surrounding safety and care. The accreditation process involves an independent on-site assessment of the practice's environment and their processes. Accreditation was developed jointly by AGPAL and primary health organisations and peak bodies, including the *Australian Medical Association (AMA)*.

Areas of focus during an on-site assessment for accreditation include: ensuring vaccines are within their use-by-date and stored at the correct temperatures, that the practice's equipment is clean and sterile, practice staff are up-to-date with their training, and the practice has emergency care available.

Dr Choong said accreditation is attainable only through cooperation and communication between staff members.

"Everyone at the practice plays a valuable role in working to meet the RACGP Standards. It gives staff a real sense of pride to work in an AGPAL accredited practice," added Dr Choong.

St Mark's Medical Centre proudly displays the AGPAL accredited symbol for all their patients to see.

# Media Release



“We want community members, nationwide to know that their wellbeing is our priority. By choosing to attend an AGPAL accredited practice, patients know they will get quality and safe care that meets the RACGP Standards.”

St Mark’s Medical Centre, located at 1 Linden Tree Way, Cranbourne North VIC 3977.

We are more than just a general practice; we take care of your whole health needs and offer comprehensive holistic services in medicine and allied health. Our practice has an onsite psychologist, dietician and physiotherapist and pathology services. Our general practitioners also have a special focus for patients who are pregnant by providing antenatal care, obstetrics, and gynaecology.

We have a range of practice amenities to take care of our patients while they wait for an appointment including a special kid’s play area, TV, magazines, baby change facility, toilets with a disabled toilet, and wheelchair access. If you are driving to your appointment, St Mark Medical Centre has free onsite parking including disabled parking with easy access to our practice for patients in wheelchairs.

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AGPAL is the leading not-for-profit provider in general practice accreditation services; for further information on AGPAL please visit [www.agpal.com.au](http://www.agpal.com.au) or free call 1300 362 111.

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