



Practice Meetings

It is very much recommended that, in meeting the current *Standards*, GPs and clinical staff hold regular meetings to discuss clinical care (1.4.1), and practices hold regular staff meetings (4.1.1).

The use of an agenda to establish the topics for discussion is an ideal way of setting a framework for meetings. Minutes/notes should also be taken during the meeting in order to keep an accurate record of what was discussed, and any actions that need to be implemented. The use of these tools will assist with providing continuous improvement, structure to your meetings and a record of satisfying these indicators.

GPA has developed the following agenda template and meeting minutes framework to assist you in establishing your meeting documentation.



AGENDA TOPIC

(EXAMPLE STAFF MEETING AGENDA)

Date:	
Chairperson:	<i>(Note the person responsible for running the meeting)</i>
Minutes:	<i>(Note the person responsible for taking notes)</i>
Present:	<i>(Note the names of people attending the meeting)</i>
Apologies:	<i>(Note the names of people unable to attend the meeting)</i>

Items of Discussion (*suggestions only*):

1.	Previous Minutes
2.	Practice Manager Update
3.	Policy and Procedure Review
	a. <i>(E.g. Changes to Practice Procedures)</i>
	b. <i>(E.g. Changes to the RACGP Standards)</i>
4.	Administrative Matters
	a. <i>(E.g. Complaints received / handled)</i>
	b. <i>(E.g. Office / Practice needs)</i>
5.	Continuous Improvement Ideas
	a. <i>(E.g. Allows staff to provide ideas/feedback to improve the Practice)</i>
6.	General Business
	a. <i>(E.g. Special days such as charity/fundraising)</i>
	b. <i>(E.g. New staff)</i>
	c. <i>(E.g. Human Resource issues such as changes to payroll tax)</i>
7.	Upcoming Dates
	a. <i>(E.g. Survey Visit)</i>



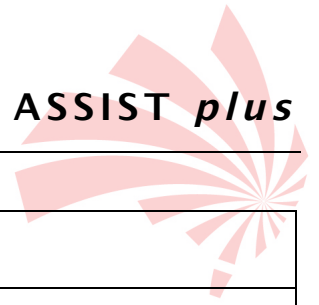
MEETING MINUTES

(EXAMPLE STAFF MEETING MINUTES)

Date:	
Chairperson:	<i>(Note the person responsible for running the meeting)</i>
Minutes:	<i>(Note the person responsible for taking notes)</i>
Present:	<i>(Note the names of people attending the meeting)</i>
Apologies:	<i>(Note the names of people unable to attend the meeting)</i>

Items of Discussion (*suggestions only*):

1.	Previous Minutes
	<i>(E.g. Read and accepted or note any amendments if required)</i>
2.	Practice Manager Update
	<i>(E.g. Practice Manager (Name) advised...)</i>
	ACTION: (If any or note N/A)
3.	Policy and Procedure Review
a.	<i>(E.g. Changes to Practice Procedures)</i>
	ACTION: (If any or note N/A)
b.	<i>(E.g. Changes to the RACGP Standards)</i>
	ACTION: (If any or note N/A)
4.	Administrative Matters
a.	<i>(E.g. Complaints received / handled)</i>
	ACTION: (If any or note N/A)
b.	<i>(E.g. Office / Practice needs)</i>
	ACTION: (If any or note N/A)



5.	Continuous Improvement Ideas
a.	<i>(E.g. Allows staff to provide ideas/feedback to improve the Practice)</i>
	ACTION: (If any or note N/A)
6.	General Business
a.	<i>(E.g. Special days such as charity/fundraising)</i>
	ACTION: (If any or note N/A)
b.	<i>(E.g. New staff)</i>
	ACTION: (If any or note N/A)
c.	<i>(E.g. Human Resource issues such as changes to payroll tax)</i>
	ACTION: (If any or note N/A)
6.	Upcoming Dates
a.	<i>(E.g. Survey Visit)</i>
	ACTION: (If any or note N/A)

Meeting Closed:	<i>(Note approximate time meeting ended)</i>
Next Meeting:	<i>(Note date and time of next meeting if known)</i>
Chair:	<i>(Note the person responsible for running the next meeting)</i>
Minutes:	<i>(Note the person responsible for taking notes at the next meeting)</i>