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## **Practice Information Sessions**

### **Policy**

Regular discussions where all staff are encouraged to have input are important in building a high performing team. We aim to cultivate a just, open and supportive culture where individual accountability and integrity is preserved, but there is a whole-of- team approach to the quality of patient care.

Practice meetings are conducted on a regular basis or more frequently as required to facilitate the exchange of practice news, other general administration and protocol issues, complaints and to discuss risk management issues arising out of the practice. Matters pertaining to clinical care may be discussed at these meeting if appropriate, or at the practices clinical meetings.

Urgent daily notices and other general items for immediate attention are emailed to all staff.

### **Procedure**

#### **Staff meetings**

Patient services team meet regularly to assess issues arising that need to be fixed or improved. Occupational Health and Safety practices are regularly reviewed at these meetings. Staff members are given the opportunity to discuss administrative matters with the Patient Services Manager.

Discussion and suggestions for improvement to quality, patient safety or policies and procedures associated with risk management is a standing item on our practice meeting agenda.

Practice discussions about near misses or slips or lapses, with the intention of identifying what went wrong and how to reduce the likelihood of it happening again are also included in practice and clinical meetings where appropriate. The decisions made at staff meetings should be documented along with the person responsible for implementing the related action.

#### **Clinical Meetings**

Good communication between members of the clinical team is important for ensuring a consistent approach to clinical care. Doctors and clinical staff, such as nurses and in house allied health meet face to face at least quarterly, to discuss clinical matters. In between meetings a communication book and emails are used to consider and communicate clinical issues.

A clinical component is included to ensure consistency by doctors, practice nurses, allied health workers and all clinical staff within the practice, in the diagnosis and management of our patients. There is also a standing discussion item about clinical issues, support systems, new guidelines and evidence. This

includes a review of patient information brochures used for preventative activities and to support management or treatment choices to ensure they are an appropriate quality and all members of the team are giving consistent information.

Drug representatives may from time to time arrange a lunch or breakfast meeting, providing a specialist to speak on a particular topic. Practice Manager is required to authorise availability of times for these meetings