

Consumer workshops to help shape Standards for Urgent Care and After Hours Services

Royal Australian College of General Practitioners (RACGP)

EOI submissions due: 1 November

What's this about?

The RACGP is developing new standards for urgent care clinics and revising its standards for after-hours and medical deputising services. It is looking for 10 consumers to share their experiences in a series of online workshops.

The RACGP has a long history of developing standards for general practice. The Standards protect patients from harm by improving the quality and safety of health services. They also help general practices identify and address gaps in their systems and processes.

Work has now started on the Urgent Care Clinic Standards and on revising the Standards for after-hours and medical deputising services. Together, these are referred to as care during the after hours.

Learn more:

- [RACGP Standards for general practices \(6th edition\)](#)
- [RACGP Standards for after-hours and medical deputising services \(5th edition\)](#)
- [RACGP Consumer Reference Group – Care during the after hours: Terms of reference](#)
- [RACGP website](#)

What's the opportunity?

Ten consumers will take part in a series of three online workshops, each two hours long, between November and February. The workshops will be co-facilitated by the Chair of the RACGP Working Group - Patient Participation.

Dates have not yet been scheduled, but the workshops are likely to be held in November, December and February.

Who should apply?

You are encouraged to apply if you:

- have experience of regularly using urgent care clinics and/or after-hours and medical deputising services, including when your regular general practice is closed or unavailable
- can contribute to discussions about safe, quality care from both personal and community perspectives
- have health system literacy, as we will be discussing the Standards that govern these services (this will be prioritised)

The RACGP would like a wide range of demographics and will prioritise applications from:

- Older people (55 years and over)
- Aboriginal and Torres Strait Islander people
- People living in rural or regional areas
- People from culturally and linguistically diverse backgrounds
- LGBTQIA+ people
- Carers or family members of someone receiving care or living with a specific condition
- People who directly receive care or live with a specific condition
- People living with a disability
- Young people (18-25 years)

What is involved

Successful participants will be asked to:

- read background material about the Standards before attending each workshop
- attend and take part in the online workshops
- actively discuss what makes care safe and high quality, from both personal and community perspectives
- provide expert advice as a consumer representative on how lived experience is involved in, and influences, this work
- contribute to discussion after each workshop by email or other electronic means

Consumers will be required to sign a nondisclosure agreement prior to the first forum.

You will need access to a computer and reliable internet. If this is a barrier, please contact the RACGP Standards team: standards@racgp.org.au.

Remuneration

- The RACGP will pay participants a sitting fee for attending workshops, and for preparation and pre-reading, at these rates:
 - Workshop (online meeting of 2 hours or less): **\$352.00**
 - Very short document review: **\$88.00**
 - Short document review (meeting preparation work): **\$176.00**



- There may be some out-of-session work, which the RACGP will pay for according to the fee schedule above.

How to apply

Submit an expression of interest through the Expression of Interest survey here - [RACGP Practice Standards Consumer Reference Group](#)

- **Submission deadline:**
 - **Date:** 1 November
 - **Time:**
 - ACT/NSW/TAS/VIC: 11.59 PM AEDT
 - QLD: 10.59 PM AEST
 - NT: 10.29 PM ACST
 - SA: 11.29 PM ACDT
 - WA: 08.59 pm AWST

Late or incomplete applications will not be considered.

Questions?

- If you have questions about applying, please email standards@racgp.org.au