

Briefing for the Gold Coast PHN Community Advisory Council

Follow up consultation on the draft National Safety and Quality Primary and Community Healthcare Standards

22 April 2021

- Thank you to members for providing feedback on the draft [National Safety and Quality Primary Healthcare \(NSQPH\) Standards](#). The Australian Commission on Safety and Quality in Health Care (the Commission) has used this feedback, along with feedback received from other stakeholders, in the revision of the standards.
 - The revised draft standards are attached, and are now being referred to as the National Safety and Quality Primary and Community Healthcare Standards, to better reflect the breadth of the sector.
Please note. This document is **confidential** and subject to change. Until approved for release by the Commission, information within these documents are not to be distributed, cited, copied or quoted. Members should not discuss this document beyond the GC CAC.
 - The Commission would value GC CAC members' feedback on the revised draft standards. Specific topic questions for consideration are on page 2.
 - Changes that may be of particular interest to GC CAC members include:
 1. Significant shortening of the *Introduction* section

This has been done to keep content clear and succinct. The Commission intends on developing additional resources to accompany the publication of the standards targeted at different audiences to accommodate variation in messaging.
Please note. The voluntary nature of the standards is due to the Commission's role and function. The Commission has no authority to make the standards mandatory. This will be up to regulators and/or funders e.g. governments, organisations, commissioning services, health insurers
 2. Consumer outcome statements

Consumer outcome statements have been added to each standard as well as each criterion. This has been done to help convey the intent of the standards for consumers in plain English, in a way that may be more straightforward to understand, and is similar in approach to the Aged Care Quality Standards members suggested in the first round of feedback.
 3. Enhancing the consumer-centred approach

The Commission has sought to better embed the consumer-centred approach in healthcare service delivery, particularly so that people's needs and preferences are recognised, respected and considered. This has included:
- Addition of consumer outcome statements (described above)
 - Explanatory notes and inclusion of Australian Charter of Healthcare Rights
 - Revision of actions relating to diverse populations - language of actions relating to diverse populations has been reviewed to emphasise the structures that put people at risk. See actions 1.09, 1.10
 - Additional actions relating to diverse populations have been included. Please refer to actions 1.23, 2.02b, 2.07f, 3.23

Topic questions

1. Do you think the consumer outcome statements help to improve understanding of the standards and their intent? How could they be improved?

2. The revised standards are easier to understand:

Strongly disagree

1

Disagree

2

Neutral

3

Agree

4

Strongly agree

5

3. Is there any other feedback you would like to provide?
If yes, please specify: