

**Subject:** Read the latest Quality Pānui!

**Date:** Monday, 5 May 2025 at 11:07:33 AM New Zealand Standard Time

**From:** The Royal New Zealand College of General Practitioners

**To:** Carole Unkovich | PMAANZ Admin

Quality Pānui – May 2025

## Welcome to the May 2025 Quality Pānui!

This month we would like to highlight:

- Get to know the Quality Programmes team
- Foundation Standard assessments submitted 3 months after the onsite visit
- Voucher winner: Travis Medical Centre
- GP25 Conference for General Practice
- Foundation Standard Facilitator training
- Best Care (Whakapai Hauora) - CQI reaccreditation pilot
- Use of exemption request forms
- New resource: Journey to Wellbeing Huarahi Ora

Please email [quality@rnzcgp.org.nz](mailto:quality@rnzcgp.org.nz) if there are any items you would like us to cover in the next newsletter. We enjoy receiving your feedback and if there is anything we can assist you with please let us know.

## The Quality Programmes Team

### Who are the Quality Programmes team?

You know our names, and hear our voices on the phone, but do you know who we are?

Our small team of four have completed short interviews so you can learn more about us, our adrenaline-filled skydives, travels to Japan, other careers, and so much more!

The first of our four interviews is with Heidi Bubendorfer, the Principal Quality Programmes Advisor.

[You can read her interview here.](#)

## Foundation Standard assessments submitted 3 months after the onsite visit

Once the assessor has completed the Foundation Standard site visit, they inform the practice if any further actions or evidence is needed to meet the requirements. This time period is referred to as the 'post assessment dialogue' (PAD) phase.

The PAD phase should take between 2-6 weeks, and it is expected that all evidence is current when the assessment is submitted to the College. A longer PAD phase can cause timebound evidence to expire, creating additional work for both practices and assessors as they identify and refresh the expired pieces of evidence.

To improve efficiency and resolve this issue, we introduced the subject in the August 2024 Quality Pānui, of implementing a PAD limit of 3 months, effective from 1 January 2025.

Since January we have observed that the number of assessments being submitted outside the PAD time frame has continued to increase.

From 1 June 2025 we will be implementing the following process for all Foundation Standard assessments submitted that exceed the 3-month PAD limit:

- The certification process (including moderation) will not be progressed until we have received verification from the assessor that all time bound evidence has been checked and is current.
- The practice's primary contact and the assessor will be notified that the PAD limit has been exceeded
- The practice and the assessor (separately) will be asked to complete a survey detailing reasons for exceeding the 3-month limit within 5 working days
- The assessor will be asked to validate the currency of the attached evidence

We are aware of the burdens in general practice with team capacity and time constraints; by maintaining the PAD time frame of ideally within 2-6 weeks but no more than 3 months, we hope that this will ensure the most efficient use of time for all parties.

We are currently monitoring the post-assessment dialogue period for the CQI and Equity module assessments and addressing these on a case-by-case basis.

## Voucher winner – Travis Medical Centre

The Quality Programmes team ran a promotion that finished in March 2025 in which practices who completed either the Continuous Quality Improvement (CQI) or Equity module accreditation went into the draw to win one of five \$700 Amtech Medical vouchers for their practice.

Congratulations to Travis Medical Centre, who won the voucher for their CQI module accreditation!

You can read more about Travis Medical Centre's CQI initiative in the [April edition of GP Voice](#).

## GP25: Conference for General Practice

[GP25:Conference for General Practice](#) is taking place from Thursday 24 to Saturday 26 July 2025 at the Te Pae Convention Centre in Ōtautahi Christchurch. Early-bird registrations are open until 20 May 2025, and we hope you can join us.

The Quality Programmes Team will be delivering two oral presentations in addition to hosting a workshop.

You can read more about the programme and speakers in our [April edition of GPVoice](#).

## Facilitator Training: NEW June sessions

The Quality Programmes Team has trained over 200 Foundation Standard Facilitators across PHOs and general practices. As the programme has been so successful, this will now be an ongoing learning tool.

The two upcoming practice sessions will be held on 10th and 12th June, and there will be one for PHO staff on 17th June.

Please [follow this link](#) to express your interest and share it with any staff you feel would benefit from taking the course. We will contact everyone on the list in the next two weeks.

Please contact [quality@rnzcgp.org.nz](mailto:quality@rnzcgp.org.nz) if you have any questions about the training course.

## Best Care (Whakapai Hauora) - CQI reaccreditation pilot

Prior to the launch of our brand new CQI reaccreditation module, the Quality Programmes team worked with several practices in a pilot programme, to gather feedback before launching the final module.

Best Care (Whakapai Hauora) was one of our pilot practices, who completed an inspiring CQI initiative. We interviewed Dr Carol Fernandez about their experience and journey with the brand-new module.

You can [watch the interview here](#).

The CQI reaccreditation module is now available for purchase. Please follow our guide if you would like instructions on how to purchase a module.

## Use of exemption request forms

To maintain quality assurance of the Foundation Standard, it is expected that practices meet all the

indicator requirements to achieve Foundation Standard certification.

Some situations beyond the practice's immediate control could stall their certification and for this reason, the College has created a short term exemption process. Practices can request a short term exemption when the requirements needed to meet Foundation Standard will cause a lengthy delay to their assessment and certification.

Examples of exemptions include a piece of equipment which requires budgeting for, such as an AED or training which has been booked but is not immediately available, such as CPR training. Other examples may include an approved fire evacuation scheme or police vetting which have been applied for but not approved.

The exemption request form can be found [here](#).

## New resource: Journey to Wellbeing Huarahi Ora

### **What is Journey to Wellbeing Huarahi Ora?**

It is a set of guiding principles commissioned by Health New Zealand | Te Whatu Ora. The guiding principles have been developed by reviewing international and national literature about self-management support for long-term conditions, interviews with community and providers across Aotearoa New Zealand, and a series of focus groups and feedback from people with lived experience of long-term conditions and disabilities. The principles reflect a necessary paradigm shift and some terminology changes from 'self-management support' to a more whānau inclusive, culturally safe and co-designed name and concept

### **How to use this resource**

To assist in the creation and deliverance of programmes and initiatives, each principle in the guide includes a high-level description of the principle itself, a set of reflective questions and a self-assessment questionnaire/tool. The reflective questions encourage guide users to identify where they are doing well and areas for ongoing improvement. The self-assessment tool has two levels – essential and leadership – with a detailed description of each to identify which stage of development and level of readiness the provider has reached. The reflective questions and self-assessment tool are not mutually exclusive: users can choose to use one or both approaches.

As a result of using the guide, users can build an action plan to address areas they might need to develop or improve, for example, relevant policies, systems, resources or personnel. Most principles also include links to other relevant resources.

**Where to find the guide:** <https://www.journeytowellbeing.nz/>

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The Royal New Zealand College of General Practitioners  
Level 4, 50 Customhouse Quay, Wellington 6011  
PO Box 10440, Wellington 6140  
Tel: 0800 965 999  
[www.rnzcgp.org.nz](http://www.rnzcgp.org.nz)

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