

6 April 2022

Kate Sanderson
Coroner's Registrar
Coroners Support Services
65 Kavanagh Street
Southbank VIC 3006

cpuresponses@coronerscourt.vic.gov.au

Dear Coroner's Registrar Sanderson

Re: Court ref: COR 2013 4627 – Finding into the death without inquest of Patricia Grant

The Royal Australian College of General Practitioners (RACGP) thanks the Coroners Court of Victoria for the letter 6 January 2022 regarding the Investigation into the death of Patricia Jocelyn Eve Grant.

Requested responses to the following recommendation:

I recommend that RACGP amend the Standards for General Practices and the relevant RACGP clinical guides, the White and Silver Books, to encourage GPs to consider taking further action to address risks to patients who do not respond to reminders in their practice management software where those patients have chronic conditions requiring ongoing monitoring and are at risk of elder abuse including neglect.

RACGP Response pursuant to section 72(2) of the Act:

Further to the RACGP's previous Coroner's request response, see attachment A, we provide the following response to the latest request. We would also like to draw the Coroners attention to a new [Family Violence GP education program](#) that the RACGP is now delivering through funding provided for this purpose by the Victorian Department of Health.

In addition to this the RACGP will undertake appropriate review by its Expert Committee in Quality Care to inform the development of the 6th editions of the White and Silver books. At this stage we are unable to make further alterations to the current, 5th editions, of the books.

We will explore the potential development of a fact sheet on working with patients suspected of abuse (or similar), with reference to the required discussion in the Standards for General Practices, as below.

The *Standards for general practices* require:

Criterion GP5.2 – Follow-up systems

GP2.2▶B – *Our practice recalls patients who have clinically significant results.*

GP2.2▶C – *Our patients are advised of the practice's process for follow-up of tests and results.*

GP2.2▶2D – *Our practice initiates and manages patient reminders.*

The discussion within the explanatory materials asks practices to consider the process they employ for recalling patients, and other reminders. This system could be utilised for issues such as domestic violence and/or elder abuse.

Criterion GP2.1 – Continuous and comprehensive care

GP2.1▶B – *Our health service provides continuity of care.*

GP2.1▶C – *Our health service provides comprehensive care.*

This discussion is based on the principles of continuous and comprehensive care and where the needs of the patients must be considered.

Criterion C6.3 – Confidentiality and privacy of health and other information

The requirement of this Criterion provides privacy and confidentiality of patient health information as considerations and communications. This asks the practice to consider how they protect information, including from third parties who may be a risk to the patient.

Criterion C2.2 – Presence of a third party during a consultation

The explanatory materials, under heading 'Third parties who accompany the patient' specifically talks to considerations when the patient is in a violence relationship. It relates to the Criterion above.

We hope that this information is useful. If you have any further questions about the above, please contact RACGP Victoria State Manager Kon Kakris via kon.kakris@racgp.org.au.

Yours sincerely



Dr Anita Muñoz
Chair, Victoria Faculty

Attachment A: RACGP Response – COR 2013 004627 Grant, dated 4 May 202