



**RECOGNITION:** Glenrock Country Practice at Wagga has received three awards from Australian General Practice Accreditation Limited (AGPAL) for its commitment to safety and quality.

# Triple award for good practice

GLENROCK Country Practice at Wagga has received three prestigious awards for its commitment to safety and quality from Australian General Practice Accreditation Limited (AGPAL), the leading general provider of practice accreditation in Australia.

At the association's fifth international conference on health care, Glenrock was announced the winner of the 2009 consumer participation award, 2009 practice of the year award, and joint winner of the safety and

quality award, which recognised the top performing practice regarding safety and quality nationwide.

AGPAL chief executive officer Dr Stephen Clark said Glenrock had excelled in meeting all the indicators of the Royal Australian College of General Practitioners standard for general practices third edition and was committed to providing outstanding safety and quality services.

It had also introduced community initiatives which provided benefits

for consumers and the community, he said.

"Glenrock excelled in accreditation which shows that this is a safe place for patient care," Dr Clark said.

"Accreditation is a voluntary process renewed over three years and demonstrated that doctors and staff are committed to providing safe and quality health care."

Glenrock's chronic disease programs had vastly improved patient compliance and communication between doctors and allied health, which measured improvements

in health outcomes, Dr Clark said.

Practice principal Dr Ayman Shenouda said, "at Glenrock our vision is to provide the community with quality health-care services that meet the individual needs of patients, delivering care in a manner and environment that promotes dignity, safety and quality of life".

"Our dedicated teamwork is the reason behind all of this and will always be the driving force for us to continue moving forward," Dr Shenouda said.