



MEDIA RELEASE

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SUNNY STREET MEDICAL CENTRE RECEIVES THE MARK OF QUALITY AS AN ACCREDITED PRACTICE

Just six short months after opening the Sunny Street Medical Practice in Maroochydore, the clinic that provides much needed medical and health support to those who are living rough, has undergone rigorous assessment to be certified as an accredited practice reaffirming its commitment to providing high levels of care for everyone who comes to them for help.

Sunny Street Medical Centre received this important recognition from Australian General Practice Accreditation Limited (AGPAL), the leading not-for-profit provider of general practice accreditation services within Australia.

AGPAL Chair, Dr Richard Choong, said accreditation shows that the practice makes a significant investment and commitment to quality on a day-to-day basis, across all levels of the practice team.

“Achieving accreditation is a major achievement for any practice and a clear demonstration that Sunny Street Maroochydore is striving to improve their level of care to both patients and the community.

“Practices seek accreditation because they want to do their best and view this as another step towards excellence in patient care,” Dr Choong said.

To achieve accreditation, a practice team works over a 12-month period to implement the Royal Australian College of General Practitioners (RACGP) Standards for general practices. The RACGP Standards provide a recognised national benchmark for general practices and services, and a template for quality care and risk management.

The AGPAL accreditation program supports general practices across the primary healthcare sector to provide a range of minimum expectations for patients surrounding safety and care.

The accreditation process involves an independent on-site assessment of the practice’s environment and their processes. Accreditation was developed jointly by AGPAL and primary health organisations and peak bodies, including the Australian Medical Association (AMA).

Areas of focus during an on-site assessment for accreditation include ensuring vaccines are within their use-by-date and stored at the correct temperatures, that the practice’s equipment is clean and sterile, practice staff are up-to-date with their training, and the practice has emergency care available.



Co-Founder and Director of Nursing, Sonia Martin said, “Accreditation is attainable only through cooperation and communication between staff members.

“Everyone at the practice played a valuable role in working to meet the RACGP Standards and it further enhanced the team’s sense of pride to work in an AGPAL accredited practice.

“Homeless people or those doing it tough deserve the same high levels of care as everyone else in our community and it was important for us to lead the way and do it not just for ourselves – but because the people we care for need to know that their wellbeing is our priority.

“Our patients know they will get quality and safe care that meets the RACGP Standards, and we stand proudly knowing that we are making a real difference,” Ms Martin said.

About Sunny Street

Sunny Street is a mobile medical outreach service designed specifically for those who are experiencing homelessness and vulnerability and have barriers accessing health care. This can be one of the most trying and confronting times for someone in this situation.

Through supportive conversations, Sunny Street provides non-judgmental holistic support to their patients. They aim to break down the barriers to accessing health care and empower individuals to make informed choices about their health and wellbeing. They drive sustainable change by educating and involving our community and patients in service design to ensure they are delivering responsive and respectful health care.

Co-founded by Dr Nova Evans and Sonia Martin, Sunny Street is a Social Enterprise & supported by volunteers. Sunny Street is looking outside the traditional healthcare models to deliver innovative solutions to complex issues and drive sustainable change.

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If you would like more information about this topic, please contact Jennifer Swaine at 0438 952 830 or email jennifer@conciergesunshinecoast.com.au.

<i>Contact</i>	Jennifer Swaine
<i>Telephone</i>	0438 952 830
<i>Email</i>	jennifer@conciergesunshinecoast.com.au
<i>Website</i>	https://www.sunnystreet.org/outreach/