

GOLD COAST PRIMARY HEALTH NETWORK 2020 General Practice Profile

*"Building one world class
health system for the Gold Coast."*



phn
GOLD COAST

An Australian Government Initiative

Overview

Number of General Practices in the Gold Coast Primary Health (GCPHN) region

- **204 General Practices** in the GCPHN region as at 27th March, 2020.
- This is an **increase of 6 general practices** in the GCPHN region as compared to the same date in the previous year.

Source: GCPHN Client Relationship Management System

Number of special interest general practices in the Gold Coast PHN region

- In addition to the 204 general practices, there were **27 special interest general practices** delivering services such as skin checks and related services as of 27th March 2020.
- This is an **increase of 3 special interest general practices** in the GCPHN region as compared to the same date in the previous year.

Source: GCPHN Client Relationship Management System

Number of general practitioners in the Gold Coast PHN region

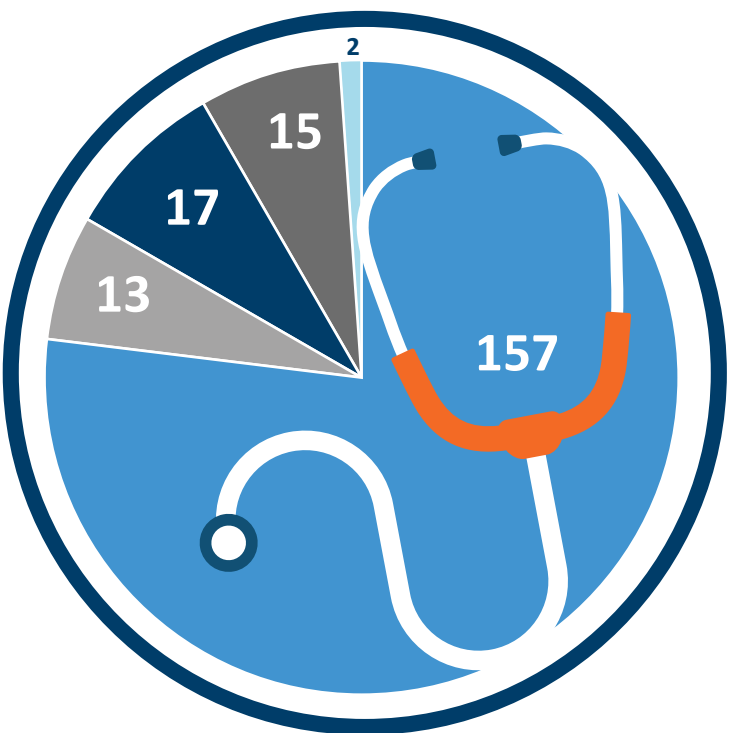
- **824 unique general practitioners** in the GCPHN region as at 27th March, 2020.
- This is an **increase of 41 general practitioners** in the GCPHN region as compared to the same date in the previous year.

Due to improved methodology, there may be slight discrepancies in how the 2018 and 2019 figures were calculated.

Source: GCPHN Client Relationship Management System



Number of general practices on the Gold Coast by accreditation status as at 27th March, 2020



- Accredited
- In process *
- Not accredited
- Not interested
- Lapsed

- **157 general practices** were accredited as at 27th March, 2020. This is an **increase** from 155 general practices in the previous year.

* **In process:** General practice is newly established working towards accreditation or existing practice working through re-accreditation, re-accreditation cycles are every three years

Source: GCPHN Client Relationship Management System

General practice workforce

Composition of general practice workforce in the Gold Coast PHN region

General Practice Workforce Numbers as at 27th March 2020

Change in Numbers as compared to 28th March 2019

| | | |
|-----------------------|-----|---------|
| General Practitioners | 824 | ↑ of 41 |
| Nursing Staff | 400 | ↑ of 15 |
| Allied Health Staff | 181 | ↑ of 6 |
| Practice Managers | 154 | — |
| Registrars | 93 | ↓ of 3 |

Source: GCPHN Client Relationship Management System

(Please note, due to new data management methodology within GCPHN, the data reported in the 2019 general practice profile report will not match the data used in the 2020 general practice profile. Practice Managers are classified within the primary contact in GCPHN's Customer Relationship Management system).



General practitioner District Priority Area (DPA) areas on the Gold Coast PHN region

Distribution Priority Area (DPA) identifies areas where people don't have enough access to Doctors, based on the needs of the community. The DPA system considers gender, age demographics and the socio-economic status of patients living in the area.

DPA areas designated on the Gold Coast PHN region include:

- Guanaba- Springbrook
- Tamborine-Canungra

Source: <http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/locator>

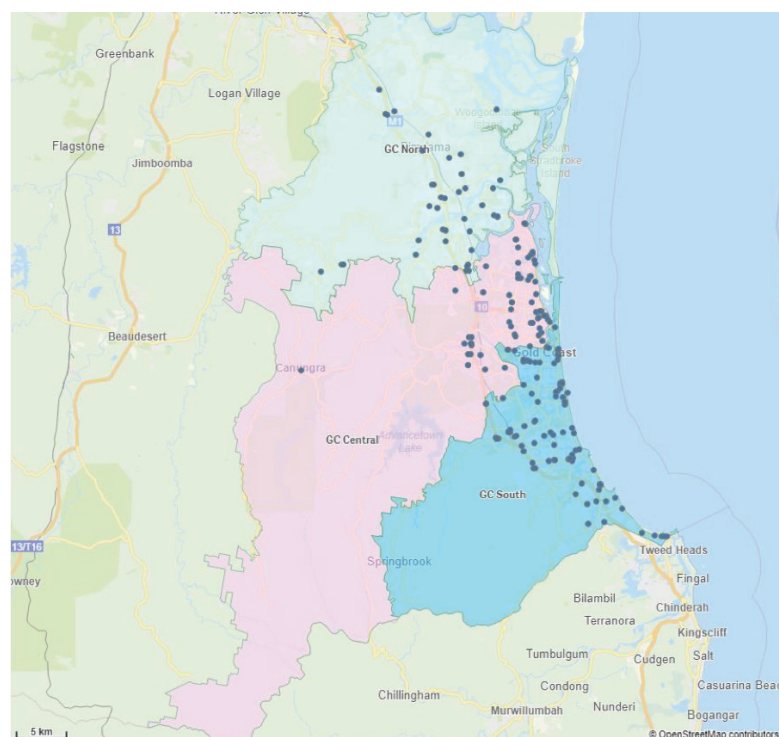
Commentary: Information provided in the map above is subject to change with DWS areas in the Gold Coast PHN area and across Australia determined by the Australian government Department of Health. Information provided on the online map is updated in real time on the Doctor Connect website as per the source reference below the above map.

Number of general practitioners in general practice within the Gold Coast PHN region (SA3 level)

Number of general practices within the GCPHN SA3 regions (as of 27th March 2020) who had one or more general practitioners (GPs) within each of their general practices including number of general practitioners and averages within their respective regions.

| GCPHN SA3 Regions | Number of general practices | Number of general practitioners | Average number of general practitioners per general practice |
|---|-----------------------------|---------------------------------|--|
| Broadbeach-Burleigh | 31 | 154 | 4.97 |
| Coolangatta | 21 | 86 | 4.10 |
| Gold Coast-North | 22 | 85 | 3.86 |
| Gold Coast Hinterland | 5 | 19 | 3.80 |
| Mudgeeraba-Tallebudgera | 7 | 25 | 3.57 |
| Nerang | 17 | 84 | 4.94 |
| Ormeau-Oxenford | 38 | 175 | 4.61 |
| Robina | 18 | 92 | 5.11 |
| Southport | 26 | 121 | 4.65 |
| Surfers Paradise | 18 | 63 | 3.50 |
| Average number of GPs per practice across Gold Coast region | | | 4.31 |

Source: GCPHN Client Relationship Management System



- Gold Coast North
- Gold Coast Central
- Gold Coast South

General practitioner averages in the Gold Coast PHN region

- The average number of general practitioners per practice was 4.31 as of 27th March 2020
- The number of general practitioners listed in this table includes some duplication as some general practitioners work at more than one general practice.

Source: GCPHN Client Relationship Management System

Number of nurses in general practice within the Gold Coast PHN region (SA3 level)

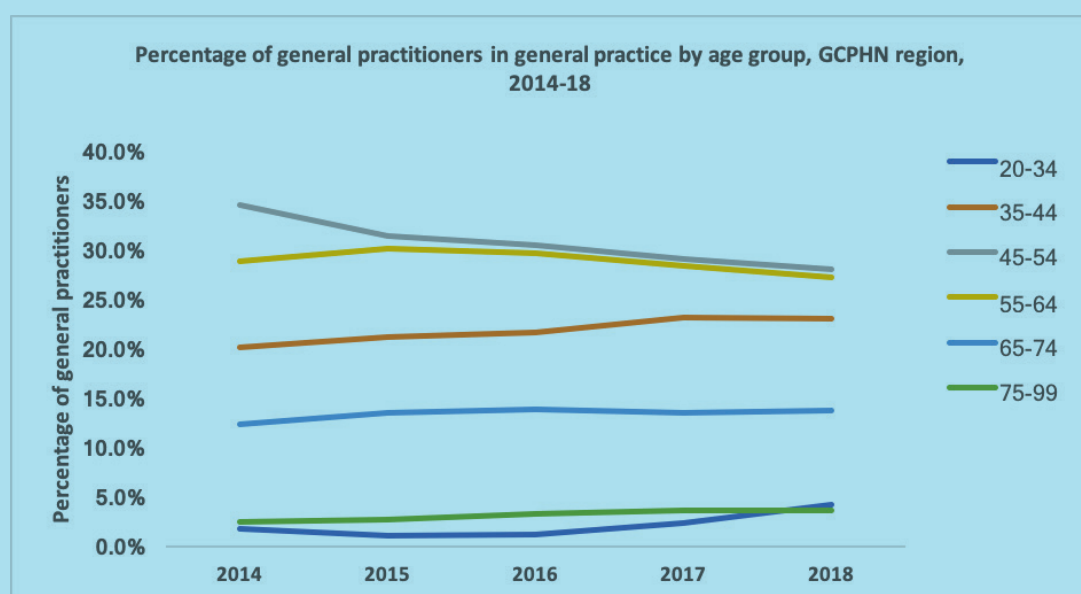
Number of general practices within the GCPHN SA3 regions (as of 27th March 2020) who had one or more nurses within each of their general practices including number of nurses and averages within their respective regions.

| GCPHN SA3 Regions | Number of general practices | Number of nurses | Average number of nurses per general practice |
|---|-----------------------------|------------------|---|
| Broadbeach-Burleigh | 25 | 75 | 3.00 |
| Coolangatta | 17 | 39 | 2.29 |
| Gold Coast-North | 18 | 44 | 2.44 |
| Gold Coast Hinterland | 5 | 13 | 2.60 |
| Mudgeeraba-Tallebudgera | 6 | 10 | 1.67 |
| Nerang | 12 | 38 | 3.17 |
| Ormeau-Oxenford | 38 | 97 | 2.55 |
| Robina | 16 | 36 | 2.25 |
| Southport | 19 | 48 | 2.53 |
| Surfers Paradise | 11 | 31 | 2.82 |
| Average number of GPs per practice across Gold Coast region | | | 2.40 |

Source: GCPHN Client Relationship Management System

General practitioners by age group, in the Gold Coast PHN region, 2014-18.

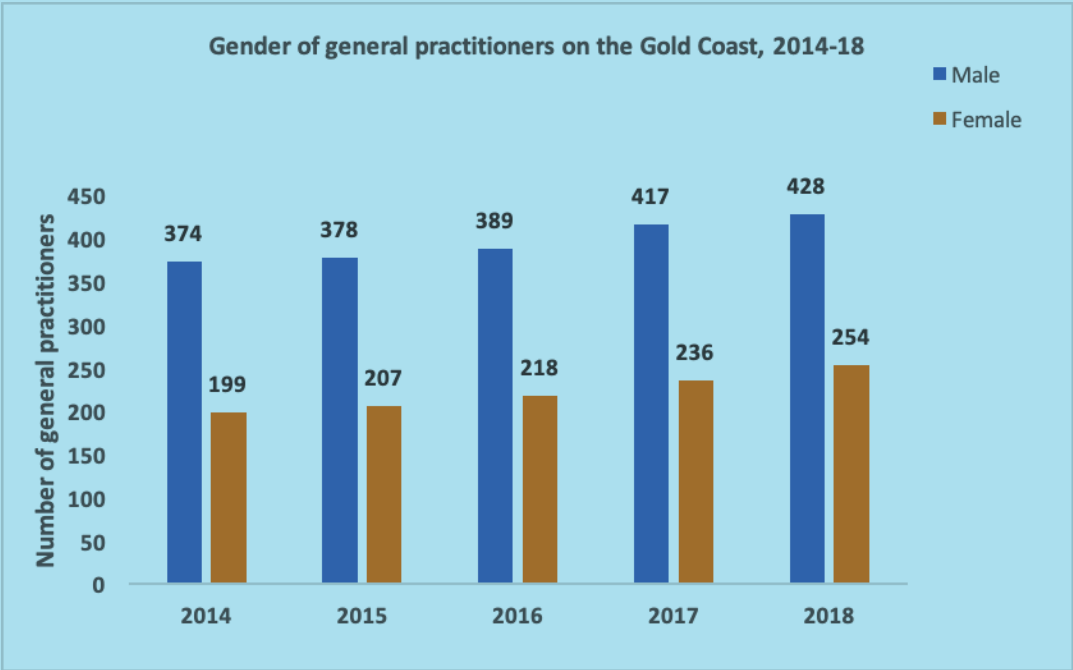
As of 2018, General practitioners in the 75-99 age cohort are least represented on the Gold Coast. The workforce is getting younger with the percentage of general practitioners aged 45-54 have declined on the Gold Coast PHN region since 2014 while general practitioners aged 20-34 has increased.



Source: Health Workforce Data tool

General Practitioners by gender group on the Gold Coast Region, 2014-18

While there continues to be a higher number of male general practitioners compared to female general practitioners on the Gold Coast from 2014-18, the number of female general practitioners increased by 28% in from 2014 to 2018. This compares to a 14% increase of male general practitioners on the Gold Coast in the same period.



Source: Health Workforce Data tool

General practitioners trained in Australia and overseas, on the Gold Coast PHN region, 2013-17.

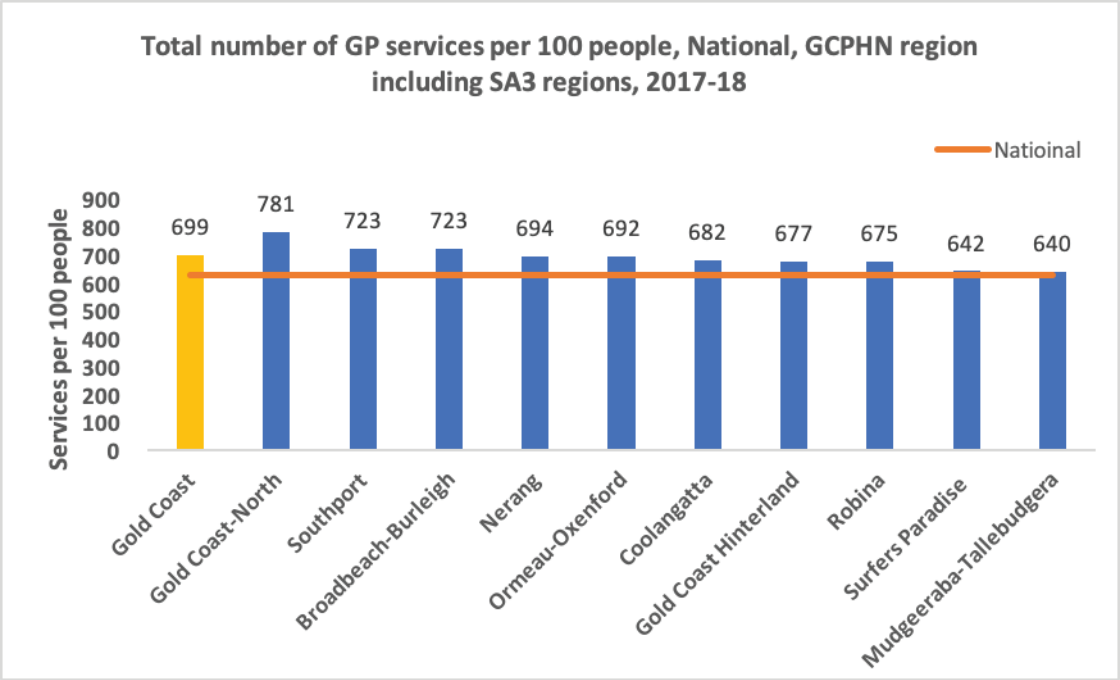
Due to a sustained increase in the number of general practitioners from 2014-18, the number of overseas-trained general practitioners exceeded those trained domestically. In 2018, there were 366 general practitioners trained overseas and 280 general practitioners trained in Australia.



Source: Health Workforce Data tool

General Practitioner access

GP attendances include enhanced primary care, after-hours GP attendances and “Other” GP services. These services are Medicare-subsidised patient/doctor encounters, such as visits and consultations, for which the patient has not been referred by another Doctor. These services can be provided by a GP or other medical practitioner. Excludes services provided by practice nurses and Aboriginal and Torres Strait Islander health practitioners on GP’s behalf.

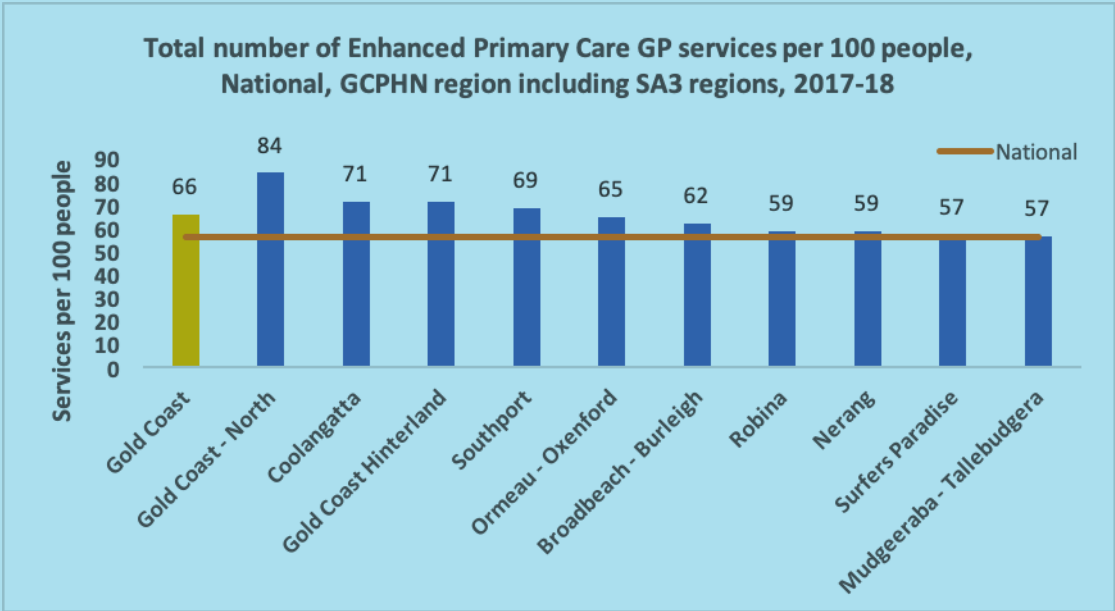


Gold Coast rate for GP services per 100 people (699) was above the national rate (627) in 2017-18. All Gold Coast SA3 regions were above the national rate, Gold Coast North (781) had the highest number of services per 100 people while Mudgeeraba-Tallebudgera (640) had the least.

Source: Australian Institute of Health and Welfare, Medicare-subsidised GP, allied health and specialist health care across local areas: 2013-14 to 2017-18, all results are based on the patients’ Medicare enrolment postcode, not where they received the health care service.

General Practice Enhanced Primary Care services in the Gold Coast PHN region

Enhanced Primary Care includes health assessments, chronic disease management plans, multidisciplinary case conferences, domiciliary and residential medication management reviews and mental health services (including preparation or review of mental health treatment plans). These services are designed to provide a structured approach for GPs to care for people with chronic conditions and complex care needs and to improve coordination of care for people who require multidisciplinary, team-based care.

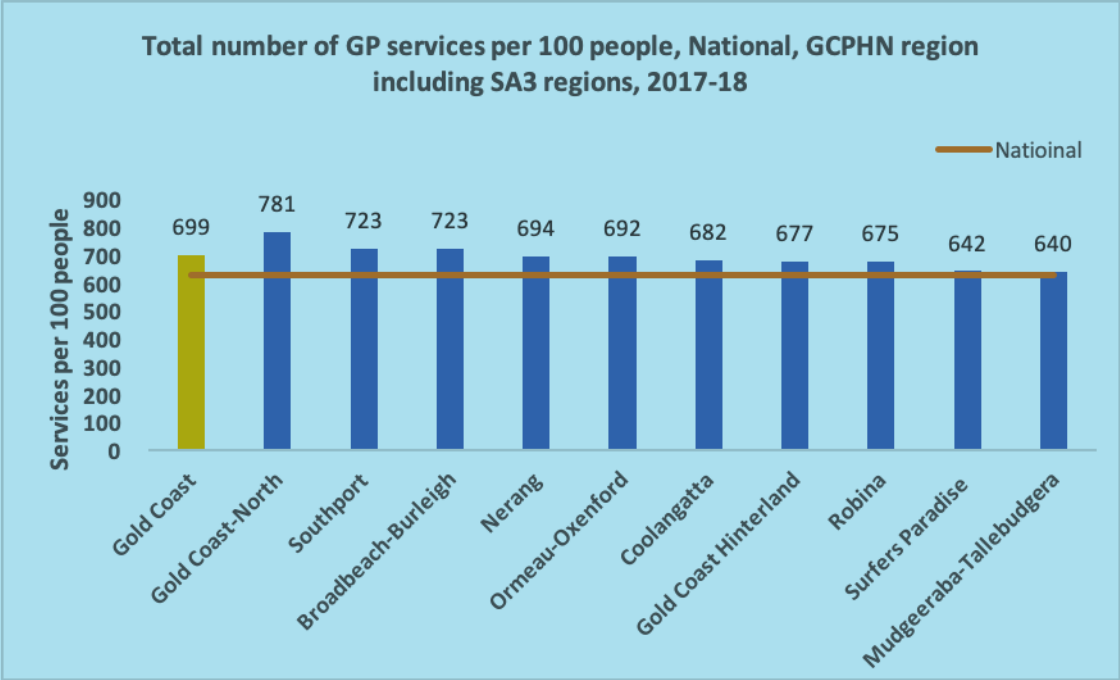


Gold Coast rate for enhanced primary care services per 100 people (66) was above the national rate (56) in 2017-18. Gold Coast-North (84) had the highest number of services per 100 people while Mudgeeraba-Tallebudgera (57) had the least in 2017-18.

Source: Australian Institute of Health and Welfare, Medicare-subsidised GP, allied health and specialist health care across local areas: 2013-14 to 2017-18, all results are based on the patients’ Medicare enrolment postcode, not where they received the health care service.

General practice after-hours services in the Gold Coast PHN region

After-hours includes urgent and non-urgent after-hours GP care. GP attendances provided on a public holiday, a Sunday, before 8am or after 1pm on a Saturday (after 12pm for urgent care or at a place other than a consulting room), or before 8am or after 8pm on a weekday (after 7pm for urgent care or at a place other than a consulting room).



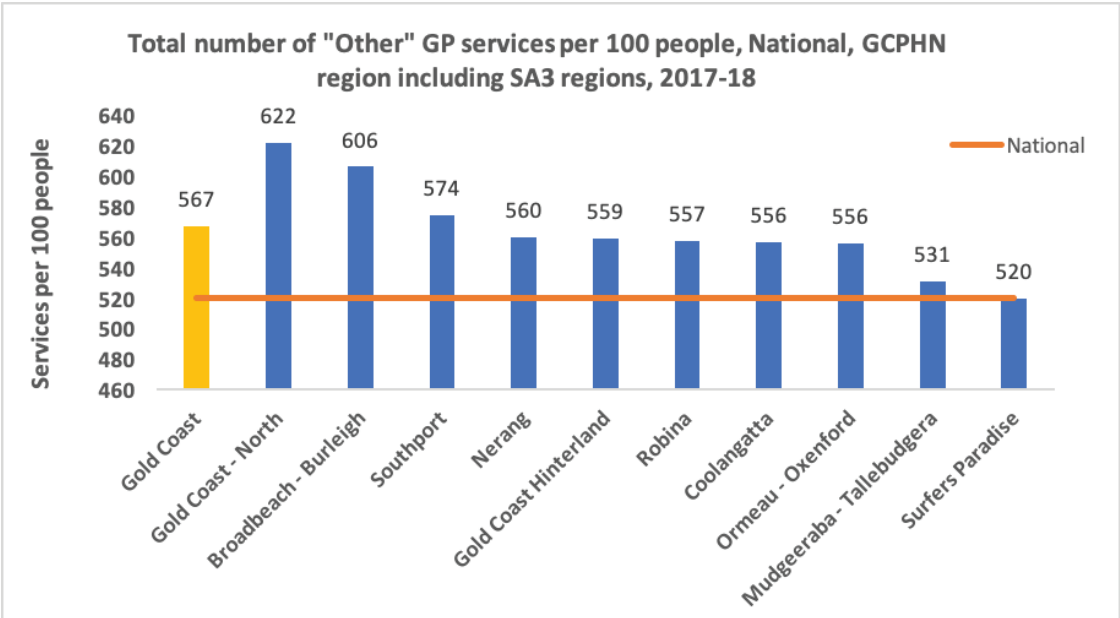
Gold Coast rate for after-hours GP services per 100 people (65) was above the national rate (50) in 2017-18. All GCPHN SA3 regions, except Gold Coast Hinterland (45) were above the national rate.

Source: Australian Institute of Health and Welfare, Medicare-subsidised GP, allied health and specialist health care across local areas: 2013-14 to 2017-18, all results are based on the patients' Medicare enrolment postcode, not where they received the health care service.

General practice, "Other" services in the Gold Coast PHN region

These are non-referred attendances by a GP or other medical practitioner. Does not include after-hours GP, enhanced primary care and PIP services. Other includes:

- GP short
- GP standard
- GP long
- GP prolonged
- Other non-referred medical practitioner
- GP focussed Psychological strategies and Family Group Therapy
- GP prolonged-imminent danger of death
- GP acupuncture
- GP pregnancy support counselling
- GP telehealth (patient-end-support) services.

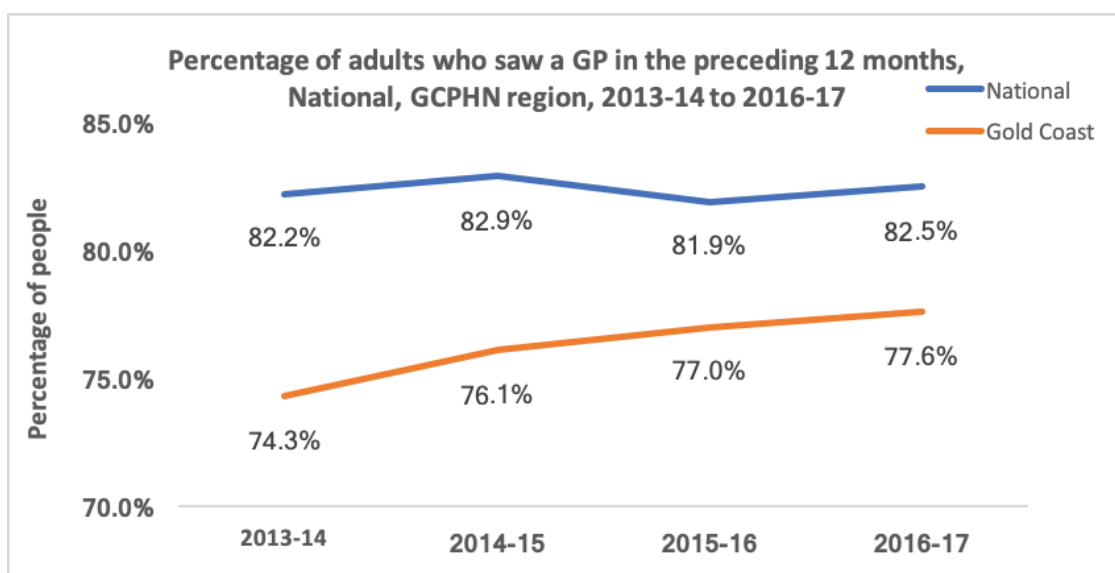


Gold Coast rate for "Other" services per 100 people (567) was above the national rate (520). All GCPHN regions were above or in-line the national rate. Gold Coast-North (622) had the highest number of services while Surfers Paradise (520) had the least.

Source: Australian Institute of Health and Welfare, Medicare-subsidised GP, allied health and specialist health care across local areas: 2013-14 to 2017-18, all results are based on the patients' Medicare enrolment postcode, not where they received the health care service.

Percentage of adults who saw a GP in the preceding 12 months

In 2016-17, 77.6% of Gold Coast adults saw a GP in the preceding 12 months which was below the national rate (82.5%). The GCPHN region rate increased 3.3%, while the national rate has increased 0.3% from the previous year.



Source: Australian Bureau of Statistics, Patient Experience Survey

Out-of-pocket cost per GP attendance (for patient with cost), 2016-17

| | Per cent of patients with GP cost (%) | Median price for out-of-pocket cost (\$) |
|-------------------------|---------------------------------------|--|
| National | 33.8 | 20 |
| Gold Coast | 27.0 | 14 |
| Burleigh-Broadbeach | 30.8 | 15 |
| Coolangatta | 36.0 | 14 |
| Gold Coast - North | 24.9 | 15 |
| Gold Coast - Hinterland | 25.9 | 13 |
| Mudgeeraba-Tallebudgera | 33.1 | 16 |
| Nerang | 26.6 | 14 |
| Ormeau-Oxenford | 18.7 | 12 |
| Robina | 25.7 | 14 |
| Southport | 25.5 | 13 |
| Surfers Paradise | 37.4 | 15 |

Source: Patients out-of-pocket spending on Medicare Services 2016-17

The Medicare Benefits Schedule (MBS) list fees for certain health services. If a health practitioner provides a service listed on the MBS, on a 'fee-for-service' basis to a Medicare eligible patient, the patient or practitioner can make a claim with Medicare. Medicare does not always cover the full cost of medical services. Doctors are free to set their own fees for consultations and procedures and the patient may need to contribute to the cost of these services.

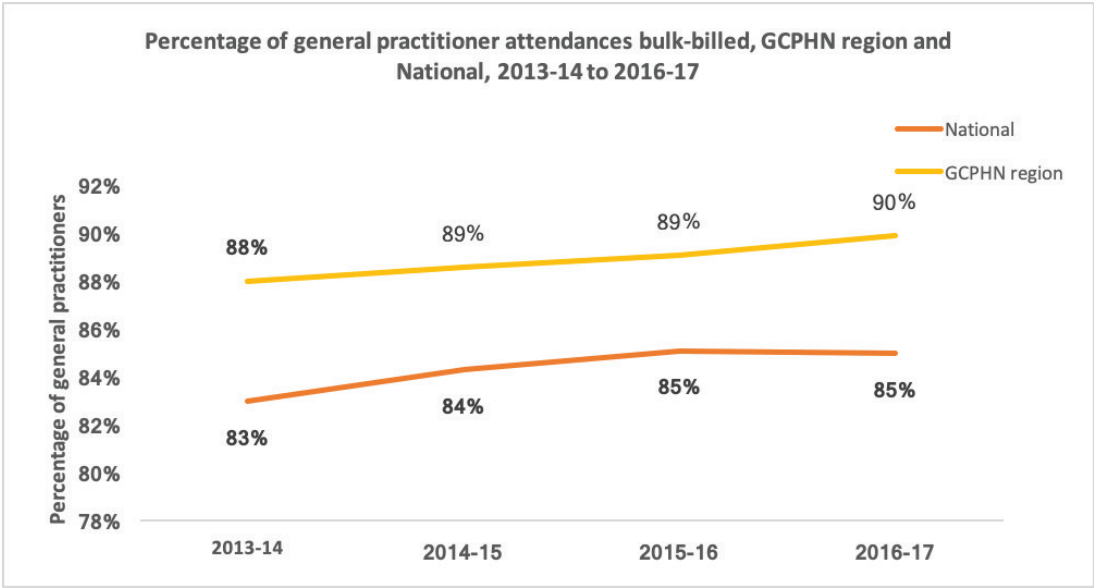
The table above indicates variation in the total annual out-of-pocket cost for patients for their Medicare-subsidised health care delivered by a General Practitioner outside a hospital. It highlights how much patients pay out-of-pocket for a General Practitioner.

In 2016-17, 27% Gold Coast patients received a cost with their GP service compared to the national rate of 33.8%. Two GCPHN SA3 regions were above the national rate, Surfers Paradise (37.4%) and Coolangatta (36.0%). The median out-of-pocket cost for Gold Coast patients for General Practitioner services was \$14, which was below the National rate of \$20.

General Practice bulk billing in the Gold Coast PHN region compared to National rates

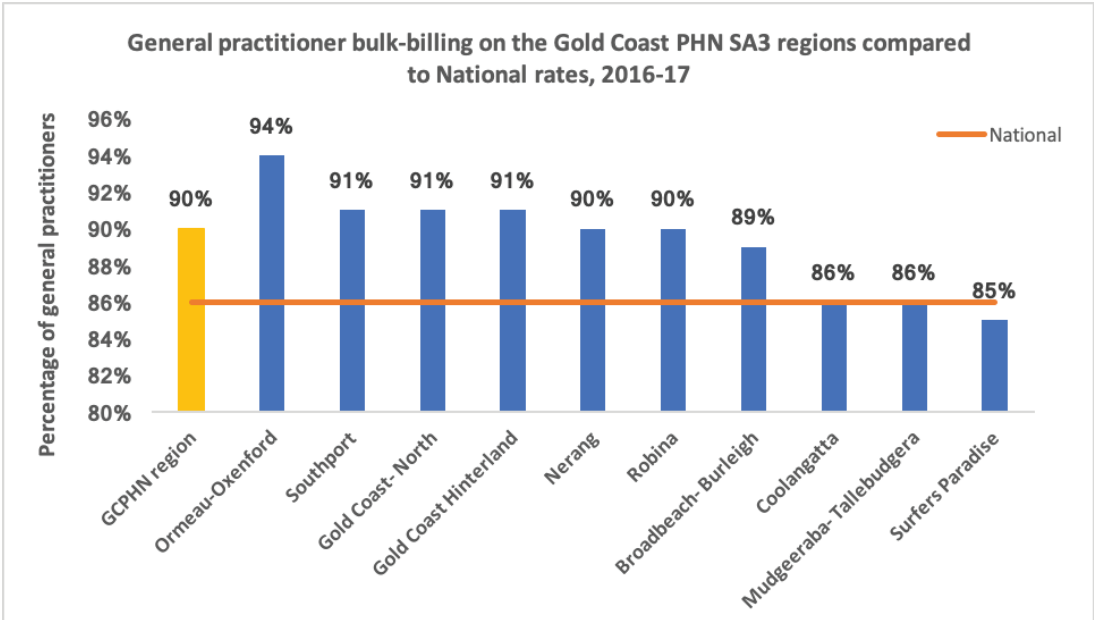
Bulk billing on the Gold Coast PHN region has slightly increased with the national averages over the 2013-14 to 2016-17 period.

Source: <https://www.myhealthycommunities.gov.au/national/mbs0011#indicator-year-bulk-billed-gp-attendances-2016-17>



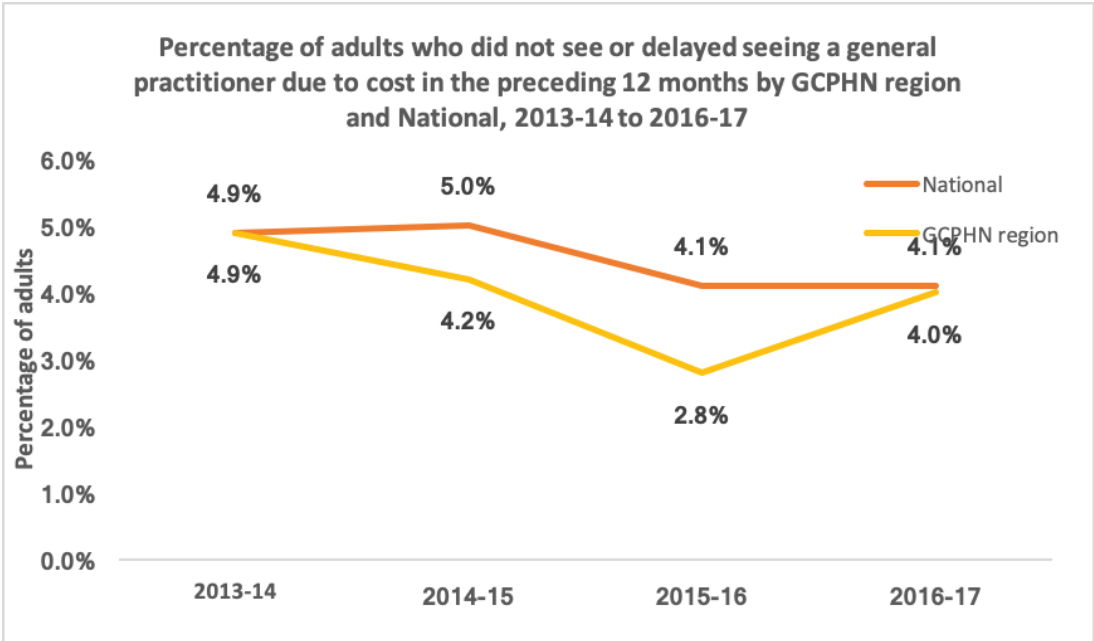
All GCPHN SA3 regions, except Surfers Paradise were equal to or above national bulk billing rate of 86%. Surfers Paradise may have had low rate of general practitioner bulk-billing due to several of their patients being full fee-paying tourist.

Source: <https://www.myhealthycommunities.gov.au/national/mbs0011#indicator-year-bulk-billed-gp-attendances-2016-17>



Rates of patients who delayed seeing a general practitioner have increased since 2015-16 and are comparable to the national rate of 4% in 2016-17.

Source: <https://www.myhealthycommunities.gov.au/national/abs0022#indicator-year-cost-barriers-to-gp-care-2016-17>



General Practice electronic data reporting and digital health capability

183

General Practices were registered and able to upload shared health summaries

160

General Practices provide data via PenCS Clinical audit tool

78

General Practices provide data through Primary Sense

- **183 General Practices on the Gold Coast PHN region were registered and able to upload shared health summaries as of 27th March 2020.**
This equates to around 90% of the region's General Practices.
- **160 general practices provide data via PenCS Clinical audit tool** to Gold Coast PHN and all of them have a formally signed data exchange agreement.
 - All General Practices who submit data, receive an aggregated Gold Coast PIP QI Improvement measure report
 - 25 Gold Coast General Practices are category four, meaning they can access their individual practice data against 10 improvement measures and can benchmark themselves against the Gold Coast report.
- **78 general practices also provide data through Primary Sense** (a Gold Coast proof of concept population health management tool).



Gold Coast Primary Health Network Interaction with General Practice

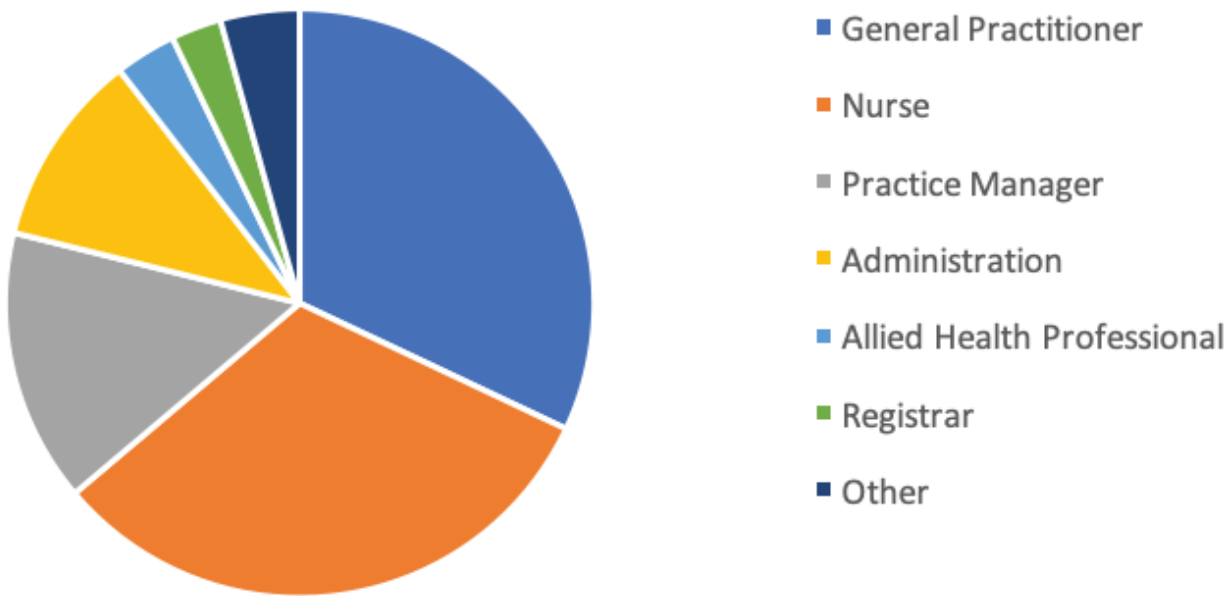


- **195 (96%) general practices have had face to face or phone engagement with GCPHN** from April 2019 to March 2020

- A total of **1,078** staff from Gold Cost General Practices attended **105** events held at Gold Coast Primary Health Network during the 12-month period from April 2019 to March 2020.
- Of the **1,078** staff from Gold Coast General Practice, **506** were unique attendees that attended **105** events held at Gold Coast Primary Health Network during the 12-month period from April 2019 to March 2020.



Number of staff from Gold Coast General Parctices that attended GCPHN events, April 2019 to March 2020



Source: GCPHN Client Relationship Management System.
Other: Support worker, Manager, Coordinator, Business Manager, Complementary Therapist, Consultant, Executive, General Contacts, Service Navigator, Student, Social Health Worker and Volunteer

Gold Coast Primary Health Network

Primary Care Gold Coast (ABN 47152953092), trading as the Gold Coast Primary Health Network.

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