

2021 GENERAL PRACTICE PROFILE

phn
GOLD COAST

An Australian Government Initiative

OVERVIEW

Number of general practices in the Gold Coast Primary Health Network (GCPHN) region.



207 General practices in the GCPHN region as of 26th March 2021.

This is an increase of **three general practices** in the GCPHN region as compared to the same date in the previous year.

Number of general practitioners in the GCPHN region

861 unique general practitioners in the GCPHN region as of 26th March 2021.

This is an **increase of 37** general practitioners in the GCPHN region as compared to the same date in the previous year.



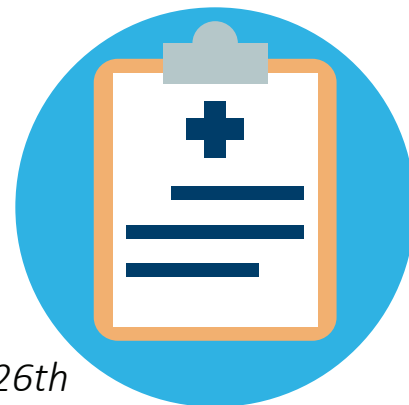
Number of special interest general practices in the Gold Coast PHN region

In addition to the **207 general practices** there were **28 special interest** general practices delivering services such as skin checks and related services.

This is an **increase of one special interest** general practices in the GCPHN region as compared to the same data in the previous year.

Number of general practices on the Gold Coast by accreditation status as of 26th March 2021

- Accredited: 162
- In process*: 12
- Not accredited: 14
- Not planning accreditation: 16



162 general practices were accredited as of 26th March 2021. This is an increase from 157 general practices in the previous year.

o Please note, there was one general practices that was lapsed (no longer valid/expired)

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

GENERAL PRACTICE WORKFORCE

Table 1. Composition of general practice workforce in the Gold Coast PHN region

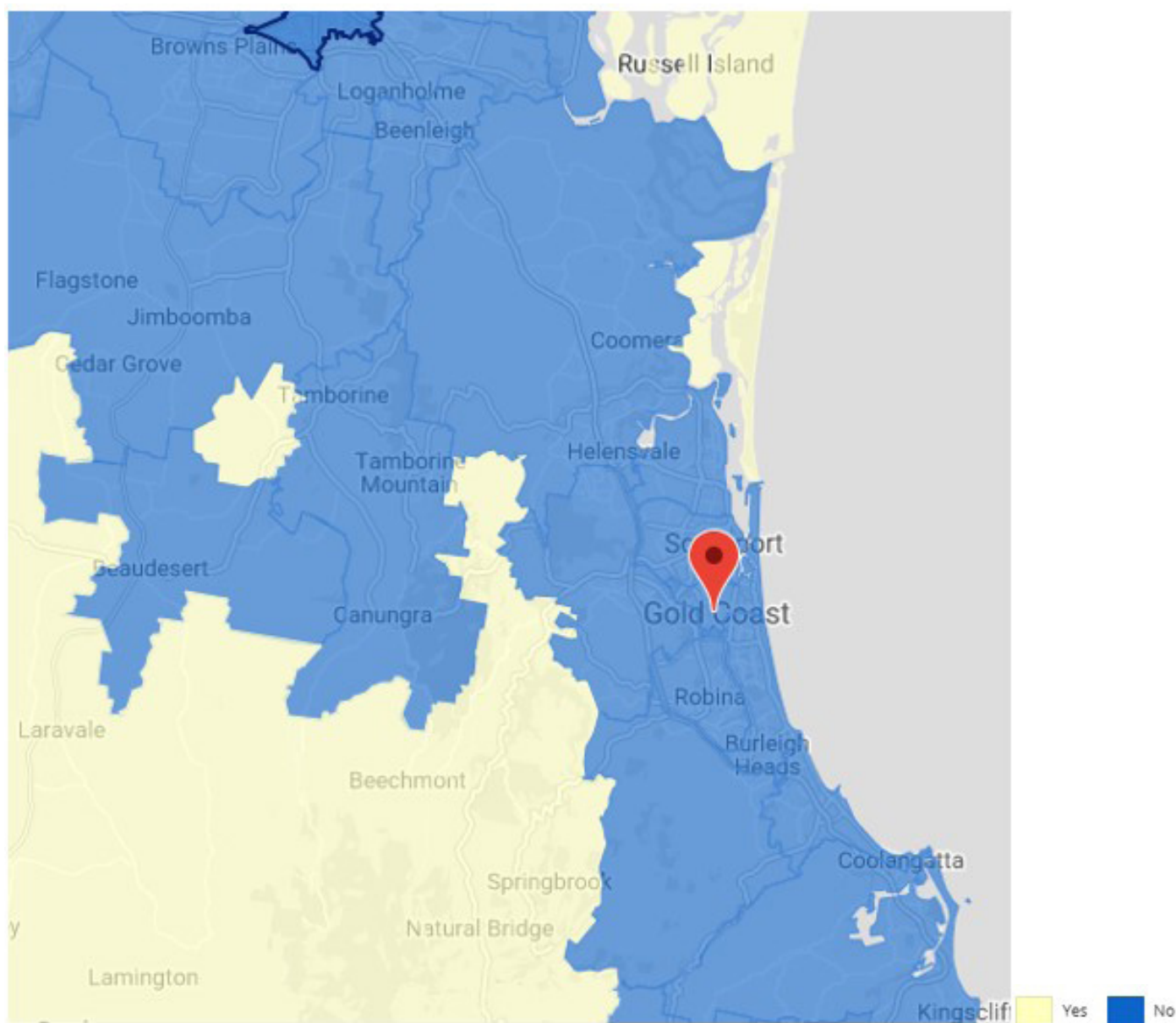
General Practice Workforce Numbers as at 26 th March 2021	Change in Numbers as compared to 28th March 2020
General Practitioners (861)	Increase of 37
Nursing staff (441)	Increase of 41
Allied Health Staff (177)	Decrease of 4
Practice Mangers (154)	Nil
Registrars (103)	Increase of 10

Source: GCPHN Client Relationship Management System

GENERAL PRACTITIONER DISTRICT PRIORITY AREA

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.

Figure 1. Distribution Priority Area, Gold Coast, 2021



DWS areas designated on the Gold Coast PHN region include:

- Guanaba- Springbrook
- Tamborine-Canungra (north Tamborine- Canungra is not a distribution priority area while south Tamborine- Canungra is a distribution priority area)

NUMBER OF GENERAL PRACTITIONERS

Table 2. Number of general practices within the Gold Coast PHN region that had one or more general practitioners in each general practice as at 26th March 2021

GCPHN SA3 regions	Number of general practices	Number of general practitioners	Average number of general practitioners per general practice
Broadbeach-Burleigh	28	151	5.4
Coolangatta	21	87	4.1
Gold Coast-North	22	89	4.0
Gold Coast Hinterland	6	27	4.5
Mudgeeraba-Tallebudgera	7	25	3.6
Nerang	17	77	4.5
Ormeau-Oxenford	40	183	4.6
Robina	20	97	4.9
Southport	25	122	4.9
Surfers Paradise	20	70	3.5

Source: GCPHN Client Relationship Management System

General practitioner averages on the Gold Coast PHN region:

- The average number of general practitioners per practice was 4.18 as at 26th March 2021
- The number of general practitioners listed in this table includes non-unique general practitioners and general practitioners who may work at more than one general practice.

NUMBER OF NURSES IN GENERAL PRACTICE

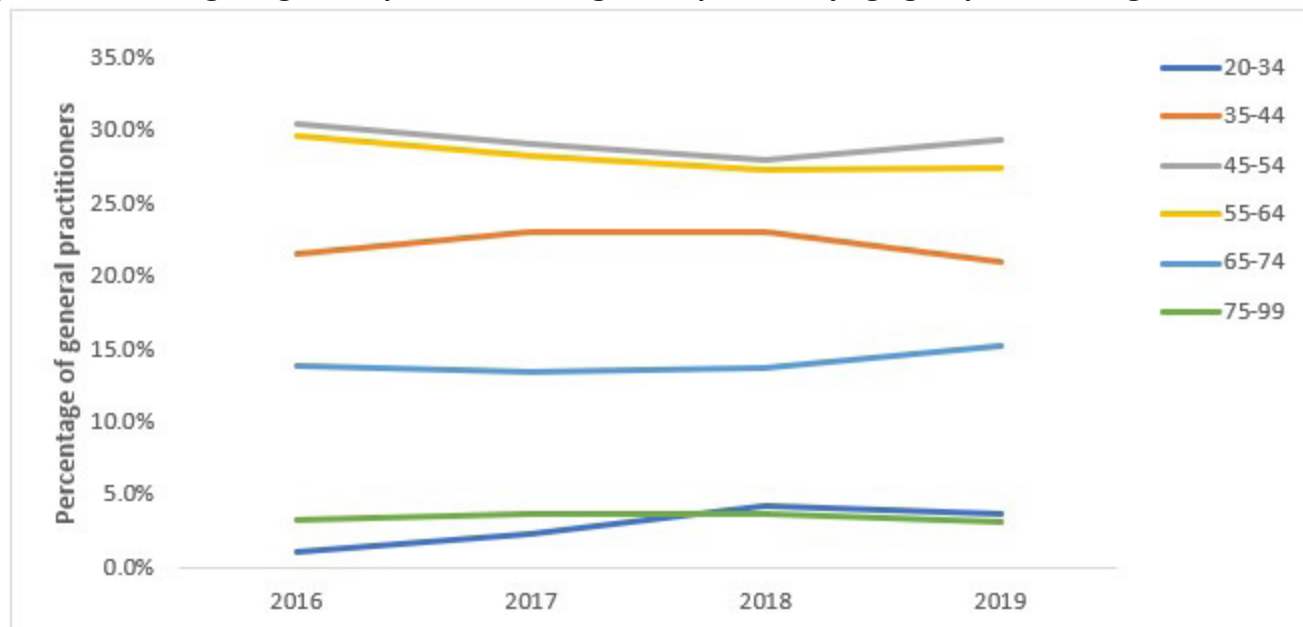
Table 3. Number of general practices within the Gold Coast PHN regions that had one or more nurses in each general practice as at 26th March 2021

GCPHN SA3 regions	Number of general practices	Number of nurses	Average number of nurses per general practice
Broadbeach-Burleigh	24	83	3.5
Coolangatta	16	42	2.6
Gold Coast-North	18	43	2.4
Gold Coast Hinterland	6	17	2.8
Mudgeeraba-Tallebudgera	6	15	2.5
Nerang	10	38	3.8
Ormeau-Oxenford	38	105	2.8
Robina	17	42	2.5
Southport	21	58	2.8
Surfers Paradise	11	29	2.6

Source: GCPHN Client Relationship Management System

GENERAL PRACTITIONERS BY AGE GROUP

Figure 2. Percentage of general practitioners in general practice by age group, GCPHN region, 2016-19

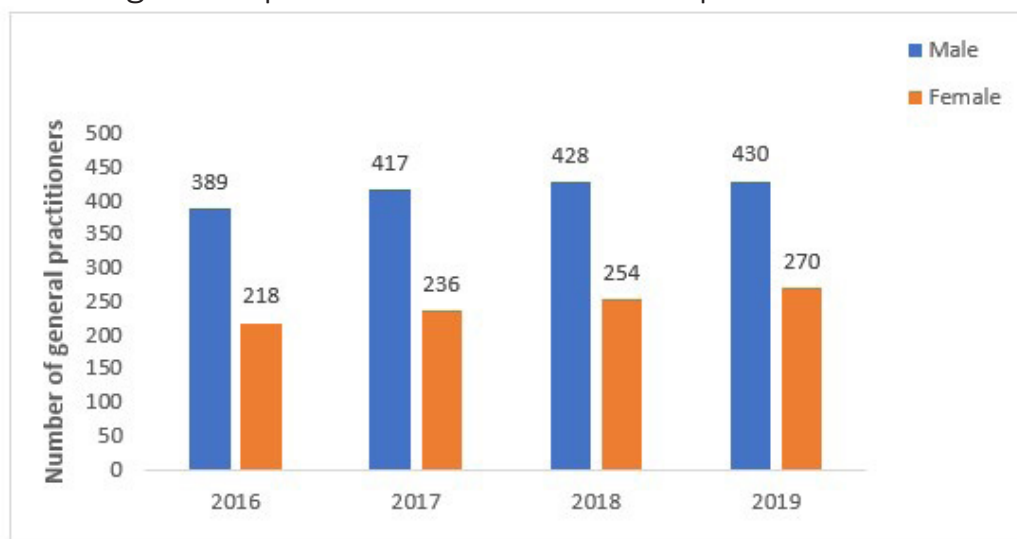


Source: Health Workforce Data tool

General practitioners in the 75-99 age cohort as of 2019 are least represented on the Gold Coast which mirrors national trends. General Practitioners aged 45-54 are the most represented on the Gold Coast in 2019.

GENERAL PRACTITIONERS BY SEX

There was a higher number of male general practitioners compared to female general practitioners on the Gold Coast from 2016 to 2019. There was a 24% increase in female general practitioners from 2016 to 2019 compared to 11% increase of male general practitioners in the same period.



Source: Health Workforce Data tool

GENERAL PRACTITIONERS TRAINED OVERSEAS

Due to a sustained increase in the number of general practitioners from 2016-19, the number of overseas-trained general practitioners exceeded those trained domestically. In 2019, there were 383 general practitioners trained overseas and 287 general practitioners trained in Australia.

Table 4. General practitioners trained in Australia and overseas, on the Gold Coast PHN region, 2016-2019

Location trained	2016	2017	2018	2019
Australia	275	281	280	287
New Zealand	28	29	27	25
Other overseas	299	330	366	383
Not stated	5	13	9	5

Source: Health Workforce Data tool

GENERAL PRACTITIONERS ACCESS

Telehealth services

Since the first case of COVID-19 in Australia was reported, there has been a significant impact on the way healthcare has been delivered throughout general practice. While the volume of visits has remained largely unchanged, what has changed is the way these services are delivered. Telehealth accounted for roughly 30% of all consultations in 2020 in Australia

- Previous research indicated that GPs have been more inclined to use familiar technology to meet their telehealth needs
- 97% of GP telehealth consultations have been through phone
- These numbers back up those findings, suggesting GPs were more comfortable using telephone rather than video
- The proportion of telehealth consultations for patients was higher than the proportion of in-person consultations for patients

Telehealth services (continued)

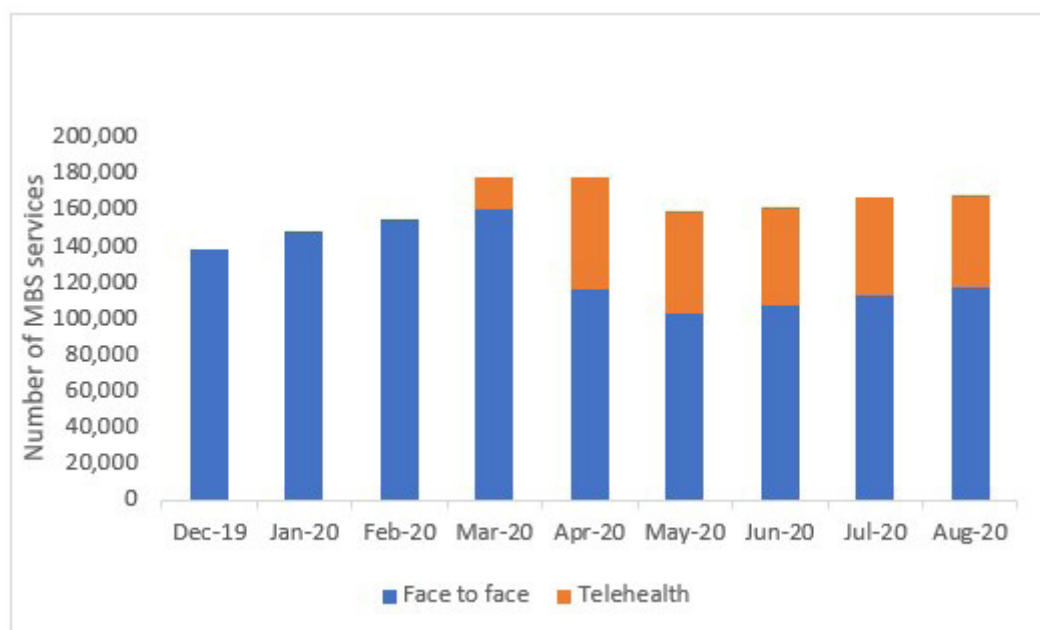
Barriers for GPs to undertake video consultations include:

- Negative attitudes and unfamiliarity about video
- The view that the time taken to set up a video consultation will interfere of the time available to attend the patient
- Same rebate as phone call (MBS billing)
- Interruption and/or disruption to workflows in the practice
- Low confidence with the technology, equipment, and software
- Patient preference for teleconference versus video conference
- Access to technology to support video conferencing

Locally, analysing data from 80 General Practices that submit data to GCPHN through Primary Sense, a population health management and clinical audit tool, telehealth made up 10% (n=17,770) GP consultations in March 2020. Telehealth increased to 30.1% (n=50,455) GP consultations of the total 167,645 GP in August 2020.

Of the telehealth items being claimed on the Gold Coast, 98% were through telephone items while the remaining 2% were video conference. This is consistent with national trends. As can be seen in figure four, telehealth now constitutes a substantial proportion of all consultations.

Figure 4. GP consultations, Gold Coast Primary Sense practices, Dec 19 to Aug 20



Source. GCPHN Primary Sense tool, data extracted from 80 general practices on the Gold Coast

Services in General Practices

Even in the disruptive lockdown period, that prompted an unexpected and rapid implementation of telehealth services in general practice there was an 11.8% increase in total consultations (face to face and telehealth) in 2020 compared to 2019 amongst the 80 general practices submitting data through Primary Sense as can be seen in table five.

Table 5. Consultations in 80 Primary Sense practices in Gold Coast PHN region in 2019 and 2020

	2019	2020	Percentage change from 2019 to 2020
Jan	150,495	174,230	15.8%
Feb	156,259	174,598	11.7%
Mar	170,942	197,532	15.6%
Apr	165,679	198,127	19.6%
May	193,626	190,654	-1.5%
Jun	167,903	198,889	18.5%
Jul	185,492	203,357	9.6%
Aug	185,911	195,928	5.4%
Sep	174,674	199,023	13.9%
Oct	182,655	196,540	7.6%
Nov	173,291	195,802	13.0%
Dec	152,964	177,518	16.1%
Total	2,059,891	2,302,198	11.8%

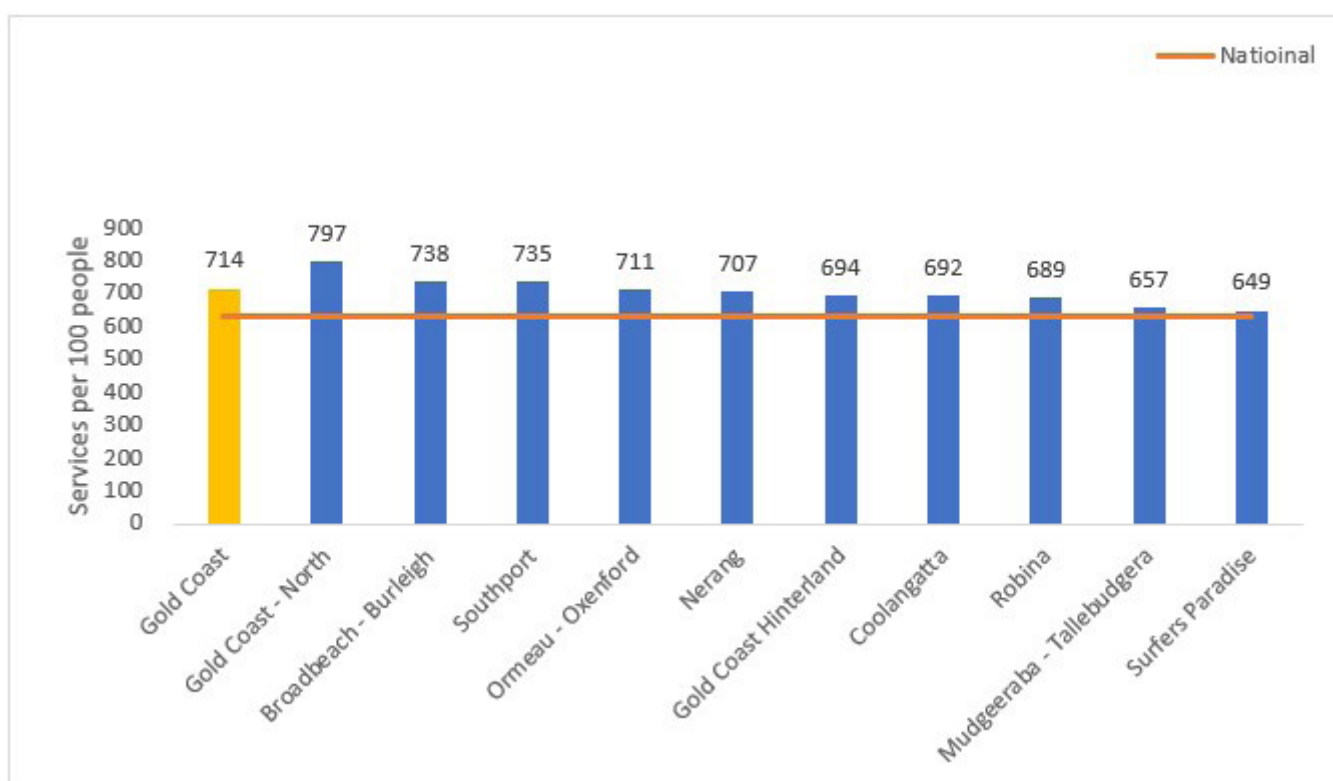
Source. Primary Sense, one visit per person per day



General practice services in the Gold Coast PHN region

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. It excludes services provided by practice nurses and Aboriginal and Torres Strait Islander health practitioners on GP’s behalf.

Figure 5. Total number of GP attendances per 100 people, National, GCPHN region including SA3 regions, 2018-19



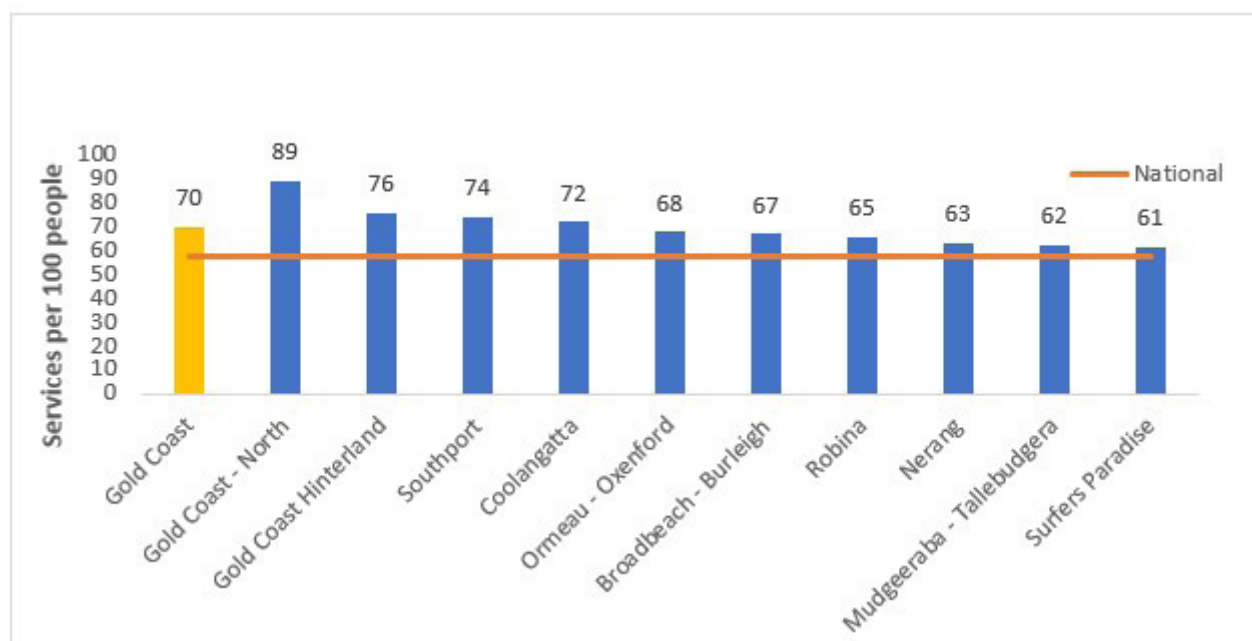
Source: Australian Institute of Health and Welfare, Medicare-subsidised GP, allied health and specialist health care across local areas: 2013-14 to 2017-18, all results are based on the patients' Medicare enrolment postcode, not where they received the health care service.

Gold Coast rate for GP services per 100 people (714) was above the national rate (632) in 2018-19. All Gold Coast SA3 regions were above the national rate, Gold Coast North (797) had the highest number of services per 100 people while Surfers Paradise (649) had the least.

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.

Figure 6. Total number of Enhanced Primary Care GP services per 100 people, National, GCPHN region including SA3 regions, 2018-19



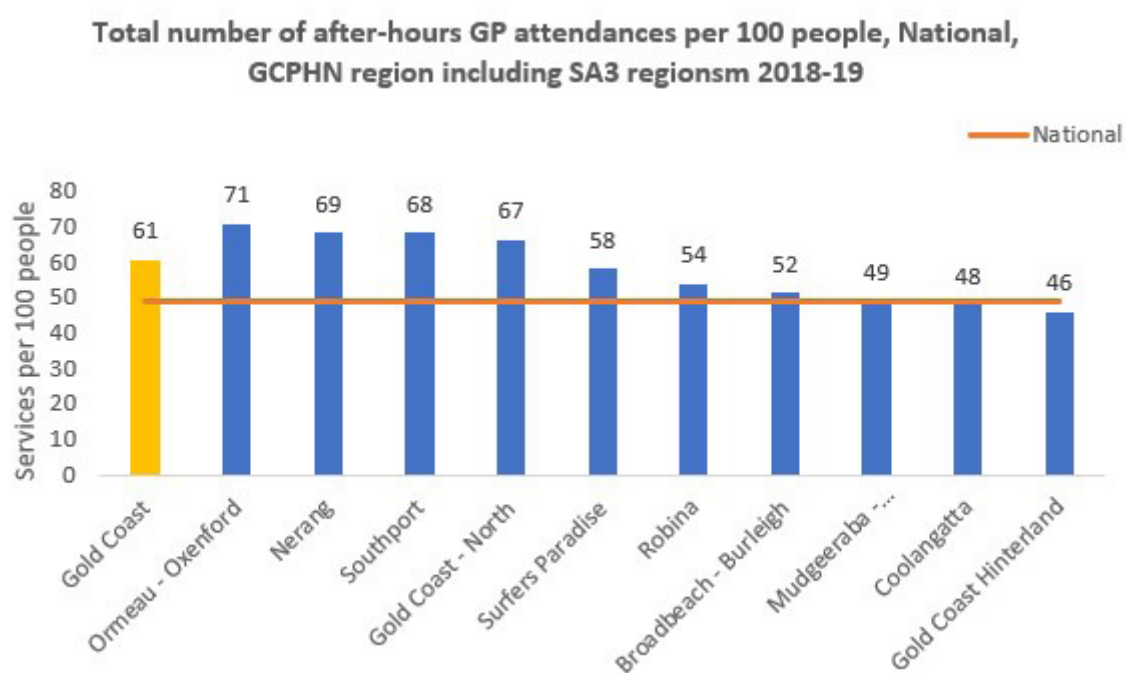
Source: Australian Institute of Health and Welfare, Medicare-subsidised GP, allied health and specialist health care across local areas: 2013-14 to 2017-18, all results are based on the patients' Medicare enrolment postcode, not where they received the health care service

Gold Coast rate for enhanced primary care services per 100 people (70) was above the national rate (57) in 2018-19. Gold Coast-North (89) had the highest number of services per 100 people while Surfers Paradise (61) had the least in 2018-19.

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).

Figure 7. Total number of after-hours GP attendances per 100 people, National, GCPHN region including SA3 regions 2018-19



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.

Gold Coast rate for after-hours GP services per 100 people (61) was above the national rate (49) in 2018-19.



GP attendances total over time

As the Gold Coast population increase, so does the number of services delivered in General Practice. In 2018-19, 4,438,199 services were delivered to Gold Coast residents, an increase of 4.7% from 2017-18 number of services (4,239,661). As of 2020, the Gold Coast population was 650,966 people with an average annual growth rate of 2.5% per year which is below the increase of 4.7% in GP attendances between 2017-18 to 2018-19, .

Table 6. GP attendances (total), Gold Coast, 2013-14 to 2018-19

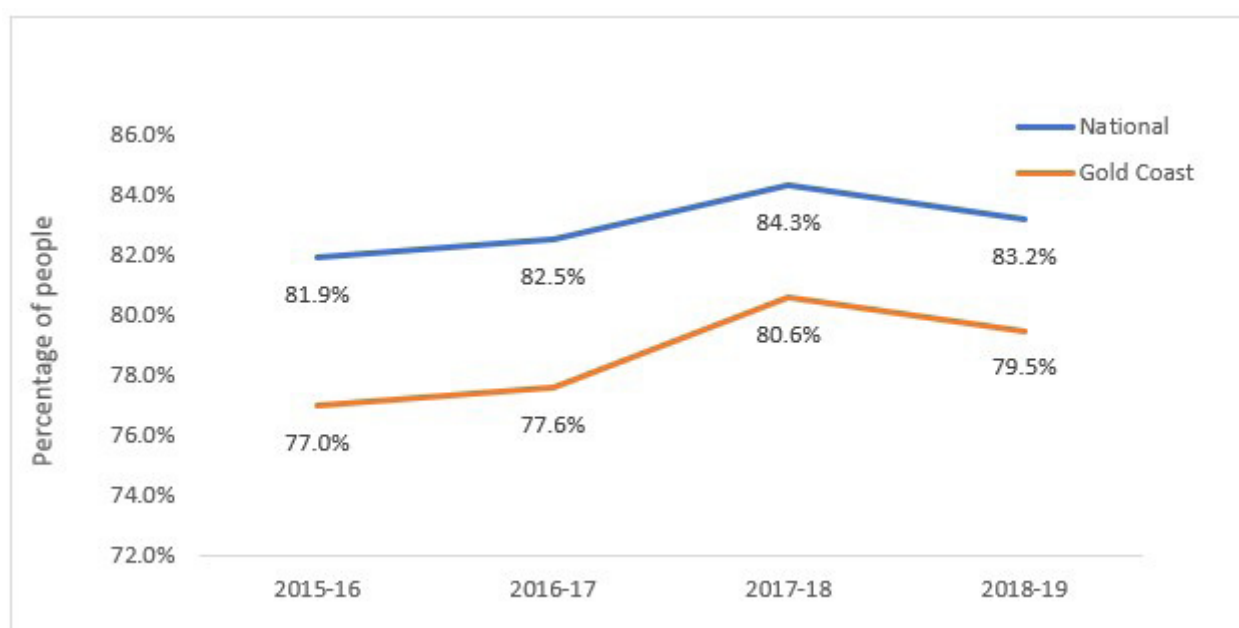
Year	No. of services	Percentage change from previous year
2018-19	4,438,199	4.7%
2017-18	4,239,661	6.2%
2016-17	3,993,205	3.8%
2015-16	3,847,945	5.1%
2014-15	3,661,833	4.3%
2013-14	3,510,933	

Source: Australian Institute of Health and Welfare (AIHW) analysis of Department of Health, Medicare Benefits Schedule (MBS) claims data, 2018-19

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

In 2018-19, 79.5% of Gold Coast adults saw a GP in the preceding 12 months which was below the national rate (82.5%). Both the Gold Coast and the national rate decreased 1.1% from 2017-18.

Figure 8. Percentage of adults who saw a GP in the preceding 12 months, National, GCPHN region, 2015-16 to 2018-19



Source: Australian Bureau of Statistics, Patient Experience Survey

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

The table below 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 General Practitioner.

In 2016-17, 27% Gold Coast patients received a cost with their GP service compared to the national rate of 34%. Two GCPHN SA3 regions were above the national rate, Surfers Paradise (37.4%) and Coolangatta (36%). The median out-of-pocket cost for Gold Coast patients for General Practitioner services was \$14, which was below the National rate of \$20.

Table 6. Out-of-pocket cost per GP attendance (for patient with cost), 2016-17

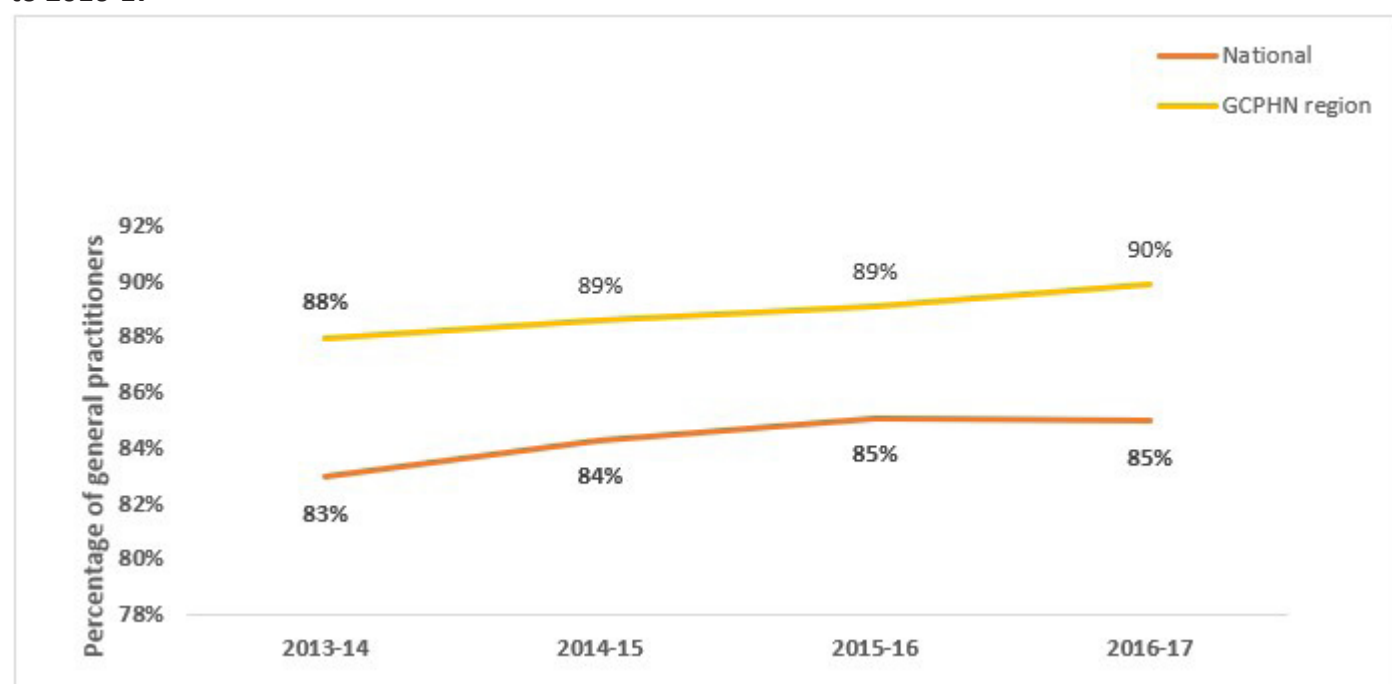
	Per cent of patients with GP cost (%)	25th percentile (\$)	50th percentile (Median) (\$)	75th percentile (\$)	90th percentile (\$)
National	33.8	\$10	\$20	\$33	\$42
Gold Coast	27.0	\$7	\$14	\$26	\$38
Broadbeach-Burleigh	30.8	\$7	\$15	\$28	\$41
Coolangatta	36.0	\$7	\$14	\$24	\$34
Gold Coast-North	24.9	\$7	\$15	\$27	\$37
Gold Coast Hinterland	25.9	\$6	\$13	\$24	\$36
Mudgeeraba-Tallebudgera	33.1	\$8	\$16	\$28	\$39
Nerang	26.6	\$6	\$14	\$25	\$36
Ormeau-Oxenford	18.7	\$6	\$12	\$23	\$34
Robina	25.7	\$7	\$14	\$26	\$38
Southport	25.5	\$6	\$13	\$25	\$37
Surfers Paradise	37.4	\$7	\$15	\$28	\$41

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

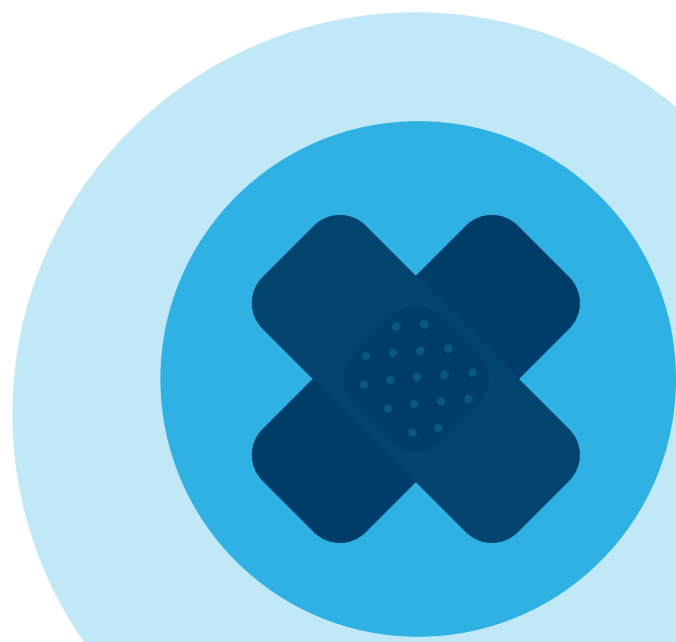
General Practice bulkbilling in the Gold Coast PHN region compared to national rates

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

Figure 9. Percentage of general practitioner attendances bulk-billed, GCPHN region and National, 2013-14 to 2016-17



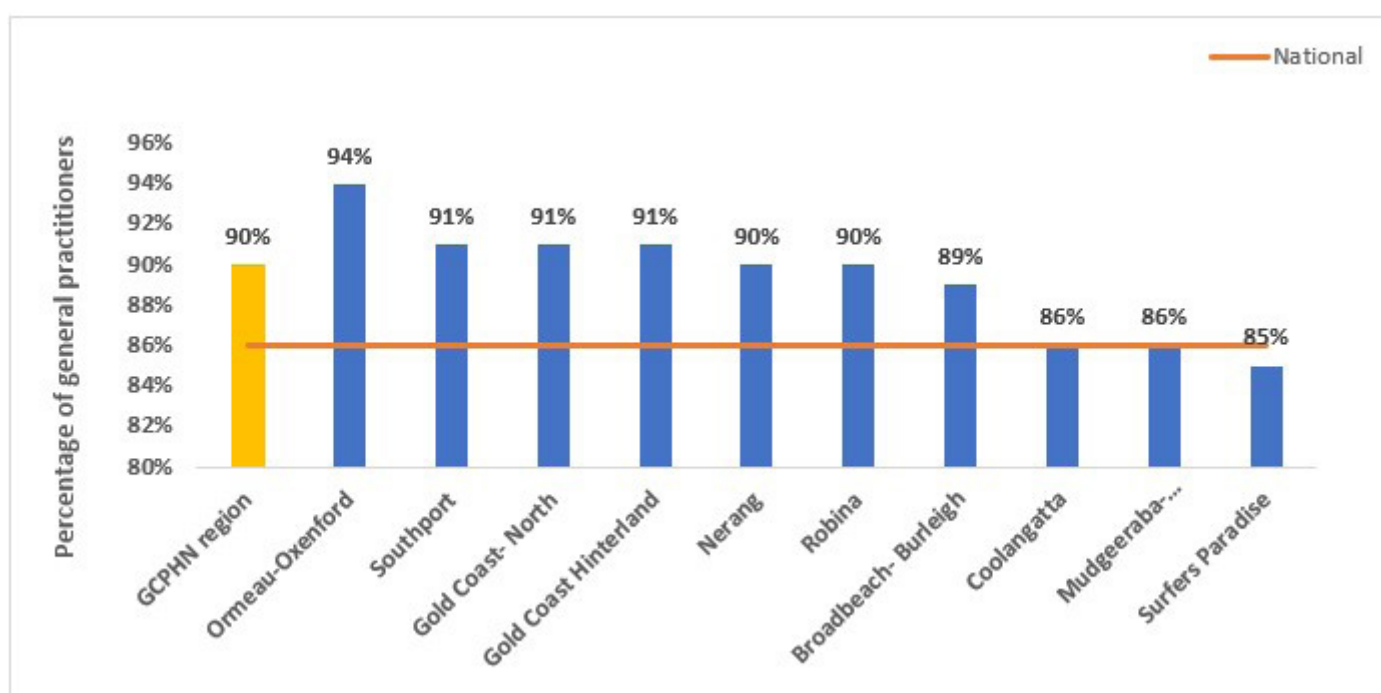
Source: <https://www.myhealthycommunities.gov.au/national/mbs0011#indicator-year-bulk-billed-gp-attendances-2016-17>



General practitioner bulk-billing on the Gold Coast PHN SA3 regions compared to national rates, 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.

Figure 10. General practitioner bulk-billing on the Gold Coast PHN SA3 regions compared to national rates, 2016-17

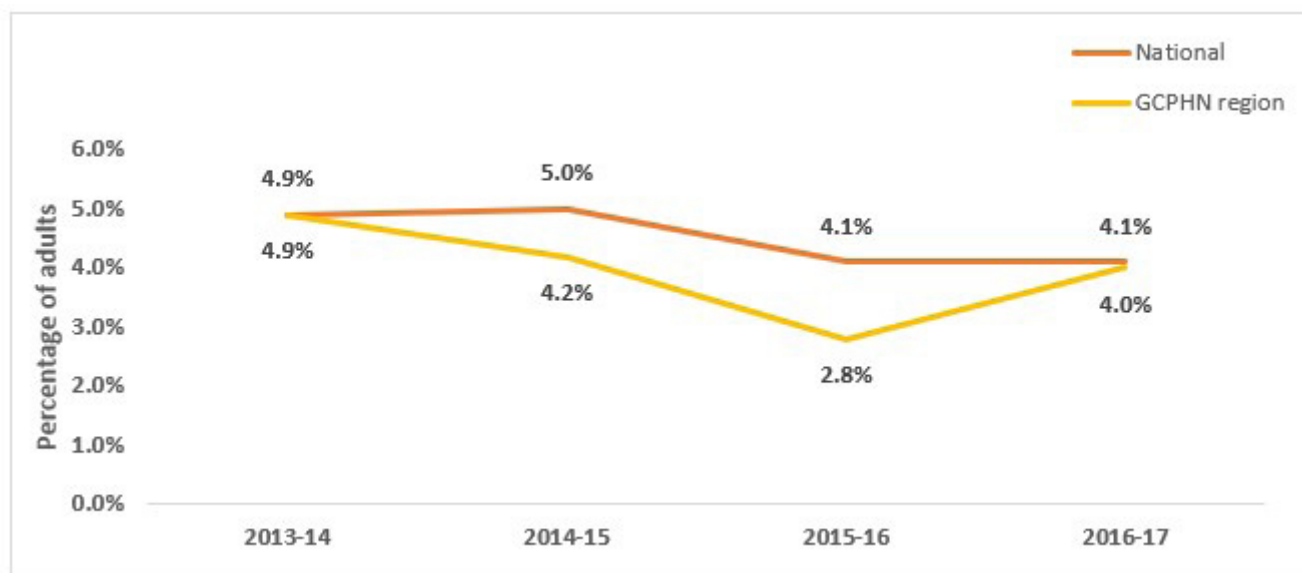


Source: <https://www.myhealthycommunities.gov.au/national/mbs0011#indicator-year-bulk-billed-gp-attendances-2016-17>

Percentage of adults who did not see or delayed seeing a general practitioner due to cost in the preceding 12 months by GCPHN region and national, 2013-14 to 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.

Figure 11. Percentage of adults who did not see or delayed seeing a general practitioner due to cost in the preceding 12 months by GCPHN region and national, 2013-14 to 2016-17



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

PIP QI Incentive

Under the PIP QI Incentive, general practices work with their local Primary Health Network (PHN) to undertake continuous quality improvement activities through the collection and review of practice data on specified Improvement Measures.

A general practice will need to meet two components to qualify for a PIP QI Incentive payment:

- Participation in continuous quality improvement activities
- Submission of PIP Eligible Data Set improvement measures

The Improvement measures support a regional and national understanding of chronic disease management in areas of high need, and future iterations will respond to emerging evidence on areas of high need.

The ten Improvement measures are:

1. Proportion of patients with diabetes with a current HbA1c result
2. Proportion of patients with a smoking status
3. Proportion of patients with a weight classification
4. Proportion of patients aged 65 and over who were immunised against influenza
5. Proportion of patients with diabetes who were immunised against influenza
6. Proportion of patients with COPD who were immunised against influenza
7. Proportion of patients with an alcohol consumption status
8. Proportion of patients with the necessary risk factors assessed to enable CVD assessment
9. Proportion of female patients with an up-to-date cervical screening
10. Proportion of patients with diabetes with a blood pressure result

As of December 2020, 89% of Gold Coast general practices who were accredited or were in process were enrolled in the PIP QI incentive. These practices participate in continuous quality improvement activities in their practice and also submitting PIP eligible data sets at least once every quarter to the PHN.

The practices receive a quarterly report that provides the data for the 10 improvement measures for the general practice and benchmarks this against the Gold Coast PHN rate (general practices who are enrolled in PIP QI on the Gold Coast).

General practice electronic data reporting and digital health capability

Secure Messaging

The need for a connected healthcare system has never been greater. The impact of COVID-19 highlighted the need for healthcare providers to connect with each other in a safe and secure digital environment.

Secure messaging is an efficient and timely method for healthcare providers to send and receive information, which minimises the burden of paper and manual process

An increased uptake of secure messaging improves continuity of care for patients, saves time and protects vital health information .

Secure messaging system allow healthcare professionals to send health information securely to other healthcare professionals involved in their patients' care. The exchange of health information is typically conducted via the healthcare professional's clinical system. Secure messaging is regarded as a 'point to point' exchange, which is distinct to the 'point to many' exchange used by electronic health records such as the My Health record.

As of the 26th March, 74.3% (n=153 of 206) general practices on the Gold Coast had implemented secure messaging. (Please note, Secure Messaging data has not been collected in the last few data validation forms collected by GCPHN, therefore might not be a true indicator of practices using Secure Messaging).

My Health Record

Healthcare providers authorised by their patient can access My Health Record to view and add patient health information . Through the My Health Record system health care professionals can access timely information about patients such as shared health summaries, discharge summaries, prescription and dispense records, pathology reports and diagnostic reports.

An individual's 'My Health Record' stores their health information which can be viewed securely online, from anywhere, at any time- even if the individual moves or travels interstate. An individual can access their health information from any computer or device that's connected to the internet.

As of March 2021, on the Gold Coast:

- 99% (n=204 of 206) general practices were aware of My Health Record
 - o Of which 92% (n=190 of 206) were registered or in the process to participate in My Health Record
- 100% (n=152 of 152) community pharmacies were aware of My Health Record
 - o Of which 91% (n=139 of 152) were registered or in the process to participate in My Health Record
- 99% (n=239 of 242) Specialist practices were aware of My Health Record
 - o Of which 26% (n=63 of 242) were registered or in the process to participate in My Health Record

Electronic Prescribing

Electronic prescribing allows prescribers and their patients to use an electronic Pharmaceutical Benefits Scheme (PBS) prescription. Electronic prescriptions are part of the broader digital health and medicines safety framework. They enable the prescribing, dispensing, and claiming of medicines, without the need for a paper prescription.

Under the National Health Plan for COVID-19, the Australian Government accelerated electronic prescribing and interim arrangements were established to enable General Practitioners to dispense electronic prescription.

Locally on the Gold Coast as of March 26th:

- 56% (n=115 of 206) general practices were enabled for electronic transfer of prescriptions
- 61% (n=92 of 152) pharmacies were enabled for electronic transfer of prescriptions



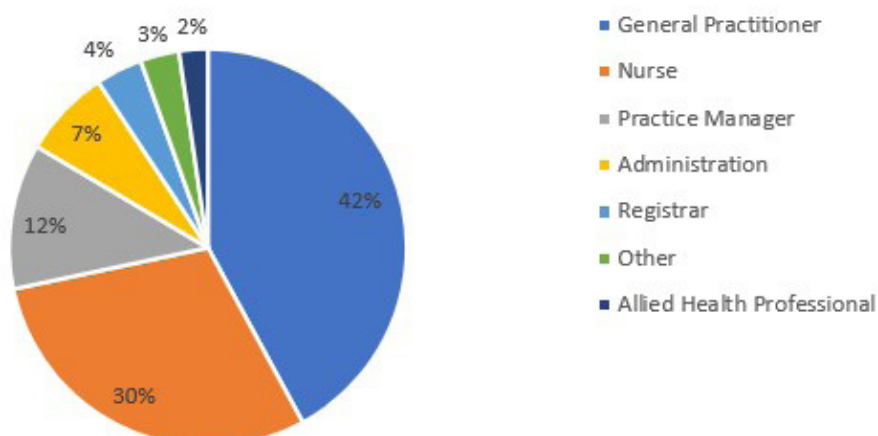
General Practice electronic data reporting

- 190 General Practices on the Gold Coast PHN region were registered and able to upload shared health summaries as of 26th March 2021. This equates to around 91% of General Practices (Source: Department of Health, provided to GCPHN monthly)
- 166 general practices provide data via PenCS Clinical audit tool to Gold Coast PHN and all of them have a formally signed data exchange agreement. This includes
 - o 157 general practices receiving quarterly quality improvement (QI) feedback through facilitated QI feedback reports focused on improved prevention and management of chronic disease
- 80 general practices also provide data through Primary Sense (a GCPHN developed population health management tool)

GCPHN interaction with General Practice

- 206 (99.5%) of general practices have had face to face, phone engagement or video conference with GCPHN from April 2020 to March 2021.
- 473 distinct staff from Gold Coast general practices attended 77 GCPHN events (face to face events and virtual online events) during the 12 months from April 2020 to March 2021. (Source: GCPHN Client Relationship Management System).

Figure 12. Number of staff from Gold Coast General Practice Coast that attended GCPHN events, April 2020- March 2021.



Source: GCPHN Client Relationship Management System.

