

MULTIPLE GENERAL PRACTICE ATTENDANCE AMONG GOLD COAST PATIENTS

Collaboration between Bond University and GCPHN
Group research project by Bond Business School students (Applied Data Analytics Project), 2022

Background

Continuity of care in general practice is associated with improved patient outcomes, including reduced hospitalisations and lower mortality. Despite these benefits, many patients seek care from multiple general practices each year. Understanding factors associated with seeking care across multiple practices can support workforce planning and improved continuity of care.

Aim

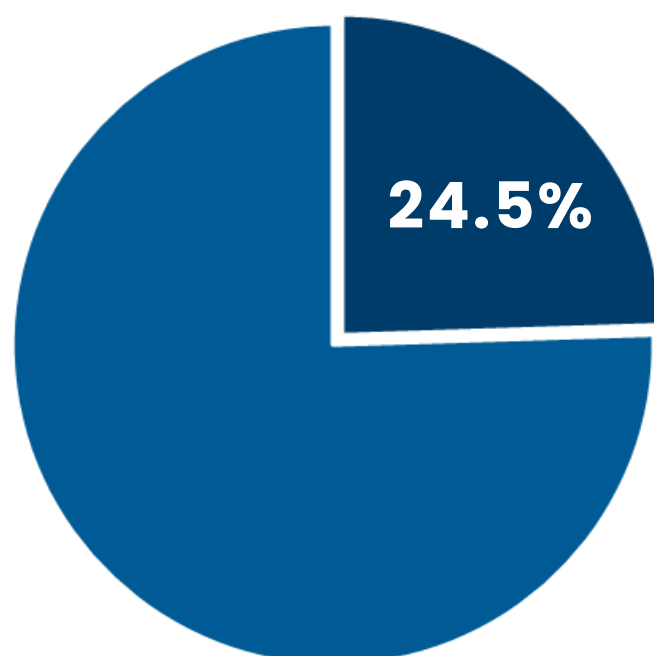
To identify patient, service and geographic factors linked to multiple practice attendance.

Methods

- **Design:** Retrospective observational study
- **Data source:** Primary Sense data from 2021
- **Population:** 321,298 unique Gold Coast patients
- **Multiple attendance** was defined as attending more than one general practice within 12 months

Key Results

A quarter (24.5%) of patients attended multiple general practices within a 12-month period.



Geographic patterns:

- Higher proportions of patients with multiple practice attendance were observed in Ormeau–Oxenford, Broadbeach–Burleigh, and Robina.
- Hinterland regions showed lower levels of multiple practice attendance.
- Areas with older populations and more long-term health conditions had less patients that attended multiple practices.

Patients were more likely to attend multiple practices if they were:

- Younger
- Females
- Not of First Nations background
- Attended smaller practices
- Did not have chronic or long-term health conditions
- Received lower bulk-billing rebates (using MBS billing data as a proxy for bulk-billing)

Conclusion

Considerable proportion of Gold Coast patients attended multiple general practices within 12 months. Multi-practice attendance was associated with patients' demographic characteristics, affordability, and geographic factors.