



CHECKUP

Health in Focus 2016

*an annual snapshot of health care issues
and trends in Queensland*



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Introduction and Background

The annual CheckUP survey, *Health in Focus*, aims to investigate key issues faced by primary health care practitioners and the general public in Queensland focusing on a range of key topics including workforce models, care coordination, preventative health, telehealth utilisation and the interface between different sectors.

CheckUP uses the results of the survey to:

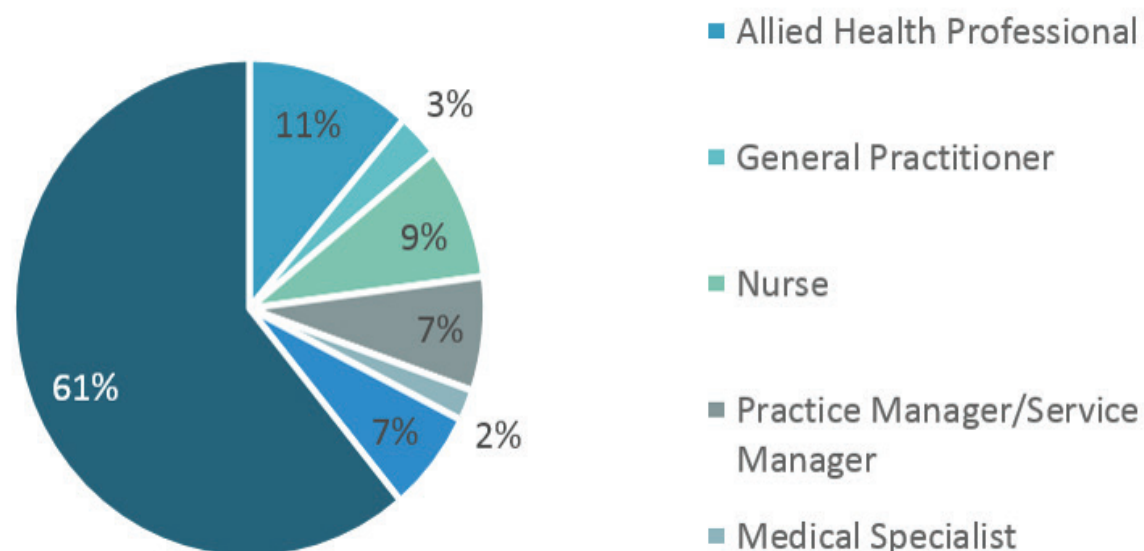
- inform discussions with stakeholders
- inform internal planning
- identify areas of need
- identify and celebrate initiatives that have been successful
- increase the profile of primary health care in Queensland

In 2016, the *Health in Focus* survey received 1,137 responses across all health provider groups and the general public. The table below outlines the evolution of CheckUP's annual survey over the past eight years.

	GPs	Practice Managers	Allied Health	Practice Nurses	Medical Specialists	General Public	Responses
2009 GP Census	✓	✓					1636
2010 GP Census	✓	✓					1630
2011 GP Census	✓	✓					1177
2012 CheckUP Census	✓	✓	✓	✓			949
2013 CheckUP Census	✓	✓	✓	✓			1171
2014 <i>health in focus</i>	✓	✓	✓	✓	✓		1160
2015 <i>health in focus</i>	✓	✓	✓	✓	✓	✓	1316
2016 <i>health in focus</i>	✓	✓	✓	✓	✓	✓	1137

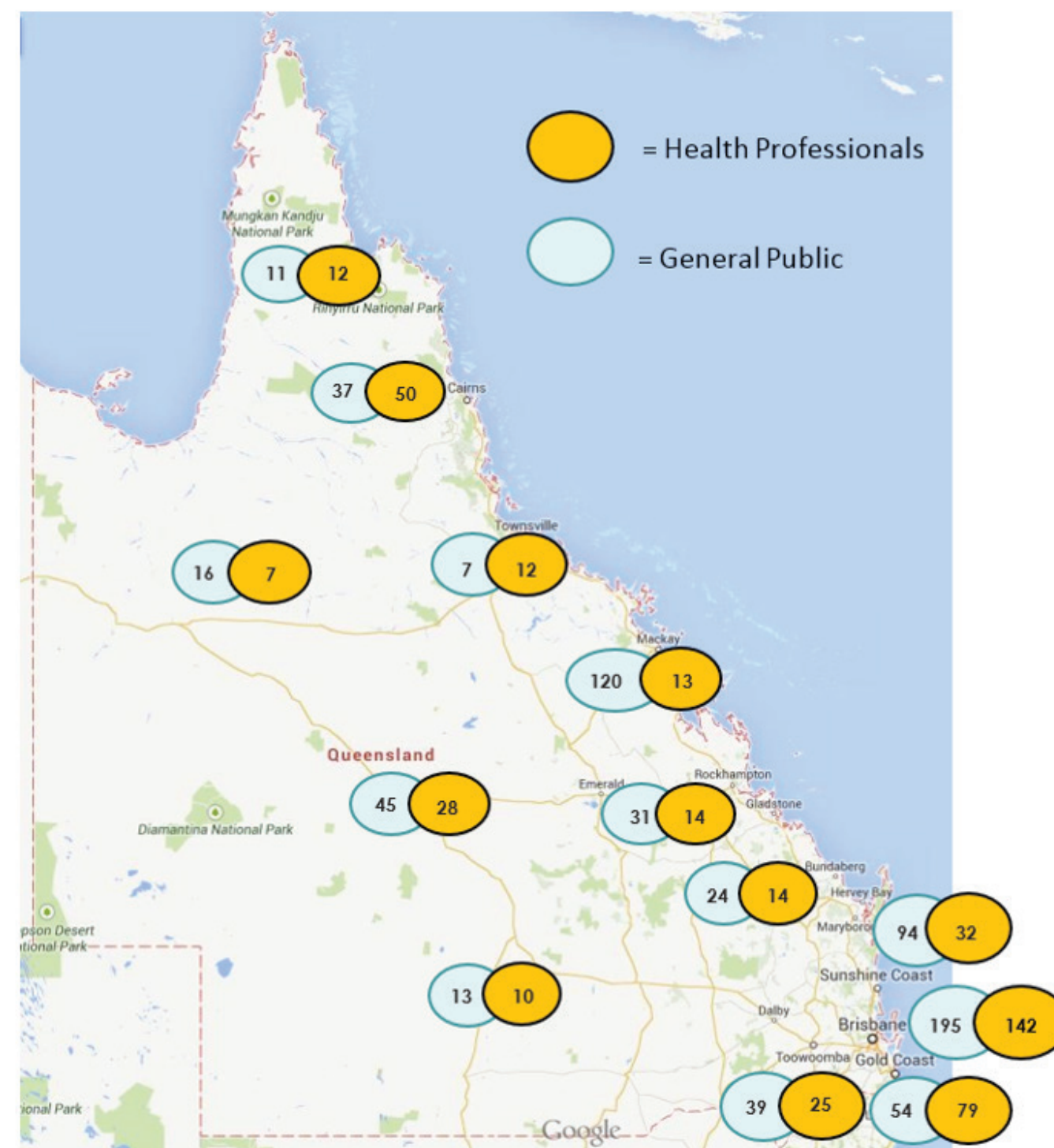
Respondents

In 2016, 61% of responses were from the general public and the remaining 39% of responses were from health professionals across five categories.



Geographical Distribution

For the past three years, the *Health in Focus* survey has been supported by RACQ. An article about the survey is included in the *Living Well* electronic newsletter distributed by RACQ ensuring people from every corner of Queensland have the opportunity to complete the survey.



* plus 13 responses received from interstate.

General Practitioners

Demographics

Qualification obtained



66%



34%

Average years as a GP



+21



52%



48%

Most common age groups

55-64
36%

65+
21%

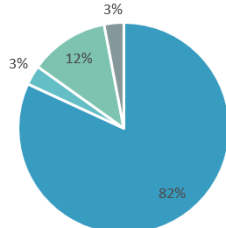
Sessions worked



46%

worked an average of 8 to 9 sessions per week

Intend on changing sessions worked

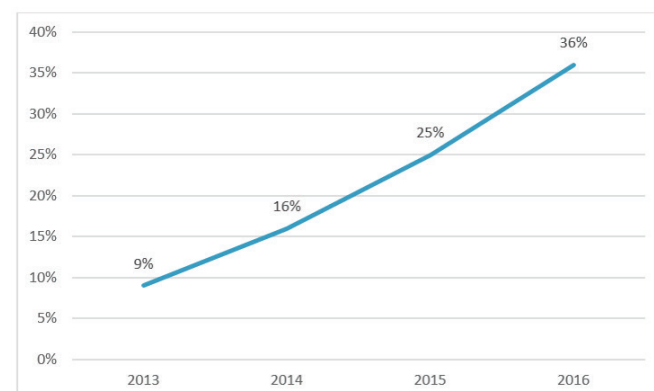


Improve the cost effectiveness of services

■ No change ■ Increase sessions
■ Decrease sessions ■ Leaving General Practice

National Disability Insurance Scheme (NDIS): Knowledge

The percentage of GPs reporting moderate to high levels of knowledge about the NDIS since 2013 has continued to increase.



Prevention

97%

GPs who offer routine prevention or lifestyle advice to patients

Preventative areas most commonly targeted by GPs:



97%



93%



93%



86%



76%



76%



83%



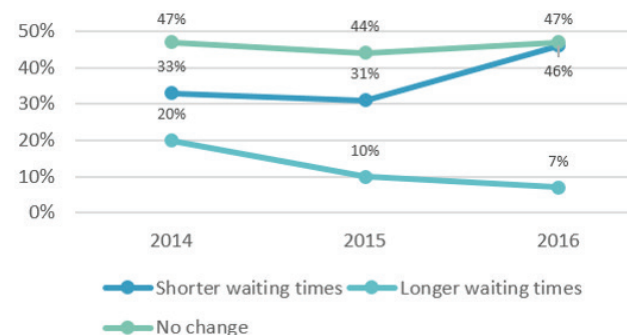
66%

Electronic Referrals

82%

Percentage of GPs who send referrals to public hospitals electronically some or all of the time

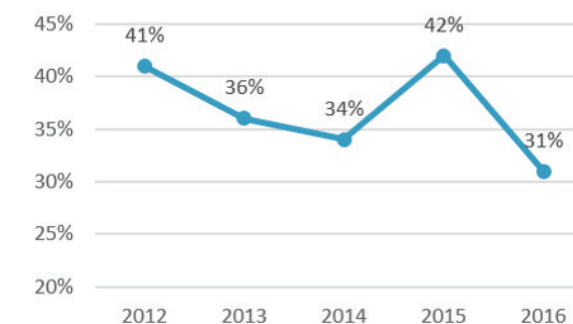
Perceived change in waiting times for patients to see a medical specialist at public hospital out-patient clinics. The percentage of GPs indicating a longer waiting time has continued to decline.



Telehealth Use

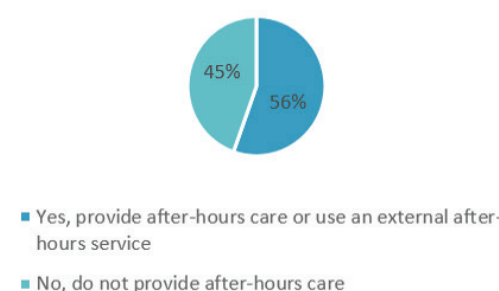
Just under one-third of all GPs indicated that they had undertaken a telehealth consultation in the past 12 months. This is a decline from 2015.

I would like to see regular communication from the hospital about information required in referrals, who is working in which department, likely waiting times, and consistent correspondence back from clinics and admissions.



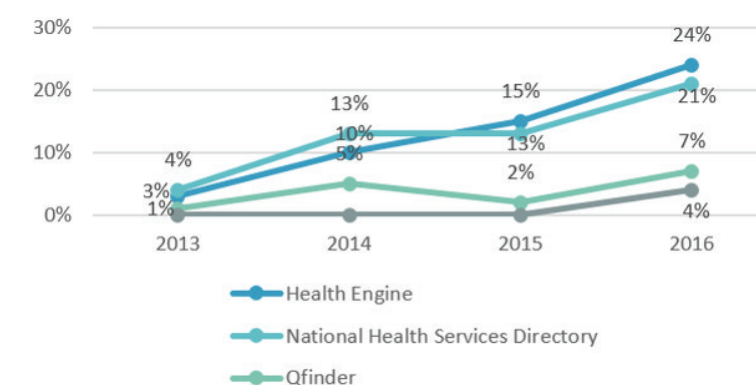
After Hours Care

Over half of GPs provide direct or indirect access to after-hours care.



Health Service Directories

There has been a steady increase in the number of GPs reporting the use of health service directories in particular Health Engine and the National Health Services Directory.



The One Big Idea

GPs were asked to identify their one big idea for a needed change to improve the health system for providers or patients.

The three most common themes were as follows:

Shared Electronic Health Records

GPs referred to the need for better shared electronic health records and a more efficient system for e-referrals and transfer of care documents.

Better Allocation of Resources

Many GPs suggested the need for better use and allocation of resources including reduced costs for patients to access services.

Better Integration and Communication

GPs identified the necessity for better integration and communication between services.

Allied Health

Demographics

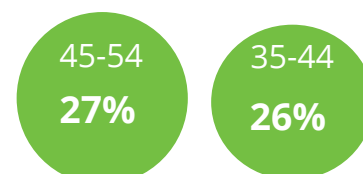


Average years experience

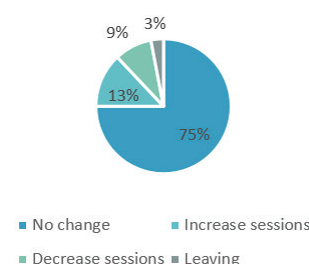


Empowering patients to have more of a role in their health, care, and treatment

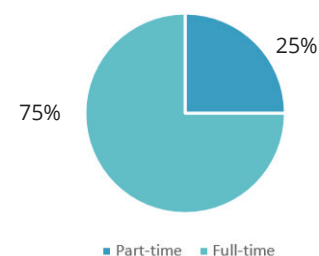
Most common age groups



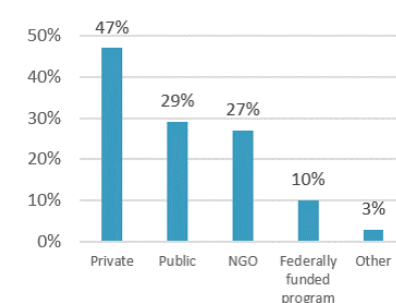
Intend on changing sessions worked



Work Status



Sector(s) employed

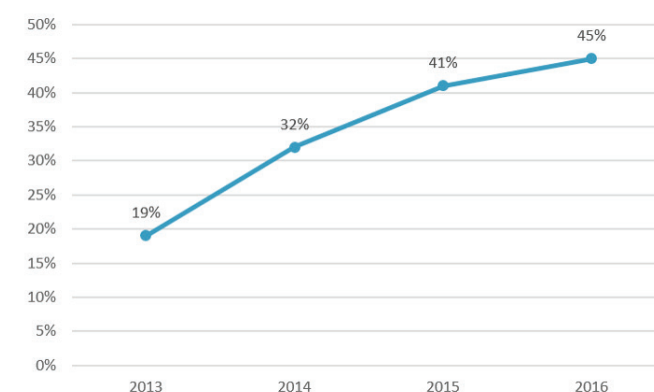


National Disability Insurance Scheme (NDIS)

Allied health providers are becoming better informed about the NDIS

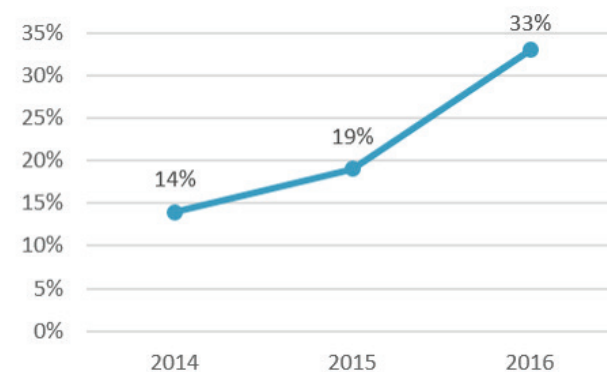
Knowledge

The percentage of allied health providers reporting moderate to high levels of knowledge about the NDIS since 2013 has continued to increase.



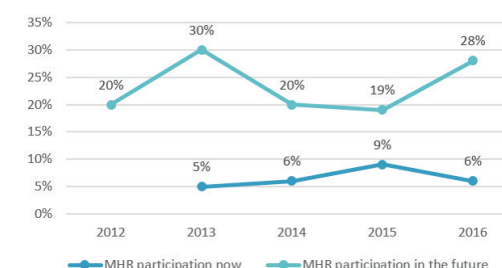
Knowledge about becoming a provider

The percentage of allied health providers reporting moderate to high knowledge of becoming an NDIS provider has continued to increase.



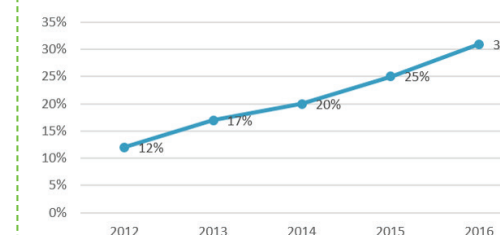
eHealth Utilisation

The adoption of My Health Record over the past 4 years has remained relatively consistent. However the anticipated adoption of My Health Record has increased since 2015.



Telehealth Use

Just under one-third of allied health providers indicated that they had undertaken a telehealth consultation in the past 12 months.

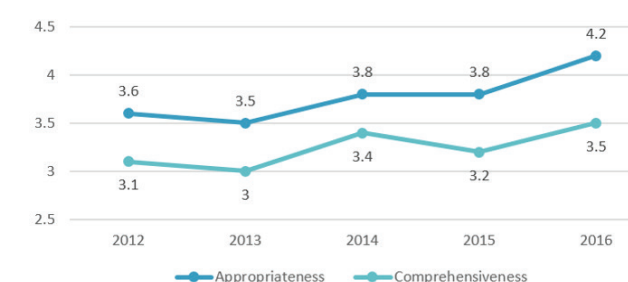


Telehealth use by allied health providers is steadily increasing.

Satisfaction with GP Referrals

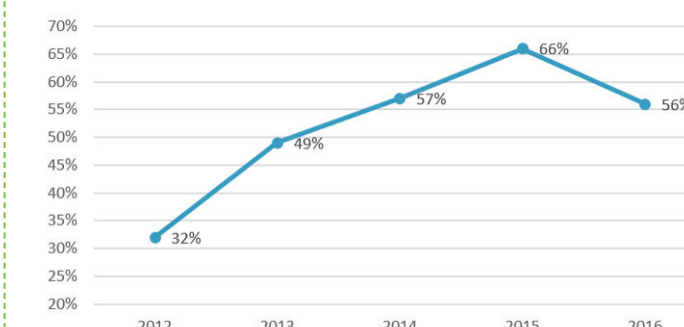
Allied health providers reported satisfaction with the appropriateness of referrals received.

The satisfaction mean (5-point scale) for appropriateness of referrals received from GPs to allied health providers has remained relatively consistent over the past few years. There has been a slight increase in the satisfaction for comprehensiveness of referrals.



Sending electronic medical reports to GPs

There has been a slight decline in the percentage of allied health providers sending medical reports back to GPs electronically.



The One Big Idea

Allied health providers were asked to identify in free text their one big idea for a needed change to improve the health system for providers or patients.

The three most common themes were as follows:

Better Integration and Communication

Allied health providers identified the need for better communication, integration and coordination of local services.

Better Allocation of Funding and Expansion of the MBS

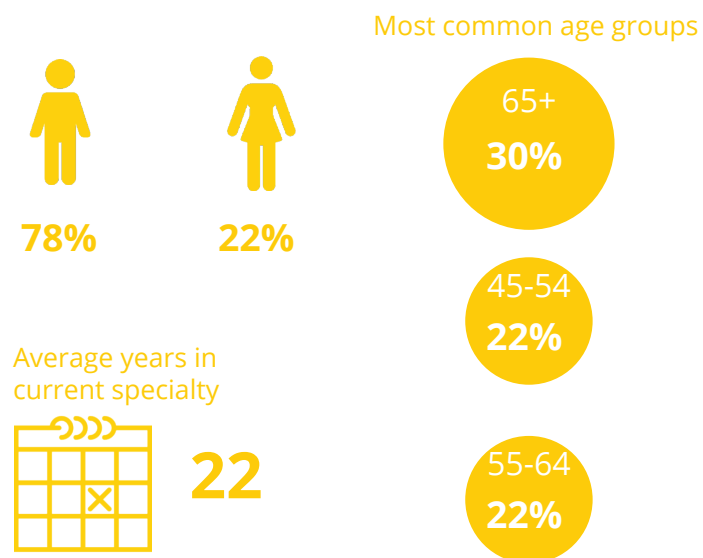
Many allied health providers suggested better allocation of funding and an expansion of the MBS to improve access to subsidised services.

Improve eHealth and Referral Systems

Allied health providers identified the necessity to improve access, the use of eHealth systems and streamlining of referral processes.

Medical Specialist

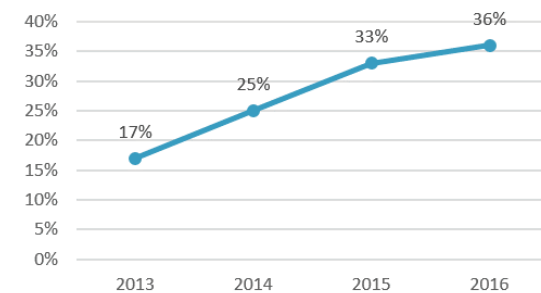
Demographics



National Disability Insurance Scheme (NDIS)

Specialists are becoming better informed about the NDIS.

The percentage of specialists reporting moderate to high levels of knowledge about the NDIS since 2013 has continued to increase.



The One Big Idea

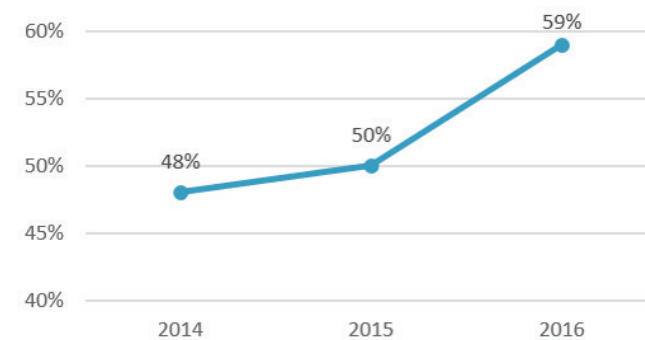
Specialists were asked to identify in free text their one big idea for a needed change to improve the health system for providers or patients.

The three most common themes were as follows:



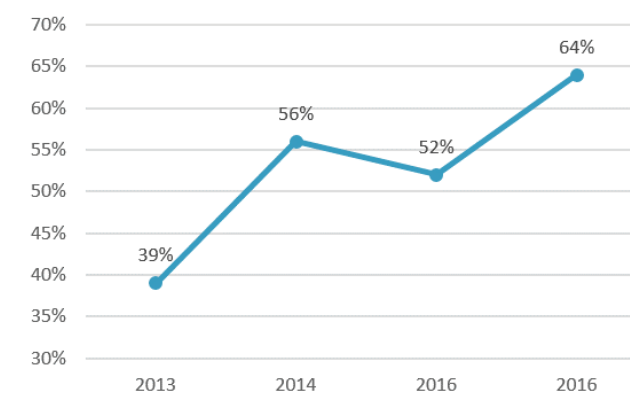
Telehealth

The percentage of specialists reporting participation in telehealth consultations since 2014 has continued to increase.



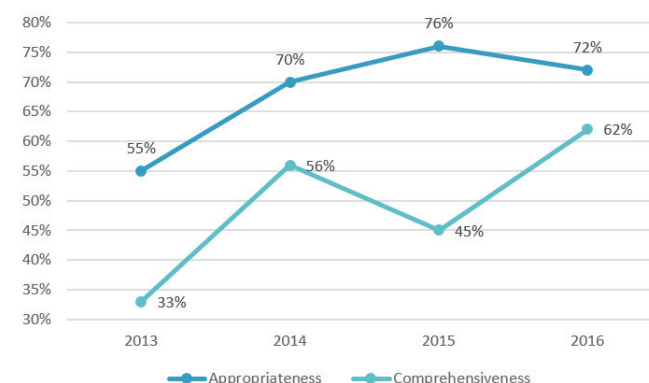
Secure Electronic Messaging

The percentage of specialists using secure electronic messaging has increased by 25% since 2013.



Satisfaction with GP Referrals

The percentage of specialists reporting satisfaction with the comprehensiveness of GP referrals has increased since 2015. Satisfaction with appropriateness has remained relatively consistent over the past few years.



"I feel that we need to focus on patients' needs not the systems needs. For example if a patient is referred to hospital, coordinate all appointments to be done together rather than the patient having to return several times for short appointments or consultations."

"I would love to see the implementation of a national secure database to enhance patient safety. This will stop replication of assessment, cost saving and improve efficiency."

Nurse

Demographics

Qualification obtained



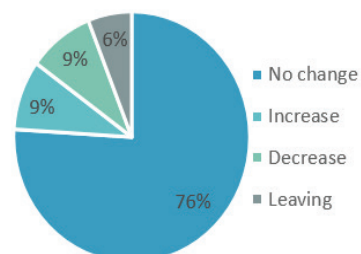
Average years as a GP



Nurse Type



Intend on changing sessions worked



7% **93%**
Most common age groups

45-54
35%

55-64
25%

Work status

Full time
58%

Part time
42%

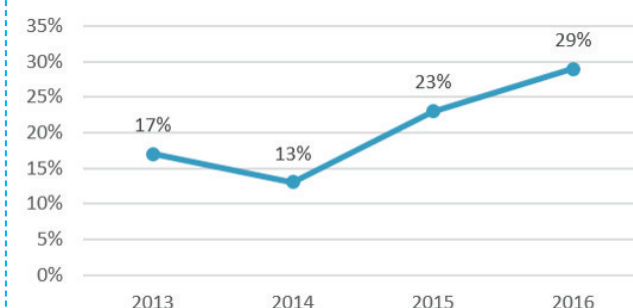
I would like to see more champions identified in the community to take the lead in education and health promotion.

The affordability of care, GPs and all Allied health professionals. Accessibility to these services especially for rural areas and the aging population.

National Disability Insurance Scheme (NDIS): Knowledge

Nurses are becoming better informed about the NDIS.

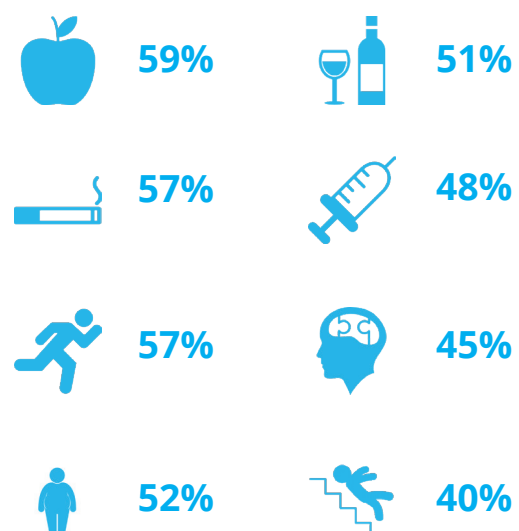
The percentage of nurses reporting moderate to high levels of knowledge about the NDIS since 2014 has continued to increase.



Prevention

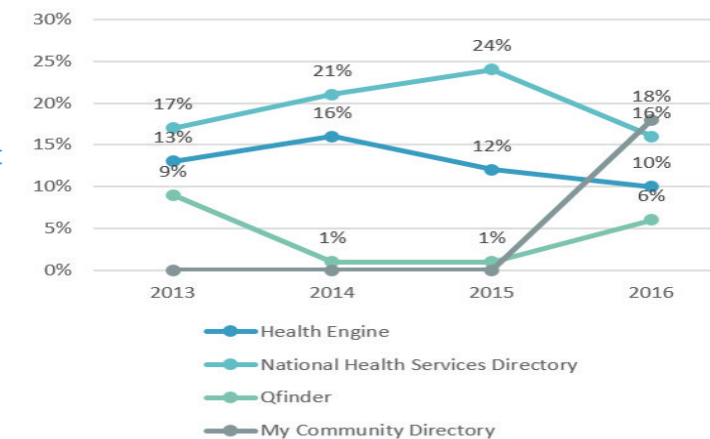
Nurses have the potential to play an increasingly important role in the preventative health of patients.

Preventative areas most commonly targeted by nurses:



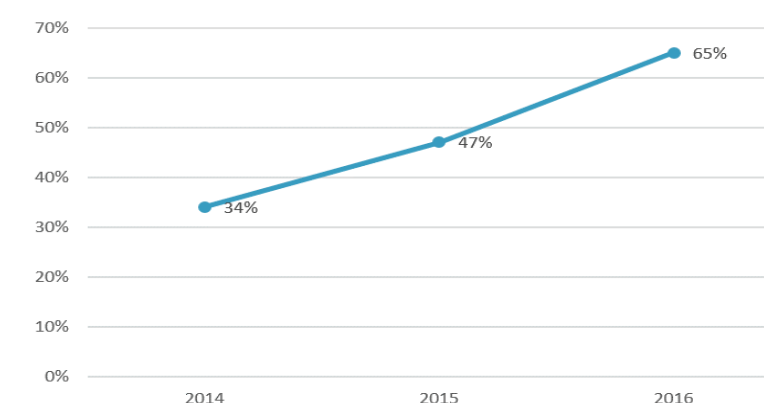
Health Service Directories

There has been no significant change over the past four years in the percentage of nurses reporting the use of Health Engine, National Health Services Directory and Qfinder. My Community Directory could not be compared to previous years as 2016 was the first year it was included as an option.



Telehealth Use

The percentage of nurses reporting participation in telehealth consultations since 2014 has continued to increase.



The One Big Idea

Nurses were asked to identify in their one big idea for a needed change to improve the health system for providers or patients.

The three most common themes were as follows:

Better Allocation of Resources and Provider Incentives

Nurses identified the need to improve allocation of resources such as increased incentives for providers to remain in regional areas.

Greater Focus on Preventative Health

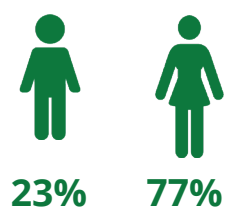
Many nurses suggested a greater focus on preventative health including community bases and school health education programs.

Improve Access to and Use of eHealth Systems

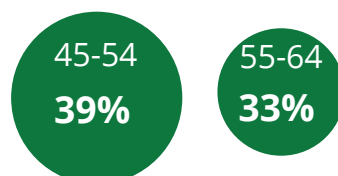
Nurses identified the need to improve access to and use of eHealth systems such as access to telehealth and integrated patient databases.

Practice/Service Manager

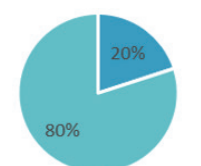
Demographics



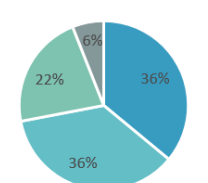
Most common age groups



Work Status

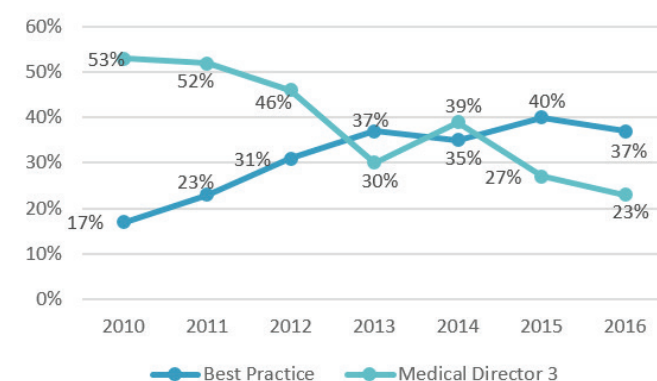


Highest Qualification



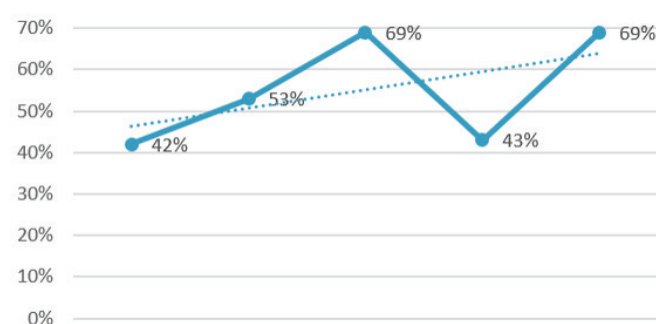
Clinical Software Use

Two clinical software packages have dominated over the past 7 years with Best Practice continuing to be the most used clinical software in practices.



My Health Record: Knowledge

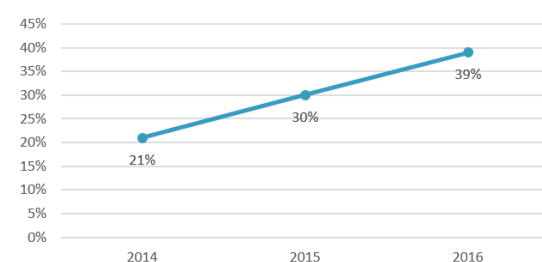
In 2016, just over two-thirds of practice/service managers felt well informed about My Health Record. The trend line from 2012 shows an overall increase in knowledge over the last 5 years with a slight decline in 2015 which could be attributed to a sampling issue.



National Disability Insurance Scheme (NDIS)

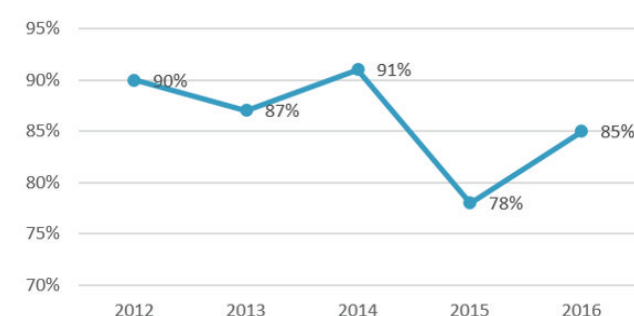
Practice/Service Managers providers are becoming better informed about the NDIS.

The percentage of practice/service managers reporting moderate to high levels of knowledge about the NDIS since 2014 has continued to increase.



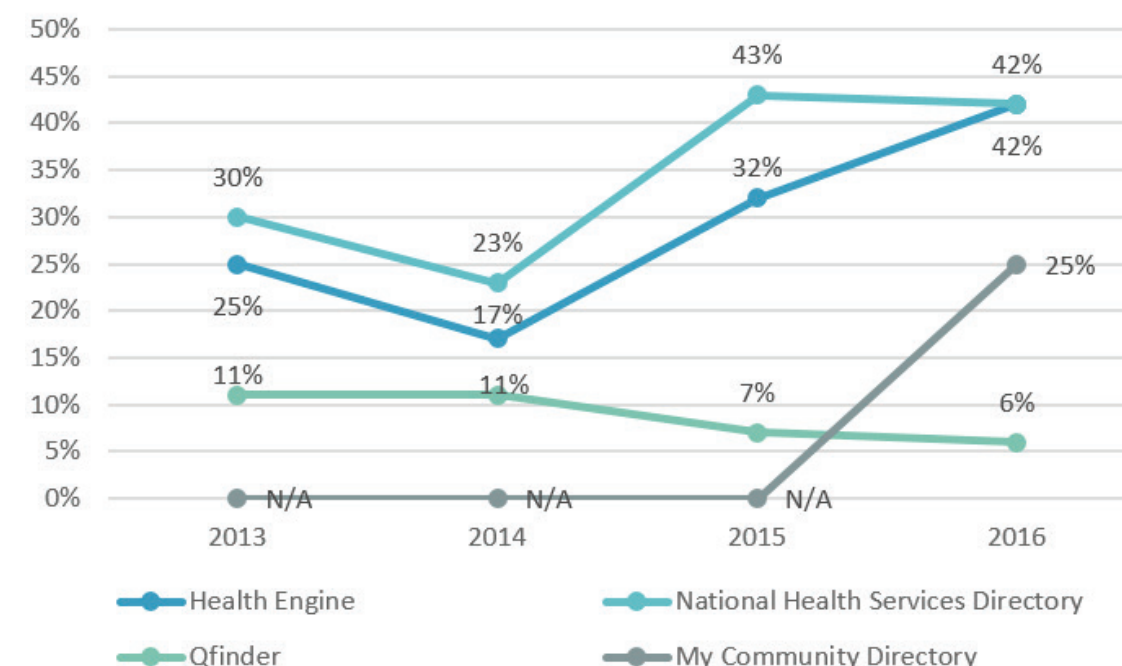
Secure Messaging Use

In 2016, 85% of services reported having a secure electronic software package installed. The adoption of secure electronic messaging has remained high over the past 5 years.



Health Service Directories

The National Health Services Directory and Health Engine have been the most commonly used health service directories by practice/service managers over the past 4 years. My Community Directory could not be compared to previous years as 2016 was the first year of implementation.



The One Big Idea

Practice/service managers were asked to identify their one big idea for a needed change to improve the health system for providers or patients.

The three most common themes were as follows:

Better Integration and Communication

Managers expressed a need for services to communicate more effectively and integrate services better.

Better Allocation of Funding

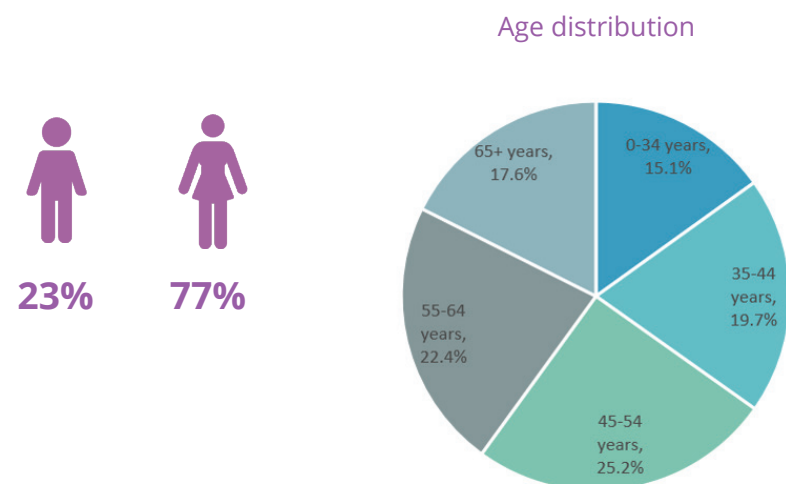
Many managers identified the need for increased funding in relation to the MBS including a revision of the current funding models.

Improve Access to Services

Improving access to culturally appropriate and specialist services was identified as a need by many managers.

General Public

Demographics

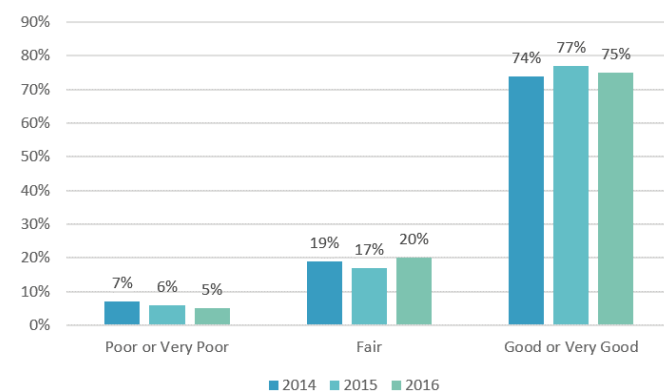


6% of the general public identified as Aboriginal and/or Torres Strait Islander.

8% of the general public indicated they have a disability.

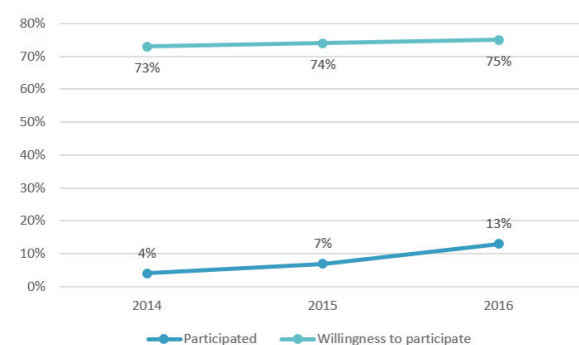
Health Status (self-reported)

The self-reported health status of respondents has remained fairly consistent over the past three years with three-quarters rating their health as good or very good in 2016.



Telehealth Consultations

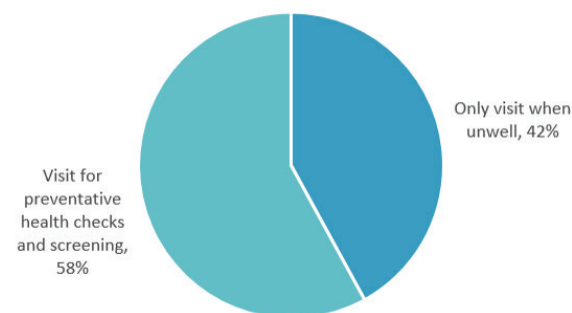
The percentage of people who have participated in a telehealth consultation over the last few years has continued to increase. However a large disparity still exists between the willingness of people to participate in a telehealth consultation and the actual participation rates.



Prevention

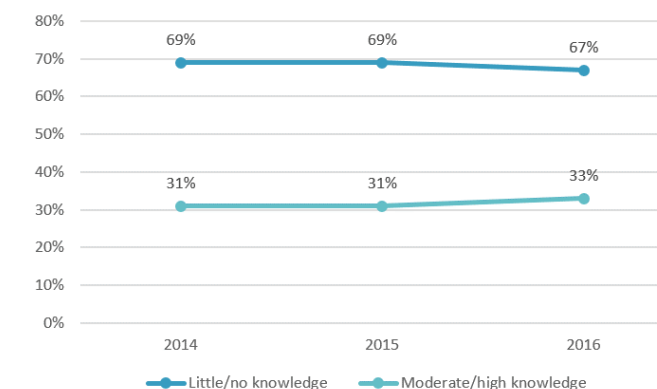
Visiting a health service:

- 58% of the general public visit a health service for preventative health
- 42% visit a health service only when they are unwell



National Disability Insurance Scheme (NDIS): Knowledge

The general public reported a slight increase in the level of knowledge about the National Disability Insurance Scheme since 2015.



People with a disability and the NDIS

8% of the general public indicated they have a disability.

The percentage of people with a disability who reported a moderate to high level of knowledge about the NDIS was significantly higher than people without a disability (49% vs 32%).

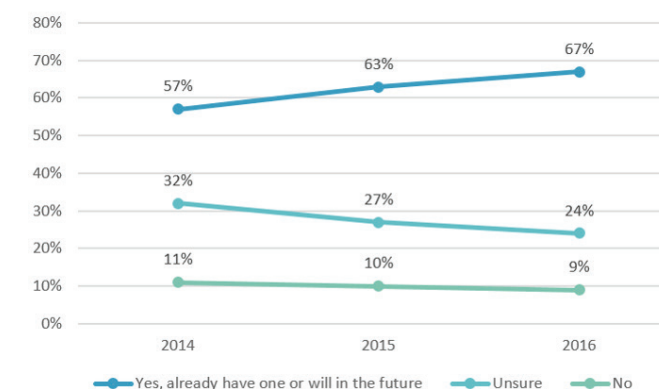
Of the 8% of respondents who indicated they had a disability:

- 69% indicated they knew *where to find* information about the NDIS
- 44% indicated they know how to find information about their *eligibility*
- 39% indicated they *knew when the NDIS would commence* in their region
- 31% indicated they had *attended information* sessions about the NDIS
- 23% indicated they knew what the NDIS will *provide* for them

While people with a disability are comparatively better informed about the NDIS than people with a disability, their level of knowledge is still quite low, particularly in relation to exactly what the NDIS will provide for them.

eHealth Adoption (My Health Record)

General public support for and adoption of the My Health Record has increased by 10% since 2014 with just over two-thirds now supporting or adopting the My Health Record.

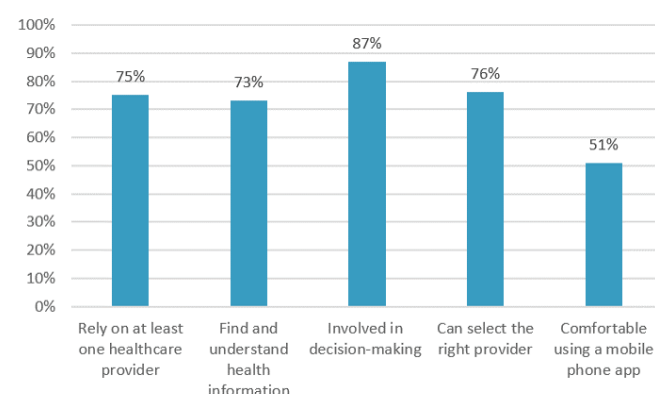


General Public

Engagement with the health care system

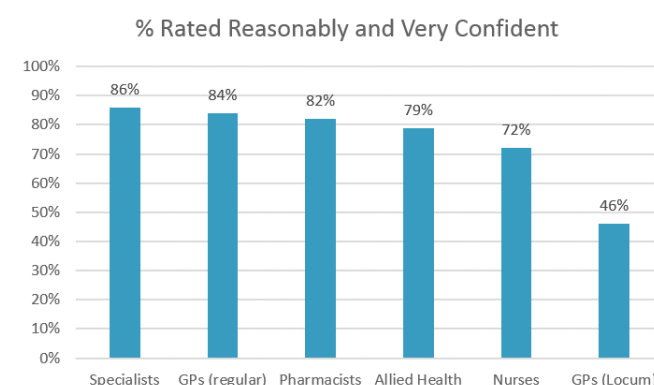
The general public were asked to rate their level of agreement with a range of statements relating to engagement with the health system. Over 70% of the general public agree or strongly agree with the following:

- Can rely on at least one healthcare provider to understand and support them
- Can easily find and understand health information
- Involved in decision-making about their health
- Can easily work out which type of healthcare provider they need to see
- Just over half agreed or strongly agreed that they would allow their health data to be stored on a mobile phone application.



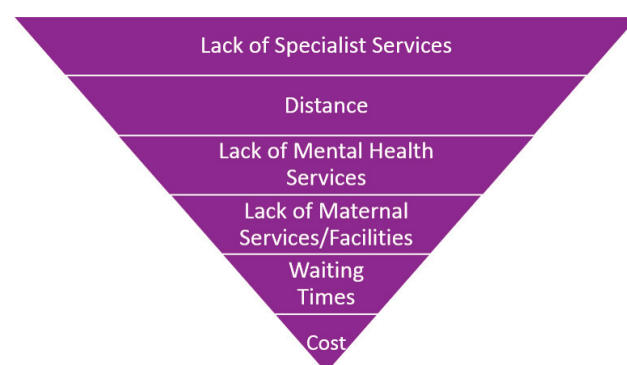
Confidence in health providers

Confidence levels for health providers is overall very high, particularly for people's regular GP and specialists.



Barriers to accessing health care

The general public identified a number of key barriers to accessing health services in their local area.



The One Big Idea

The general public were asked to identify their one big idea for a needed change to improve health services to meet health care needs.

The five most common themes were as follows:

Improve Patient Access

Greater access to a range of services, particularly specialist and allied health services was identified as a need by the general public.

Reduce Cost of Health Care

Making health care more affordable was identified as a priority.

Better Integration and Coordination of Services

The general public identified the need for better integration of local services and improved coordination of care.

Greater Focus on Preventative Health

There was a strong desire for more affordable and accessible preventative health care and alternative/complimentary medicine.

Reduce Waiting Times

The general public identified the need for reduced waiting times to improve access to local health services.

I feel that more bulk billed services in both hospitals, GP clinics and allied health are needed. My health care needs are fine, but the needs of others around me are constantly struggling to battle the high demand for affordable health services, and I worry that I will too.

I would like to see a bigger investment in health promotion and illness prevention programs that are population focused. Prevention is better than a cure!



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