Consumer Experience and Expectations of General Practice in the ACT: A Snapshot 2009

1. Do you have a regular GP?

	Response Percent	Response Count
Yes, Go to Question 3	**81.2%**	**515**
No	18.8%	119
	answered question	**634**
	skipped question	**1**

2. Why don't you have a regular GP?

	Response Percent	Response Count
I don't see the need to	8.3%	10
GP Clinics are not taking new patients	16.7%	20
My regular GP has retired	5.0%	6
My regular GP has moved to another location in ACT	10.8%	13
My regular GP has moved interstate	4.2%	5
I can never get into my preferred GP	17.5%	21
Other (please specify)	**37.5%**	**45**
	answered question	**120**
	skipped question	**515**

3. How long have you been seeing your current GP?			
		Response Percent	**Response Count**
Less than a year		15.4%	95
1 – 2 years		16.1%	99
3 – 5 years		19.7%	121
6 – 10 years		20.5%	126
more than 10 years		**28.3%**	**174**
		answered question	**615**
		skipped question	**20**

4. Is your GP female or male?			
		Response Percent	**Response Count**
Female		49.3%	296
Male		**50.7%**	**304**
		answered question	**600**
		skipped question	**35**

5. Why did you choose your current GP? (You may select more than one response.)		
	Response Percent	Response Count
Local	**58.2%**	**359**
Bulk billed	9.7%	60
Friend or family referral	31.0%	191
Worked in a large practice	4.4%	27
Worked in a small practice	11.7%	72
Other (please specify)	30.5%	188
	answered question	**617**
	skipped question	**18**

6. Did you make a choice of GP based on their gender?		
	Response Percent	Response Count
Yes	27.7%	170
No	**72.3%**	**443**
	answered question	**613**
	skipped question	**22**

7. Does your GP work full time?		
	Response Percent	Response Count
Yes	**49.0%**	**301**
No	29.3%	180
Don't know	21.7%	133
	answered question	**614**
	skipped question	**21**

8. Is your general practice taking new patients?		Response Percent	Response Count
Yes		21.8%	133
No		32.6%	199
Don't know		**45.7%**	**279**
		answered question	**611**
		skipped question	**24**

9. Does your GP do home visits?		Response Percent	Response Count
Yes		11.8%	72
No		38.1%	233
Don't know		**50.1%**	**306**
		answered question	**611**
		skipped question	**24**

10. Does your GP visit residential aged care facilities?		Response Percent	Response Count
Yes		8.2%	50
No		5.9%	36
Don't know		**85.9%**	**525**
		answered question	**611**
		skipped question	**24**

11. When you visit the GP is it usually for...? (Please select one)			
		Response Percent	Response Count
Yourself		**79.7%**	**490**
Your children		15.0%	92
Your partner		0.7%	4
Your parents or other older relatives		0.7%	4
Other (please specify)		4.1%	25
		answered question	**615**
		skipped question	**20**

12. How many times have seen a GP in the past 12 months for yourself?			
		Response Percent	Response Count
0		5.7%	35
1 – 3		**51.0%**	**314**
4 - 6		30.4%	187
7 - 10		7.6%	47
more than 10 visits		5.4%	33
		answered question	**616**
		skipped question	**19**

13. How often do you see the doctor you prefer to see?		Response Percent	Response Count
Always or almost always		**62.5%**	**379**
A lot of the time		15.0%	91
About half the time		12.9%	78
Other (please specify)		9.6%	58
	answered question		**606**
	skipped question		**29**

14. How many times have you seen a GP in the past 12 months with someone you care for or support?		Response Percent	Response Count
0		**50.7%**	**309**
1 – 3 visits		27.4%	167
4 – 6 visits		14.9%	91
7 – 10 visits		3.6%	22
more than 10 visits		3.4%	21
	answered question		**610**
	skipped question		**25**

15. Have you or someone living with you had a home visit from a GP in the past 12 months?		Response Percent	Response Count
Yes		3.8%	23
No		**96.2%**	**585**
	answered question		**608**
	skipped question		**27**

16. How much does your usual GP consultation cost you ?		Response Percent	Response Count
my GP bulk bills me		14.8%	90
$45 – 50		6.2%	38
$51 - 55		9.2%	56
$56 - 60		22.1%	135
$61 – 65		**31.0%**	**189**
more than $65		16.7%	102
	answered question		**610**
	skipped question		**25**

17. How long does your consultation usually take?		Response Percent	Response Count
Less than 10 minutes		22.3%	136
10 - 15 minutes		**50.7%**	**309**
15 – 20 minutes		22.5%	137
About 30 minutes		4.1%	25
More than 30 minutes		0.5%	3
	answered question		**610**
	skipped question		**25**

18. Can you speak with your GP on the phone?		Response Percent	Response Count
Yes		37.0%	226
No		23.8%	145
Don't know		**39.2%**	**239**
		answered question	**610**
		skipped question	**25**

19. How many times have you spoken with your GP on the phone in the past twelve months?		Response Percent	Response Count
0		**72.9%**	**443**
1-3 times		24.3%	148
4 - 6 times		2.5%	15
7 - 10 times		0.0%	0
More than 10 times		0.3%	2
		answered question	**608**
		skipped question	**27**

20. In the past 12 months have you been in email communication with your GP?		Response Percent	Response Count
Yes		3.3%	20
No		**96.7%**	**590**
		answered question	**610**
		skipped question	**25**

21. Would you like to be able to email your GP?			
		Response Percent	Response Count
Yes		**66.6%**	**400**
No		33.4%	201
		answered question	**601**
		skipped question	**34**

22. In my experience, my GP						
	Always	Mostly	Sometimes	Rarely	Not at all	Response Count
spends enough time during my consultation to listen, talk and explain to me	**52.1% (317)**	34.6% (211)	9.0% (55)	3.6% (22)	0.7% (4)	609
explains things to me in a way I can understand	**61.9% (371)**	31.2% (187)	5.3% (32)	1.5% (9)	0.0% (0)	599
encourages me to ask questions and does their best to answer them	**43.3% (263)**	28.0% (170)	18.3% (111)	9.2% (56)	1.2% (7)	607
gives me enough information about my condition	**46.0% (278)**	34.6% (209)	13.4% (81)	5.1% (31)	0.8% (5)	604
gives me enough information about my treatment options	**44.5% (266)**	33.4% (200)	15.4% (92)	5.9% (35)	0.8% (5)	598
includes me in decisions about my treatment options	**54.4% (327)**	28.0% (168)	11.3% (68)	5.2% (31)	1.2% (7)	601
explains the purpose of tests and treatment in a way that I understand	**55.5% (335)**	30.5% (184)	10.4% (63)	3.5% (21)	0.2% (1)	604
explains the results of diagnostic tests in a way that I understand	**52.5% (316)**	31.4% (189)	12.1% (73)	3.5% (21)	0.5% (3)	602
supports me to self manage my health	**52.1% (313)**	28.5% (171)	13.1% (79)	4.5% (27)	1.8% (11)	601
					answered question	**610**
					skipped question	**25**

23. In general, how satisfied are you with the care you get at the GP surgery you usually use?		Response Percent	Response Count
Very satisfied		**48.9%**	**299**
Fairly satisfied		33.7%	206
Neither satisfied nor dissatisfied		9.2%	56
Fairly dissatisfied		5.7%	35
Very dissatisfied		2.5%	15
	answered question		**611**
	skipped question		**24**

24. What best describes the type of GP clinic you usually use?		Response Percent	Response Count
A small family practice in my local area.		**47.6%**	**289**
A large general practice in a town centre.		33.3%	202
Other (please specify)		19.1%	116
	answered question		**607**
	skipped question		**28**

25. What transport do you usually use to travel to your general practice?		
	Response Percent	Response Count
Bus	6.6%	40
Bicycle	4.3%	26
Walk	11.4%	69
I drive myself	**83.1%**	**501**
Taxi	0.5%	3
Someone drives me	5.8%	35
Community transport	0.3%	2
Other (please specify)		7
	answered question	**603**
	skipped question	**32**

26. Is the general practice you usually attend conveniently located?		
	Response Percent	Response Count
Yes	**83.2%**	**499**
No	16.8%	101
	answered question	**600**
	skipped question	**35**

27. Is the parking at the general practice you attend adequate?		
	Response Percent	Response Count
Yes	**74.6%**	**447**
No	25.4%	152
	answered question	**599**
	skipped question	**36**

28. Practice nurses Practice nurses can provide a range of services such as immunisation, wound management and ongoing monitoring and support for a person with a chronic disease care plan. Is there a practice nurse at your local general practice?		
	Response Percent	Response Count
Yes	**54.4%**	**329**
No	17.9%	108
Don’t know	27.8%	168
	answered question	**605**
	skipped question	**30**

29. Have you seen a practice nurse in the past 12 months?		
	Response Percent	Response Count
Yes	32.2%	193
No	**67.8%**	**406**
	answered question	**599**
	skipped question	**36**

30. Is the reception area laid out in a way that other patients overhear what you say to the receptionist?		Response Percent	Response Count
Yes, but I don't mind		**63.7%**	**385**
Yes, and I am not happy about it		21.7%	131
No, other patients can't overhear		10.1%	61
Don't know		4.5%	27
	answered question		**604**
	skipped question		**31**

31. How long do you usually have to wait for an appointment to see your GP for a non-urgent matter?		Response Percent	Response Count
Same day		12.7%	76
2 -3 days		**41.1%**	**246**
4 - 7 days		24.9%	149
1 – 2 weeks		14.0%	84
More than 2 weeks		7.3%	44
	answered question		**599**
	skipped question		**36**

32. How long do you think is reasonable to wait for an appointment to see your GP for a non-urgent matter?		Response Percent	Response Count
Same day		8.8%	53
2 -3 days		**56.9%**	**342**
4 - 7 days		26.1%	157
1 – 2 weeks		7.5%	45
More than 2 weeks		0.7%	4
		answered question	**601**
		skipped question	**34**

33. If you contacted your regular general practice for a non-urgent appointment and could not be seen within 7 days, why was that? (You may select more than one response.)		Response Percent	Response Count
Not applicable		**40.7%**	**226**
There weren't any appointments		38.4%	213
The times offered didn't suit me		14.8%	82
The appointment was with a doctor I didn't want to see		13.9%	77
Can't remember		2.5%	14
Other (please specify)		7.9%	44
		answered question	**555**
		skipped question	**80**

34. How long do you usually have to wait to see your GP for an urgent matter?		Response Percent	Response Count
The same day		**48.3%**	**279**
Within 2 days		33.2%	192
Within 3 days		10.0%	58
Longer		8.5%	49
		answered question	**578**
		skipped question	**57**

35. How long do you think is reasonable to wait for an appointment to see your GP for an urgent matter?		Response Percent	Response Count
Same day		**77.3%**	**460**
Within 2 days		21.2%	126
Within 3 days		1.2%	7
Within a week		0.2%	1
Longer		0.2%	1
		answered question	**595**
		skipped question	**40**

36. If you contacted your general practice for an urgent appointment and weren't seen within 2 days, why was that? (You may select more than one response.)

	Response Percent	Response Count
There weren't any appointments	38.6%	211
The times offered didn't suit me	3.7%	20
The appointment was with a doctor I didn't want to see	9.9%	54
Can't remember	1.8%	10
Not applicable	**51.5%**	**281**
Other (please specify)	7.0%	38
	answered question	**546**
	skipped question	**89**

37. Thinking about your last GP visit, how long did you wait in the waiting room to see your GP?

	Response Percent	Response Count
I didn't wait, I went in straight away	2.2%	13
Up to 15 minutes	**39.4%**	**236**
Up to 30 minutes	33.9%	203
Up to 45 minutes	10.7%	64
Up to an hour	5.3%	32
More than an hour	8.5%	51
	answered question	**599**
	skipped question	**36**

38. How long do you usually wait to see the GP after your allotted appointment time?		Response Percent	Response Count
I didn't wait, I went in straight away		1.0%	6
Up to 15 minutes		35.6%	212
Up to 30 minutes		**36.3%**	**216**
Up to 45 minutes		12.9%	77
Up to an hour		8.1%	48
More than an hour		6.1%	36
	answered question		**595**
	skipped question		**40**

39. How long do you think it is reasonable to wait in the waiting room before seeing your GP?		Response Percent	Response Count
Not to wait but go in straight away		3.8%	23
Up to 15 minutes		**61.5%**	**369**
Up to 30 minutes		29.0%	174
Up to 45 minutes		3.3%	20
Up to an hour		2.0%	12
More than an hour		0.3%	2
	answered question		**600**
	skipped question		**35**

40. Which of the following have you used in the past 12 months to find health information when you have not been able to see a GP?

	Response Percent	Response Count
healthdirect	17.5%	102
Local pharmacy	51.4%	299
Friends or family	29.2%	170
Internet	**69.4%**	**404**
Books	14.9%	87
Other (please specify)	15.6%	91
	answered question	**582**
	skipped question	**53**

41. There are a number of Australian web sites that have reliable health information. Which of the following have you accessed most in the past 12 months? (Please select one.)

	Response Percent	Response Count
healthdirect	8.7%	41
Health Insite	9.5%	45
Better Health Channel (Victoria)	14.0%	66
ACT Health	17.8%	84
Disease specific organisation such as Arthritis Australia and Diabetes Australia	19.2%	91
Other (please specify)	**30.9%**	**146**
	answered question	**473**
	skipped question	**162**

42. GPs regularly refer patients to other primary health care services such as specialised nurses, podiatrists, physiotherapists, dieticians, psychologists and occupational therapists. Have you been referred to any of these services in the past 12 months?

	Response Percent	Response Count
Yes	38.7%	232
No, Go to Question 4	**61.3%**	**368**
If so, which primary care services were you referred to?		109
answered question		**600**
skipped question		**35**

43. Did you follow up on the referral?

	Response Percent	Response Count
Yes, Go to Question 4	**84.8%**	**201**
No	15.2%	36
answered question		**237**
skipped question		**398**

44. What were your reasons for not following up on the referral?		
	Response Percent	Response Count
Disagreed with recommendation	14.3%	5
Too difficult to do	14.3%	5
Cost too much	**37.1%**	**13**
Condition improved	20.0%	7
Concerned about risks/side effects	8.6%	3
Did not understand what to do	5.7%	2
Other (please specify)	25.7%	9
	answered question	**35**
	skipped question	**600**

45. GPs also refer patients to specialists such as surgeons, physicians, oncologists, and ophthalmologists. Have you been referred to any of these specialists in the past 12 months?		
	Response Percent	Response Count
Yes	45.0%	270
No, Go to Question 7	**55.0%**	**330**
	answered question	**600**
	skipped question	**35**

46. Did you follow up on the referral?		
	Response Percent	Response Count
Yes, Go to Question 7	**89.8%**	**238**
No	10.2%	27
	answered question	**265**
	skipped question	**370**

47. What were your reasons for not following up on the referral??		Response Percent	Response Count
Disagreed with recommendation		19.2%	5
Too difficult to do		7.7%	2
Cost too much		26.9%	7
Condition improved		19.2%	5
Concerned about risks/side effects		15.4%	4
Did not understand what to do		0.0%	0
Other (please specify)		**46.2%**	**12**
	answered question		**26**
	skipped question		**609**

48. Have you been referred for diagnostic tests in the past 12 months such as a blood test, X-ray, scan or MRI?		Response Percent	Response Count
Yes		**82.1%**	**491**
No, Go to the next page		17.9%	107
	answered question		**598**
	skipped question		**37**

49. Did you follow up on the referral?		Response Percent	Response Count
Yes, Go to the next page		**93.8%**	**450**
No		6.3%	30
	answered question		**480**
	skipped question		**155**

50. What were your reasons for not following up on the referral??		Response Percent	Response Count
Disagreed with recommendation		16.1%	5
Too difficult to do		12.9%	4
Cost too much		**38.7%**	**12**
Condition improved		12.9%	4
Concerned about risks/side effects		3.2%	1
Did not understand what to do		6.5%	2
Other (please specify)		**38.7%**	**12**
		answered question	**31**
		skipped question	**604**

51. How old are you?		Response Percent	Response Count
12 - 17		0.7%	4
18 - 24		6.2%	37
25 – 34		16.0%	95
35 – 44		21.4%	127
45 – 54		22.2%	132
55 - 64		**24.1%**	**143**
65 - 74		7.6%	45
over 75		1.9%	11
		answered question	**594**
		skipped question	**41**

52. Are you female or male?		Response Percent	Response Count
Female		**76.9%**	**456**
Male		23.1%	137
	answered question		**593**
	skipped question		**42**

53. In general, how would you describe your health?		Response Percent	Response Count
Excellent		13.3%	79
Very good		**43.8%**	**259**
Good		30.9%	183
Fair		9.8%	58
Poor		2.2%	13
	answered question		**592**
	skipped question		**43**

54. Where do you live?		Response Percent	Response Count
Belconnen		**21.6%**	**128**
Gungahlin		7.1%	42
Inner North		20.8%	123
Inner South		7.8%	46
Woden		9.1%	54
Weston Creek		9.6%	57
Tuggeranong		18.6%	110
surrounding area in NSW		5.4%	32
	answered question		**592**
	skipped question		**43**

55. How long have you lived in Canberra?		Response Percent	Response Count
Less than 12 months		1.9%	11
1 - 2 years		3.8%	22
3 - 5 years		10.4%	61
6 - 10 years		10.6%	62
More than 10 years		**73.3%**	**428**
	answered question		**584**
	skipped question		**51**

56. Do you have children under 5 years old living with you?		
	Response Percent	Response Count
Yes	14.5%	84
No	**85.5%**	**496**
	answered question	**580**
	skipped question	**55**

57. Which of the following conditions do you live with? (You may select more than one option.)		
	Response Percent	Response Count
Arthritis	19.7%	102
Asthma	15.6%	81
Chronic obstructive pulmonary disease (COPD)	0.8%	4
Coronary heart disease	1.0%	5
Cardiovascular disease	5.0%	26
Cancer	4.1%	21
Depression	18.5%	96
Diabetes	4.8%	25
Kidney disease	2.3%	12
None of the above	**51.5%**	**267**
	Other (please specify)	168
	answered question	**518**
	skipped question	**117**

58. Do you have carer responsibilities for anyone in your household with a chronic condition and/or disability?		Response Percent	Response Count
Yes		12.7%	75
No		**87.3%**	**516**
		answered question	**591**
		skipped question	**44**

59. Do you identify as Aboriginal or Torres Strait Islander?		Response Percent	Response Count
Yes		1.0%	6
No		**99.0%**	**580**
		answered question	**586**
		skipped question	**49**

60. Do you speak a language other than English at home?		Response Percent	Response Count
Yes		4.7%	28
No		**95.3%**	**564**
		If so, which languages do you speak at home?	22
		answered question	**592**
		skipped question	**43**

61. Which of these best describes your occupation? If more than one of these applies to you, please select the main one.

	Response Percent	Response Count
Full-time paid work (30 hours or more each week)	**53.0%**	**314**
Part-time paid work (under 30 hours each week)	19.6%	116
Full-time education at school,	1.0%	6
University	3.9%	23
Unemployed	1.9%	11
Fully retired from work	12.0%	71
Looking after the home	3.9%	23
Other (please specify)	4.9%	29
	answered question	**593**
	skipped question	**42**