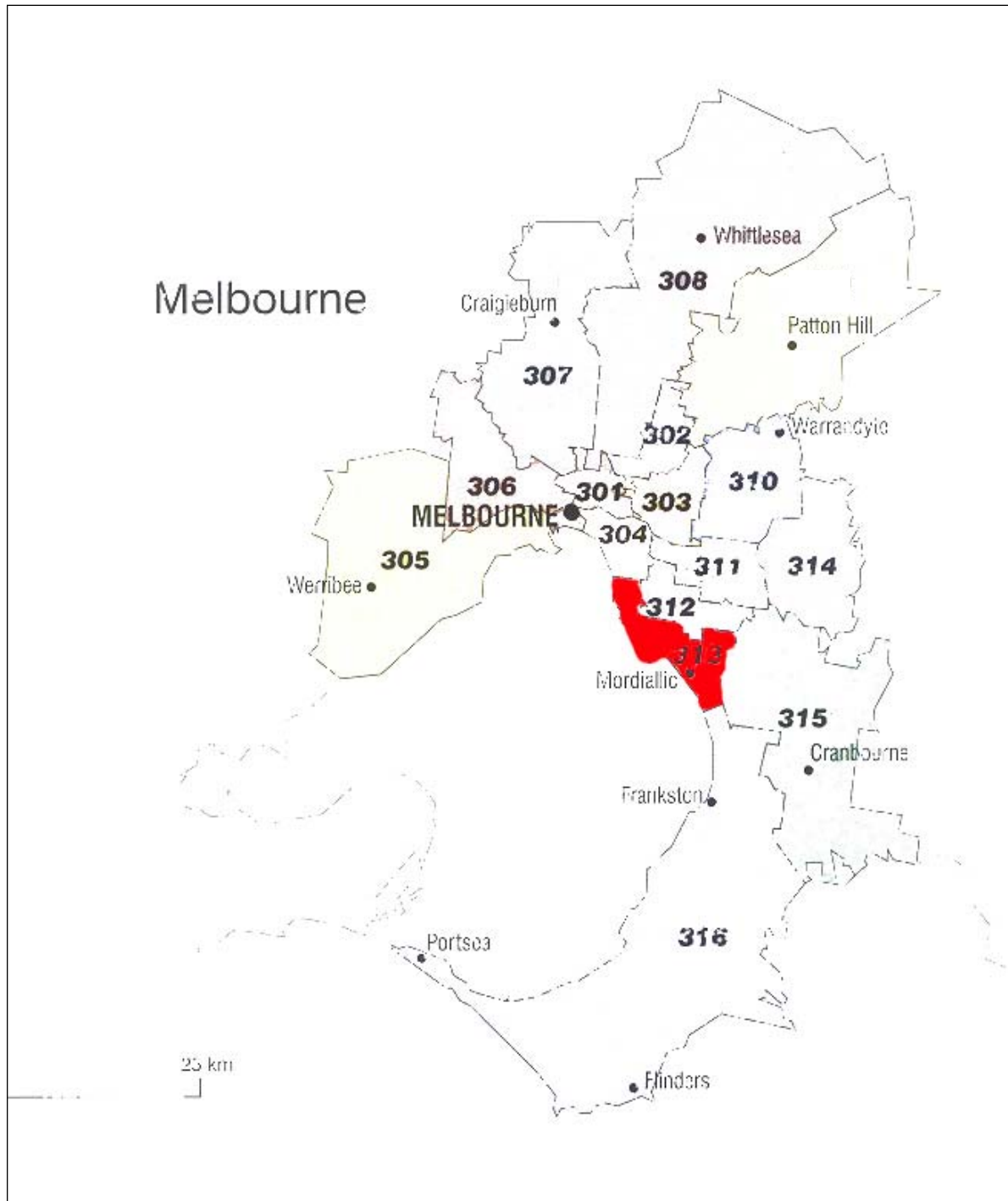
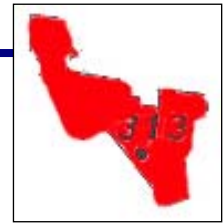


# Central Bayside

Division of General Practice



## Quick Contacts

Ph: 03 9521 6755

Fx: 03 9521 6855

# Central Bayside

## Division of General Practice

193 Bluff Road  
SANDRINGHAM VIC 3191  
Ph: (03) 9521 6755  
Fx: (03) 9521 6855  
Division ID: 313

**Population of the Division:** 174,444 (2001 Census)

**Number of GP members:** 290

**Number of practices:** 50 (group 42; solo 11)

**Estimated number of practicing GPs:** 300

**Number of female GPs:** 139

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 131.01 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1331

**Number of public hospitals with a 24 hour ED:** One which does not take high acuity patients, these are referred to a large public hospital just outside the divisions boundaries

**Number of private hospitals with a 24 hour ED:** None, however there are 2 close to the divisional boundaries

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** Yes, IMIT grant 2002

**Was supporting after hours service or service development part of your 2002-2003 business plan?** No

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No

### Useful information

Division has 93% of its practices open on Saturday with 10% of these practices open past 1pm. On Sunday 30% of practices are open with 5% of those open past 1pm. Public holidays are similar with 38% open and 8% open past 1pm

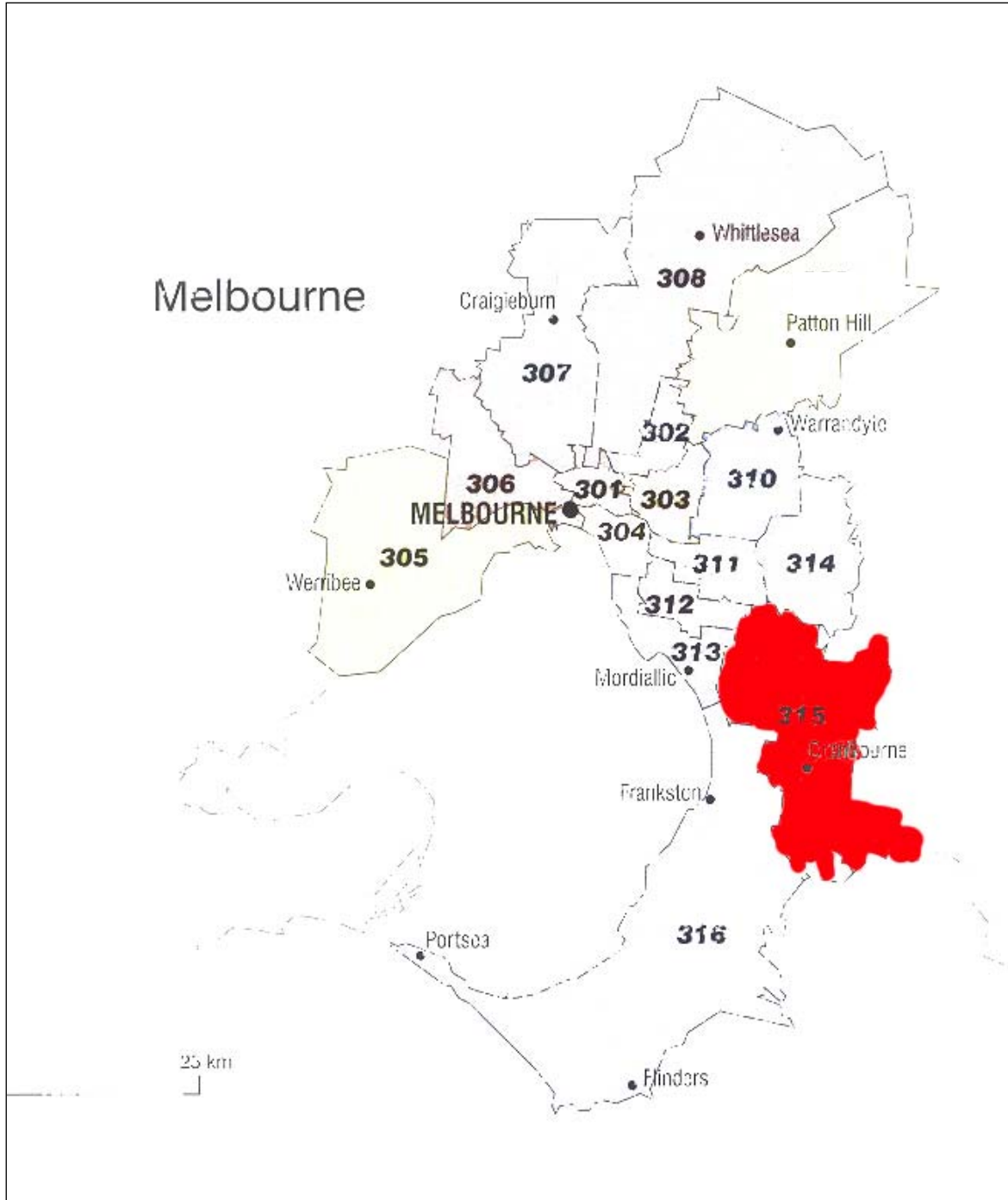
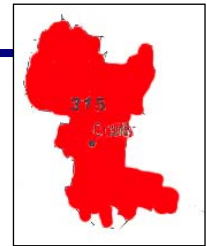
5% of GPs surveyed bulk billed after hours care for non-health care card holders compared with 17% for patients with a health care card.

For other patients the level of after hours billing differed between practice from \$40 to \$150 .

<b>Services</b>	<b>Details of services</b>	<b>Information and background</b>
GP's own practice cover		20% of practice use own cover
Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a>	Medical Deputising Service	85% of practices use locum service. 45% use a combination of own and locum service.
Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200		Bulkbill all patients unless instructed not to be patient's own GP.

# Dandenong

Division of General Practice



## Quick Contacts

Ph: 03 9706 7311  
Fx: 03 9793 4050

# Dandenong

## Division of General Practice

314B Thomas Street

DANDENONG VIC 3175

Ph: (03) 9706 7311

Fx: (03) 9793 4050

Division ID: 315

**Population of Division:** 330, 438

**Number of GP members:** 250

**Number of practices:** 82 (group 62; solo 20)

**Estimated number of practicing GPs:** 250

**Number of female GPs:** 71

**Number of overseas trained doctors:** 58

**Number of FTE GPs:** 203.93 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1619

**Number of public hospitals with a 24 Hour ED:** One

**Number of private hospitals with a 24 Hour ED:** One

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** No

**Was supporting after hours service or service development part of your 2002-2003 business plan?** No

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No

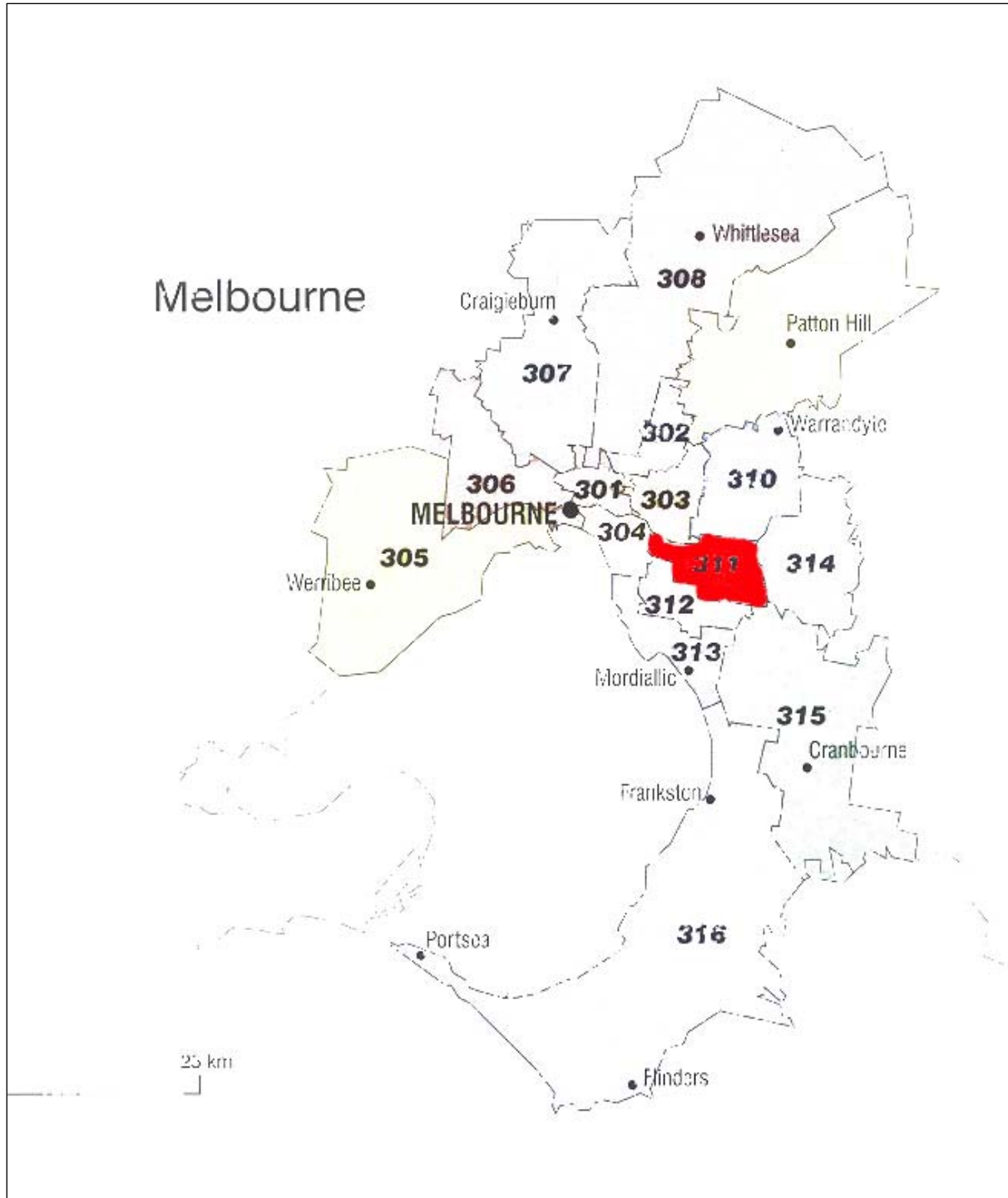
### Useful demographic information

It is estimated that the population in the City of Casey is increasing by 180 people/week

Services	Details of services	Information and background
<p>Dandenong and Cranbourne Areas            One Extended hour clinic (9am – 11pm) in Dandenong            Several open till 8 or 9pm            Larger practices often provide their own cover out of hours.            One clinic in Cranbourne uses a 1900 number to provide advice over the phone, then do visits if required            Otherwise practices use one of the deputising services or refer to hospital.            The Valley Private            24 hr ED (North Dandenong)            Dandenong Hospital (Public) 24hr ED.</p>	<p>Very little bulk billing out of hours .            No bulk billing in Cranbourne.</p> <p>1900 number ~\$5 per minute</p>	
<p>Berwick Narre Warren area            Rosters, covered by a dedicated minority.</p>		<p>difficult to recruit new doctors interested in after hours difficult to recruit new doctors interested in after hours</p>
<p>Melbourne Medical Locum Service            8/150 Chestnut Street, Richmond 3121            PO Box 2084 Richmond South 3121            Telephone 9429 5677            Fax: 9427 1024            email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a>  <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>		<p>Founding Member of NAMDS            Accredited RACGP CPD provider            Partners with GPEA Medical Deputising Training Program            Accredited By AGPAL, RACGP Standards for MDS            Established 27 years</p>
<p>Australian Locum Medical Service (ALMS)            293 Royal Parade, Parkville            03 8341 1200</p>		<p>Bulkbill all patients unless instructed not to be patient's own GP.</p> <p>68% covered their own after hours and 26% used a locum service (estimate that this has increased over the last 12 months)</p>

# Greater South Eastern

Division of General Practice



## Quick Contacts

Ph: 03 9569 5077  
Fx: 03 9569 5383

# Greater South Eastern

## Division of General Practice

Suite 302

3 Chester Street

OAKLEIGH VIC 3166

Ph: 03 9569 5077

Fx: 03 9569 5383

Division ID: 311

**Population of the Division:** 165,661 (2001 Census)

**Number of GP members:** 272

**Number of practices:** 102 (group 61; solo 41)

**Estimated number of practicing GPs:** 257

**Number of female GPs:** 94

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 153.14 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1081

**Number of public hospitals with a 24 Hour ED:** One

**Number of private hospitals with a 24 Hour ED:** One

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** No

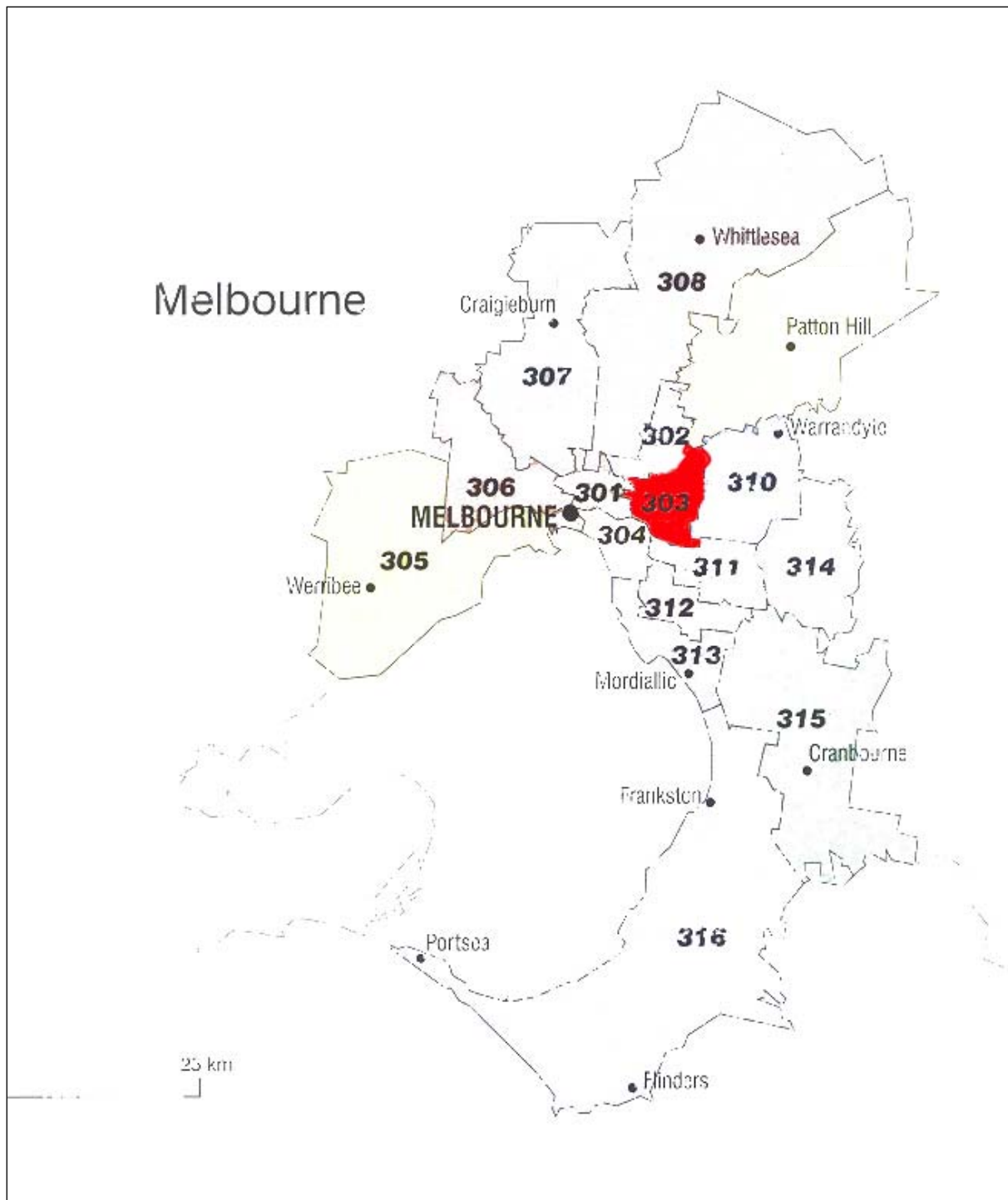
**Was supporting after hours service or service development part of your 2002-2003 business plan?** No

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No

<b>Services</b>	<b>Details of services</b>	<b>Information and background</b>
Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200	Locum costs as per locum service.	Good service in place Bulkbill all patients unless instructed not to be patient's own GP
Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a>	Medical Deputising Service	Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years
Roster systems within a few large clinics	Home visiting majority private bill.	Most large clinics offer a quality A/H service
There are around 5 extended hour clinics most open until 9 or 10pm	Mostly private billing.	
A small number refer to private hospitals	Private hospitals \$120 - \$150 service fee plus costs for any investigations or procedures.	Perception of quality and short waiting times by patients.
A small number provide through shared rosters.	Relationships between small and solo practices	Usually geographically driven.

# Inner Eastern Melbourne

Division of General Practice



## Quick Contacts

Ph: 03 9816 9096

Fx: 03 9816 9523

# Inner Eastern Melbourne

## Division of General Practice

Level 1

123 Whitehorse Road

BALWYN VIC 3101

Ph: 03 9816 9096

Fx: 03 9816 9523

Division ID: 303

**Population of the Division:** 203,399 (2001 Census)

**Number of GP members:** 356

**Number of practices:** 84 (group 69; solo 15)

**Estimated number of practicing GPs:** 340

**Number of female GPs:** 165

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 200

**Ratio of population to GPs:** 1:1259

**Number of public hospitals with a 24 Hour ED:** 0

**Number of private hospitals with a 24 Hour ED:** 0

**Is the Division involved in the provision of AHPMC:** No

**Did the Division receive any funding from AHPMC grant rounds?** No

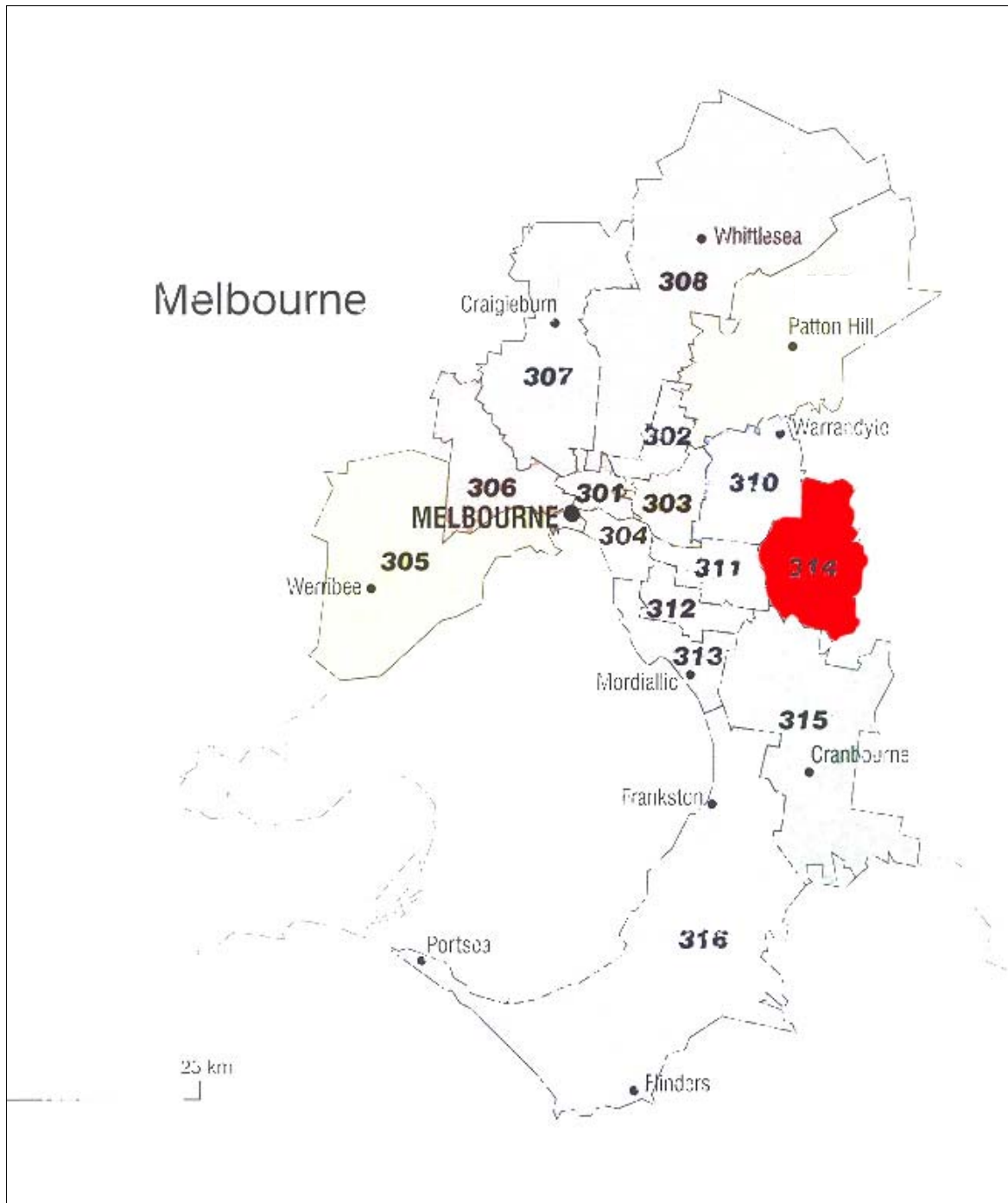
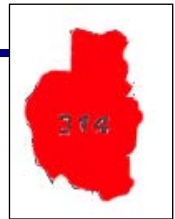
**Was supporting after hours service or service development part of your 2002-2003 business plan?** Yes but Investigation of needs in the division only

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No

Services	Details of services	Information and background
<p>Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200</p>	<p>Bulkbill all patients unless instructed not to be patient's own GP</p>	
<p>Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>	<p>Medical Deputising Service</p>	<p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p>
<p>There are several extended hour clinics which open up to between 9 and 10 pm at night. Educated guess from division staff. ~25% would do their own from within the practice in general this would be the long establish solo or small practices, after hours service would include telephone advice and would do home visits rather than going into the clinics 75% use a medical deputising clinic and are very happy with the service</p>	<p>A variety of Private and bulk billing scenarios exist. Very few fully bulk bill everyone. Some practices bulk bill depending on the time of day. Some bulk bill depending on the economic circumstances of the individual patient. Generally say unaccompanied adolescents, pensioners or low-income families. Some use GP discretion( this is often the solo GP)</p>	<p>There is the general feeling that the patients who have access to their own GP after hours don't abuse the service. This is thought to be because they have a long-standing relationship with their GPs and would not disturb them without reasonable cause. There are a large number of Nursing Homes within the catchment that have a variety of different arrangements for after hours care. No hospitals with EDs within the division boundaries There are large public hospitals at each end, Box Hill and St Vincent's. On the western border there is also the Epworth Private Hospital The division covers a small catchment area so access is not limited as it may appear.</p>

# Knox

Division of General Practice



## Quick Contacts

Ph: 03 9720 2044

Fx: 03 9720 2066

# Knox

## Division of General Practice

1st Floor

664 Mountain Highway

BAYSWATER VIC 3153

Ph: (03)9720 2044

Fx: (03) 9720 2066

Division ID: 314

**Population of the Division:** 196,458 (2001 Census)

**Number of GP members:** 245

**Number of practices:** 57 (group 42; solo 15)

**Estimated number of practicing GPs:** 203

**Number of female GPs:** 66

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 131.85 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1490

**Number of public hospitals with a 24 Hour ED:** Two

**Number of private hospitals with a 24 Hour ED:** One

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** 2001-02 pilot grant which resulted in decision not to proceed with AH provision as not financially viable

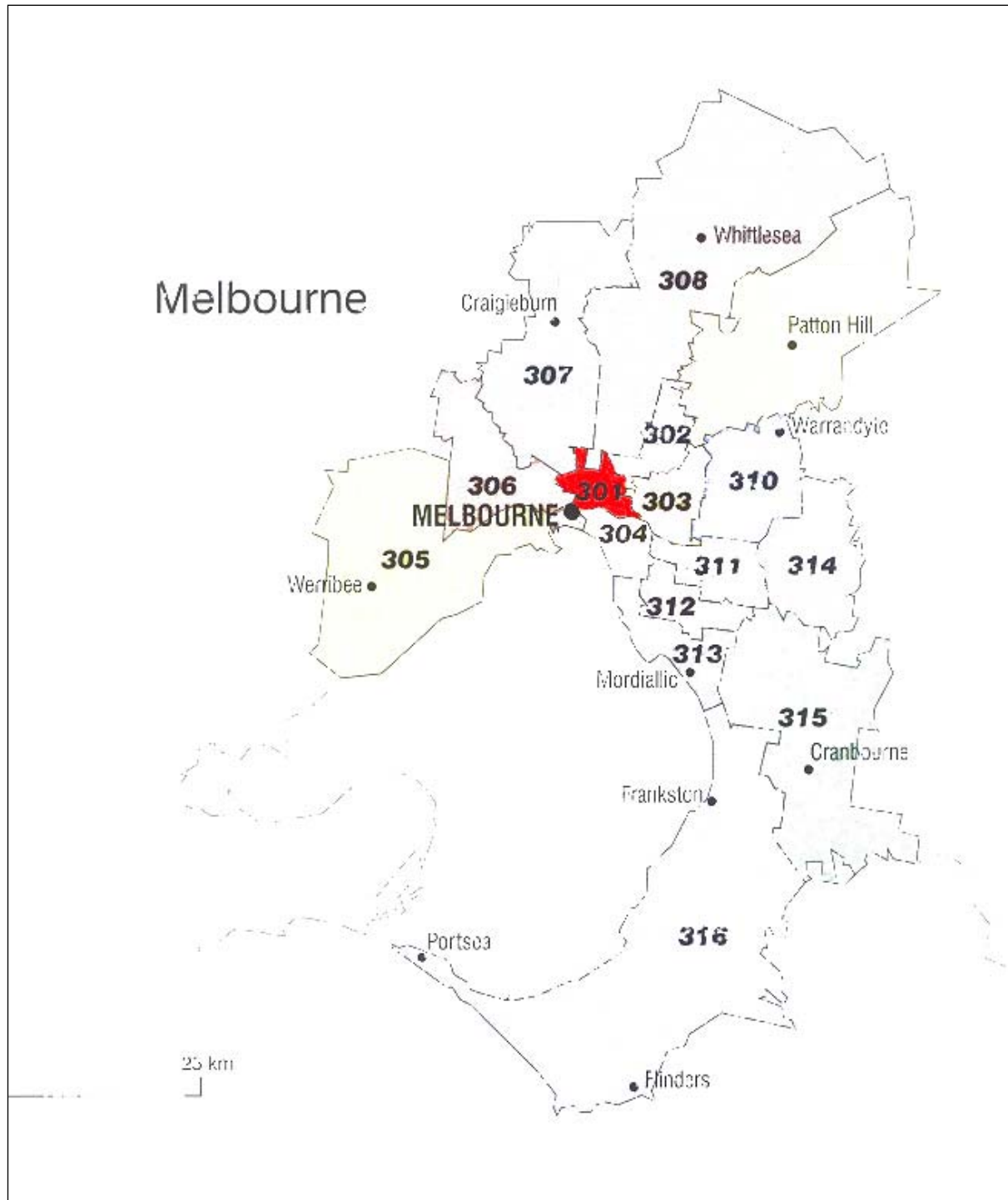
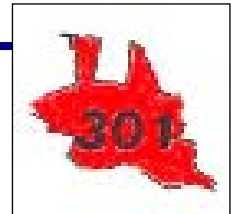
**Was supporting after hours service or service development part of your 2002-2003 business plan?** No

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No

Services	Details of services	Information and background
<p>Melbourne Medical Locum Service            8/150 Chestnut Street, Richmond 3121            PO Box 2084 Richmond South 3121            Telephone 9429 5677            Fax: 9427 1024            email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a>  <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>		<p>Founding Member of NAMDS            Accredited RACGP CPD provider            Partners with GPEA Medical            Deputising Training Program            Accredited By AGPAL, RACGP            Standards for MDS            Established 27 years</p>
<p>Australian Locum Medical Service            (ALMS)            293 Royal Parade, Parkville            03 8341 1200</p>	<p>Bulkbill all patients unless            instructed not to be patient's own            GP</p>	<p>Most clinics use locum service            From a survey of clinics in 2002            52% Refer to MDS            25%No arrangements            9.6%Refer to a hospital            9.6%From within practice            3.8%Phone payment system            Most clinics use locum service</p>
<p>A few clinics are open until 10pm            (weekdays/weekends)</p>	<p>Knox, usually charge around \$5-10            out of pocket for a consultation.</p> <p>Most clinics open after hours are            group clinics.</p>	

# Melbourne

Division of General Practice



## Quick Contacts

Ph: 03 9347 1188

Fx: 03 9347 7433

# Melbourne

## Division of General Practice

293 Royal Parade  
PARKVILLE VIC 3052  
Ph: (03) 9347 1188  
Fx: (03) 9347 7433  
Division ID: 301

**Population of the Division:** 173,227 (2001 Census)

**Number of GP members:** 572

**Number of practices:** 207 (group 121; solo 86)

**Estimated number of practicing GPs:** 426

**Number of female GPs:** 177

**Number of overseas trained GPs:** 54

**Number of FTE GPs:** 234.34 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:739

**Number of public hospitals with 24 Hour ED:** 6

**Number of private hospitals with 24 Hour ED:** 2

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** No

**Was supporting after hours service or service development part of your 2002-2003 business plan?** Yes

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** Yes.

### Useful demographic information

40% of residents are from a non-English speaking background, representing virtually every cultural group in the world.

The GPs in the area are responsible for more than half a million residents, workers, students and visitors. The area services 3200 hospital beds. Lower than average numbers of children and elderly, higher than average CALD population and very high number of individuals with mental health disorders.

High percentage-workplace practices - provide largely contraception, work stress and work certificates.

A majority of student health.

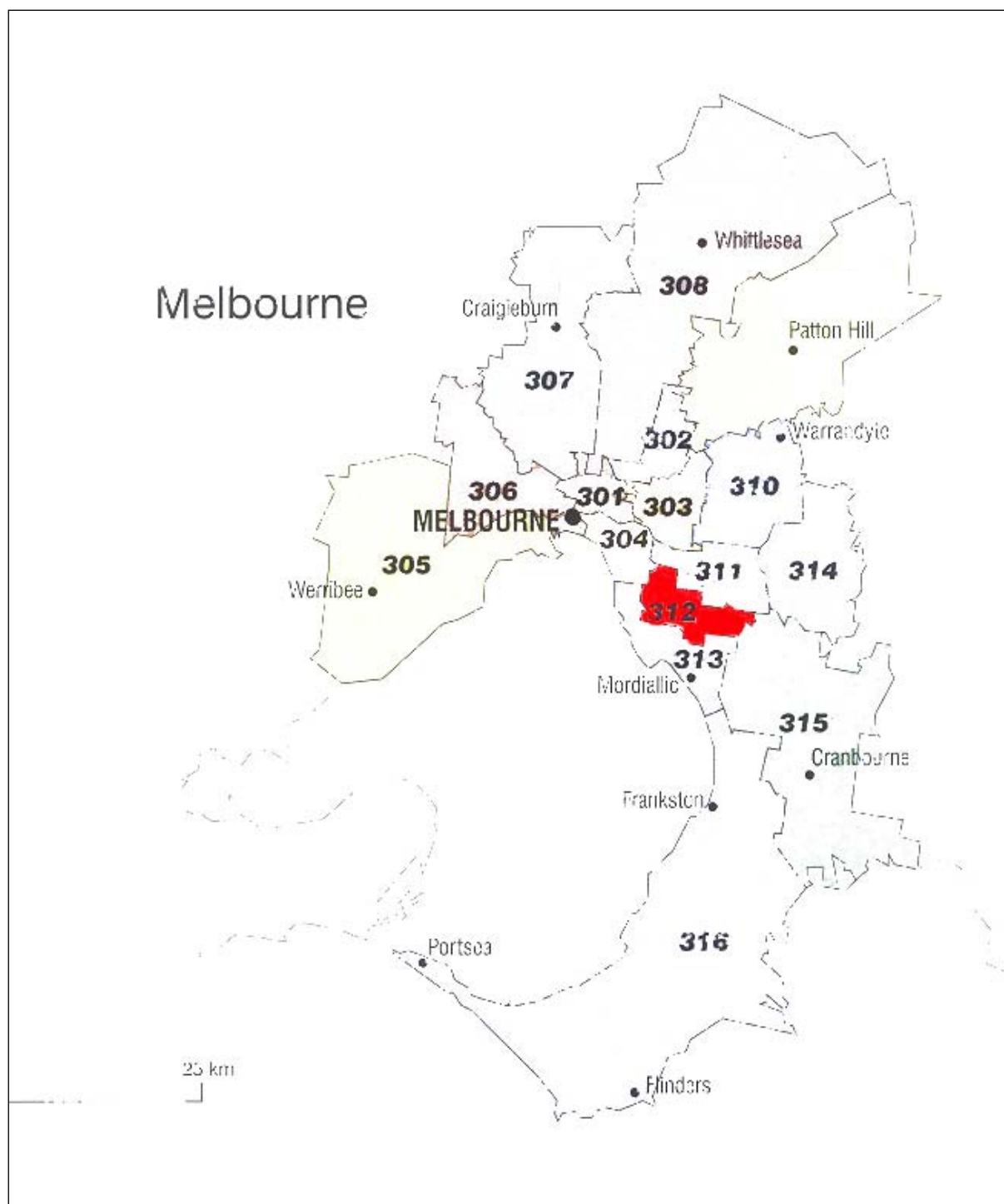
Formal Occupational Health and Safety – eg BHP.

No provision for after hours services

Services	Details of services	Information and background
Deputising Services provide after hours care for ~45% of the general practices.	Bulk bills all health care card holders, doctors decide whether to private bill other patients. GPs pay the deputising service \$1000 per FTE Dr	Those using services: <ul style="list-style-type: none"> <li>• Anyone calling after hours. There are some groups that abuse it. Drug seeking behaviour quite common, protocols to deal with it.</li> <li>• Very limited the individuals who are given the GPs number. Peer and well to do patients.</li> </ul>
Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a>	Medical Deputising Service	Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years
Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200	Medical Deputising Service	Bulkbill all patients unless instructed not to be patient's own GP.
24 hour care by the practice. GPs largely provide phone advice and will otherwise refer to the nearest ED.	Private billing – variable amounts.	
1900 numbers. Most GPs who offer this service also offer access to a medical deputising service.	~\$5.45/min onto the individual's phone bill	
Epworth – private 24 hour ED.	Private billed	
Freemasons – Private 24 hour ED	Private billed	
Homeless Through shelters, St Vincent de Paul and other charitable organisation. There are 4 GPs who provide after hours services		24 hour EDs at: Public <ul style="list-style-type: none"> <li>• St Vincents</li> <li>• Royal Melbourne</li> <li>• Royal Womens</li> <li>• Royal Childrens –telephone</li> <li>• Mercy Hospital – obstetrics &amp; cancer</li> <li>• Peter McCallum Cancer Institute</li> </ul>

# Monash

Division of General Practice



## Quick Contacts

Ph: 03 9570 3727

Fx: 03 9570 8417

# Monash

## Division of General Practice

867 Centre Road

EAST BENTLEIGH VIC 3163

Ph: (03) 9570 3727

Fx: (03) 9570 8417

Division ID: 312

**Population of the Division:** 137,986 (2001 Census)

**Number of GP members:** 254

**Number of practices:** 70 (group 35; solo 35)

**Estimated number of practicing GPs:** 146

**Number of female GPs:** 51

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 105.97 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1302

**Number of public hospitals with 24 Hour ED:** 2

**Number of private hospitals with 24 Hour ED:**

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** No

**Was supporting after hours service or service development part of your 2002-2003 business plan?** No

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No

### Useful demographic information

Monash Division covers an area of approximately 69 square kilometers.

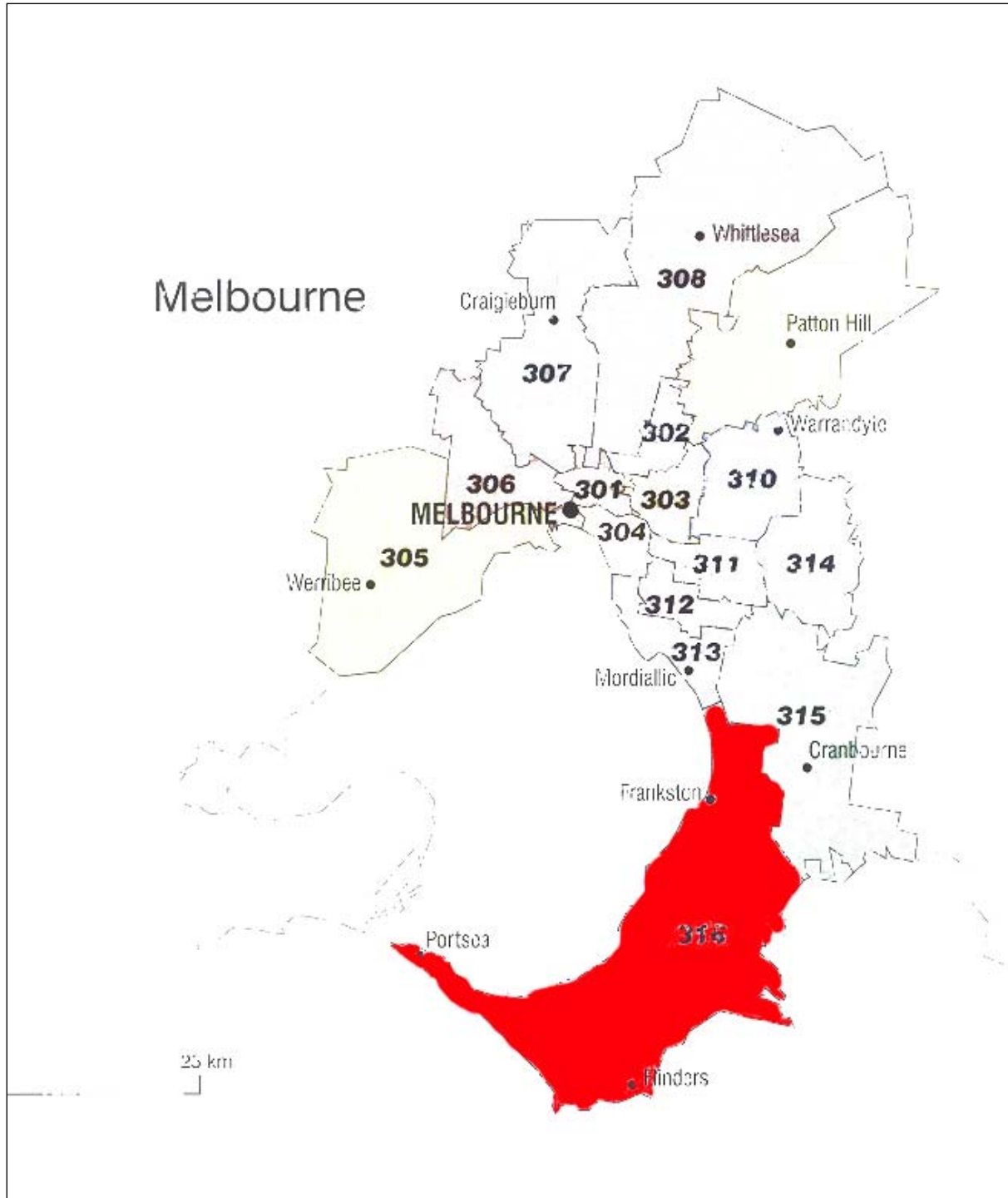
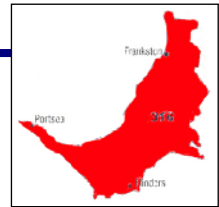
The Divisional boundaries encompass the following centres:

Carnegie, Glenhuntly, Hughesdale, Murrumbeena, Ormond, Clayton South, Clarinda, Westall, Huntingdale, Patterson, Bentleigh East, Coatesville, Eastmoor, Springvale, Bentleigh, McKinnon, Ormond East, Oakleigh South, Moorabbin.

Services	Details of services	Information and background
<p>Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200</p>	<p>Medical Deputising Service</p>	<p><b>Bulkbill all patients unless instructed not to be patient's own GP</b></p>
<p>Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>	<p>Medical Deputising Service</p>	<p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p>
<p>Most common after hours arrangement would be use of deputising services. Some refer to the private emergency departments. A small number of practices provide their own after hours cover. There are some extended hours clinics within the division, but the extent of extended opening hours is limited.</p>	<p>Not known</p>	<p>Public 24hr EDs: Southern Health Morrabbin Clayton just outside the division (GSE)</p> <p>Private Hospitals 24 EDs: The Valley Cabrine</p>

# Mornington Peninsula

Division of General Practice



## Quick Contacts

Ph: 03 9769 6133

Fx: 03 9769 6110

# Mornington Peninsula

## Division of General Practice

Level 2

12-32 Hastings Road

FRANKSTON VIC 3199

Ph: (03) 9769 6133

Fx: (03) 9769 6110

Division ID: 316

**Population of the Division:** 266,469 (2001 Census)

**Number of GP members:** 207

**Number of practices:** 78 (group 48; solo 30)

**Estimated number of practicing GPs:** 233

**Number of female GPs:** 55

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 169.05 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1576

**Number of public hospitals with 24 Hour ED:** One

**Number of private hospitals with 24 Hour ED:** Not known

**Is the Division involved in the provision of AHPMC?** No – support to local Medicentre – a well documented GP owned service which has been operating for 18 years

**Did the Division receive any funding from AHPMC grant rounds?** No – but Medicentre applied with support from the Division and we haven't heard anything yet.

**Was supporting after hours service or service development part of your 2002-2003 business plan?** Yes

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** Yes

### Useful demographic information

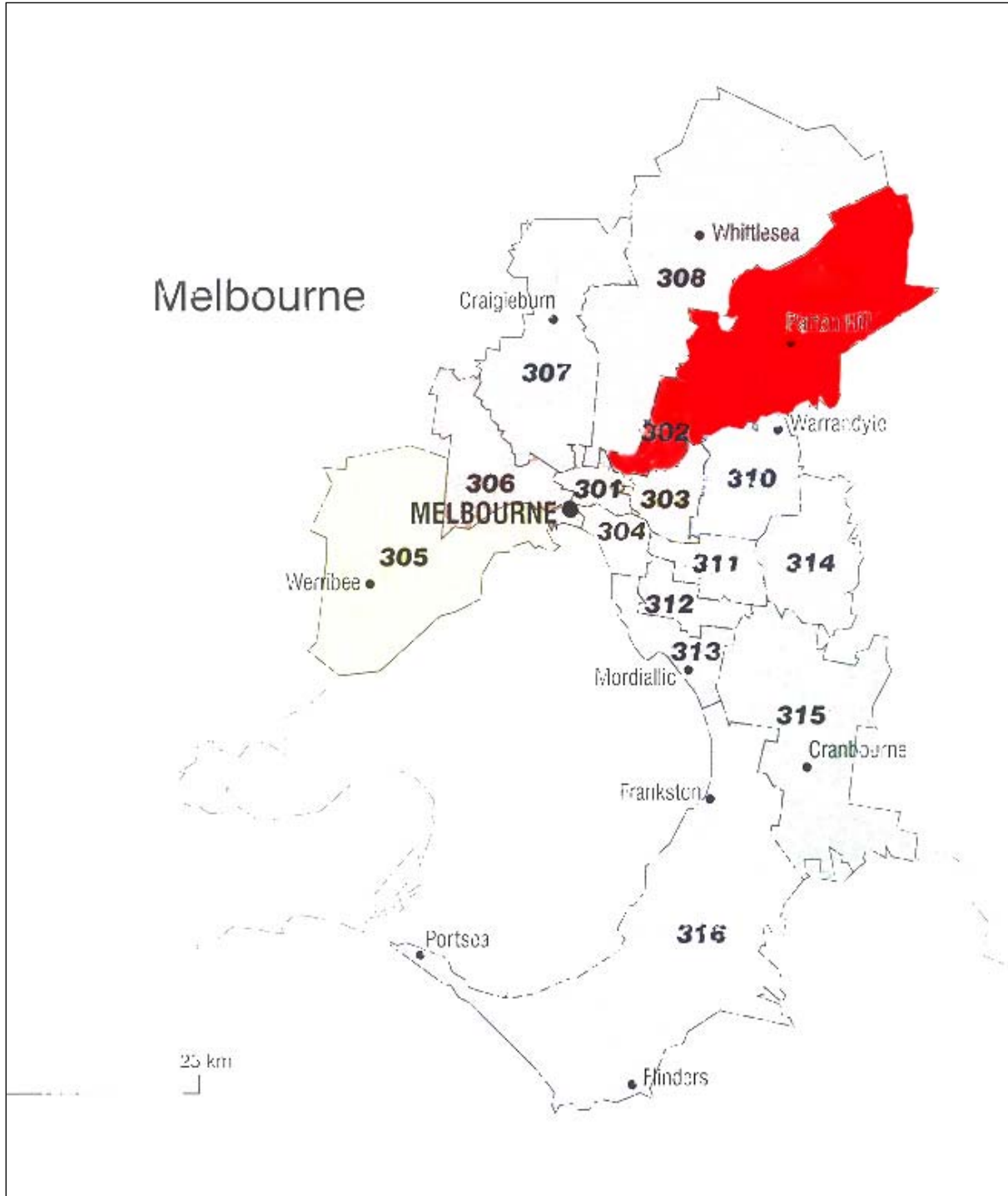
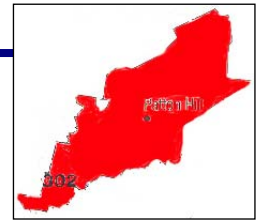
Covers an area of 851 sq km. Includes the City of Frankston, Mornington Shire Council. Services two-thirds of the Chelsea postcode area which is part of the City of Kingston. Population density (1996 census) 287.5 persons per sq km. Third highest density in the Southern Metropolitan Regional of DHS.

Services	Details of services	Information and background
<p>Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200</p>	<p>Medical Deputising Service</p>	<p>Bulkbill all patients unless instructed not to be patient's own GP</p>
<p>Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>	<p>Medical Deputising Service</p>	<p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p>
<p>Medicentre - owned and run by GPs. Located on the grounds of Frankston Hospital, independent of the hospital but a long standing good relationship with the hospital Established 17 years ago. 6-10.30pm, weekdays; 12noon-10.30pm Saturday; 9am –10.30pm Sunday and PH. Board of directors oversees the management of the service Safe location for after hours service.</p>	<p>Limited bulk billing after hours, most GPs private bill.</p> <p>Medicentre moved to private billing in May 2002. The reasons for the change was to both maintain financial viability and to restrict the number of people using it as a bulk bill clinic for services which could be accessed in hours which was occurring due to the decrease in bulk billing available on the peninsula.</p>	<p>Frankston public has a 24 hour ED which has one of the highest acuity ratings in Victoria, the hospital attributes this directly to the presence of the on-site after hours clinic</p>
<p>Most doctors who aren't involved with the medicentre provide cover from within the practice. There are some examples of shared rosters between practices. Limited locum service in Frankston, not known how many people use it.</p>		

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# North East Valley

Division of General Practice



## Quick Contacts

Ph: 03 9496 4333  
Fx: 03 9496 4349

# North East Valley

## Division of General Practice

Level 1 Pathology Building  
Repatriation Campus A&RMC  
WEST HEIDELBERG VIC 3081  
Ph: 03 9496 4333  
Fx: 03 9496 4349  
Division ID: 302

**Population of the Division:** 219,000 (2001 Census)

**Number of GP members:** 276 in area 400 in total

**Number of practices:** 85 (group 65; solo 20)

**Estimated number of practicing GPs:** 285

**Number of female GPs:** 135 in total 110 in area

**Number of overseas trained doctors:** 55

**Number of FTE GPs:** 176.83 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1152 this depends whether you count EFT or number of GPs

**Number of public hospitals with 24 Hour ED:** Two

**Number of private hospitals with 24 Hour ED:**

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** Yes

**Was supporting after hours service or service development part of your 2002-2003 business plan?** No

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No

### Useful demographic information

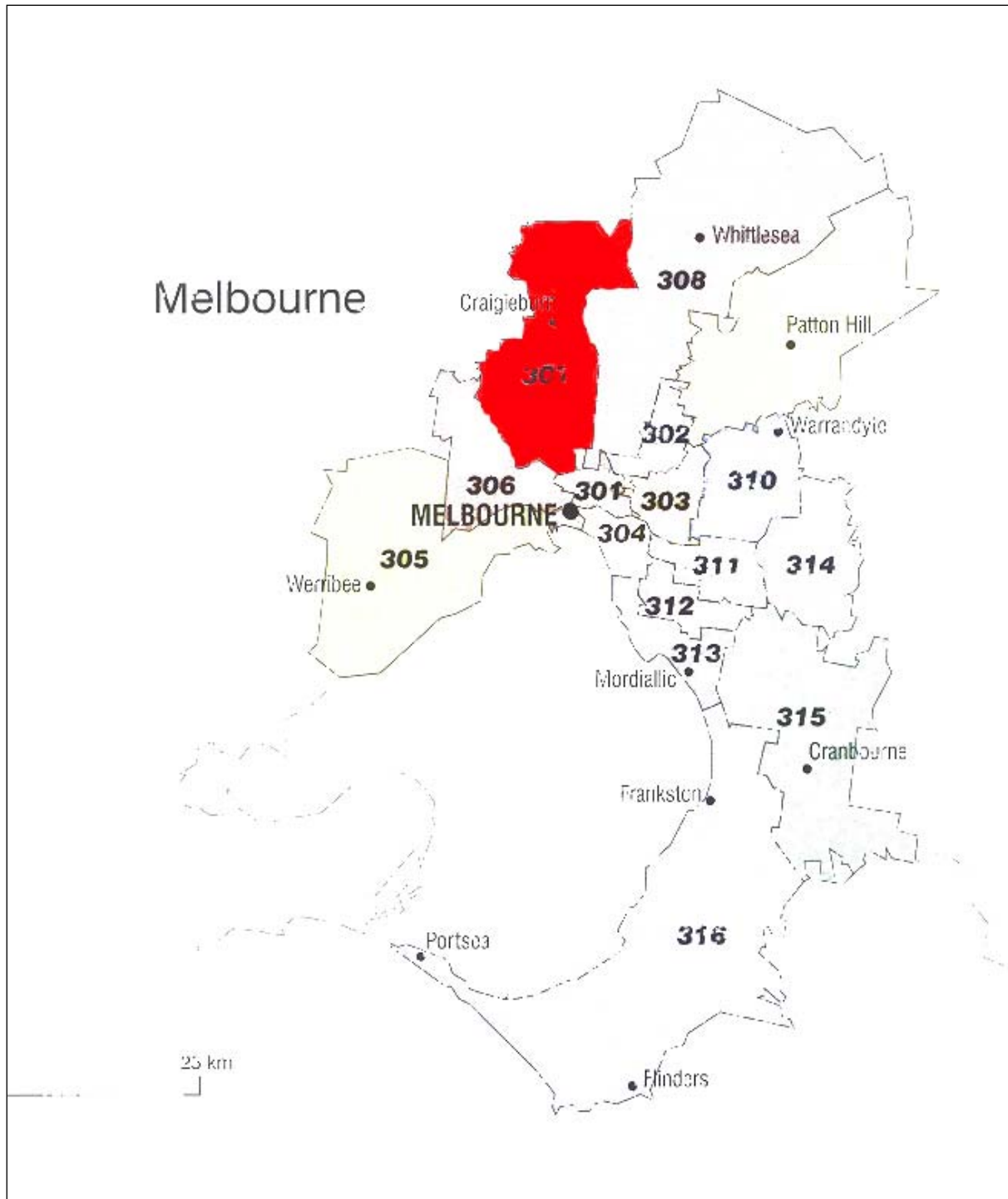
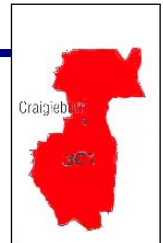
Approx 20 GP vacancies at any one time

Average Practice size = 4.5 GPs, 86 Practices within postcodes  
130 Practices in total , 54% of Practices have a Practice Nurse

Services	Details of services	Information and background
<p>Melbourne Medical Locum Service            8/150 Chestnut Street, Richmond 3121            PO Box 2084 Richmond South 3121            Telephone 9429 5677            Fax: 9427 1024            email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a>  <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>	<p>Medical Deputising Service</p>	<p>Founding Member of NAMDS            Accredited RACGP CPD provider            Partners with GPEA Medical            Deputising Training Program            Accredited By AGPAL, RACGP            Standards for MDS            Established 27 years</p>
<p>Australian Locum Medical Service            (ALMS)            293 Royal Parade, Parkville            03 8341 1200</p>		<p>Bulkbill all patients unless            instructed not to be patient's own            GP</p>
<p>GP on call/ usually within the practice</p> <p>Survey undertaken in 2002            36% GPs open AH            21% GPs weeknights 8-9pm            12% GPs Sat afternoon            30% GPs Sun am</p>	<p>Largely private billing after hours</p>	

# North West Melbourne

Division of General Practice



## Quick Contacts

Ph: 03 8345 5600

Fx: 03 8345 5622

# North West Melbourne

## Division of General Practice

Broadmeadows Health Service

35 Johnstone Street

BROADMEADOWS VIC 3047

Ph: 03 8345 5600

Fx: 03 8345 5622

Division ID: 307

**Population of the Division:** 271,826 (2001 Census)

**Number of GP Members:** 347

**Number of practices:** 96 (group 56; solo 40)

**Estimated number of practicing GPs:** 229

**Number of female GPs:** 70

**Number of overseas trained GPs:** not known

**Number of FTE GPs:** 190.11 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1430

**Number of public hospitals:** 3 & 1 Health Service

**Number of private hospitals:** 4

**Is the Division involved in the provision of AHPMC?** Yes

**Did the Division receive any funding from AHPMC grant rounds?** Yes

**Was supporting after hours service or service development part of your 2002-2003 business plan?** Yes

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** Yes

Services	Details of services	Information and background
<p>Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200</p>	<p>Medical Deputising Service</p>	<p>Bulkbill all patients unless instructed not to be patient's own GP</p>
<p>Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>	<p>Medical Deputising Service</p>	<p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p>
<p>Locum</p> <p>Some GPs see their own patients No rosters</p> <p>John Fawkner guarantees GPs access to the hospital services for their patients, but GPs not patients make all the arrangements. That is individuals are not able to walk of the street they must go through their GP.</p> <p>LaTrobe Medical Service (actually lies within the Northern division boundary). Used to be 24hrs. Insufficient throughput to be viable. Still open extended hours till 9pm Friday and Saturday and 11.30 all other nights. Staffed from within the clinic. 8 or 9 GPs.</p> <p>A few extended hours clinics open til 8 or 9pm, slowly decreasing hours because of financial viability.</p> <p>Dianella Community Health reduced its service from 9pm to 8pm, as a result of financial viability and lack of GP (from low pay rates for after hours services)</p>	<p>Bulk billing for disadvantaged, otherwise private payment.</p>	<p>Not known.</p> <p>Locum agencies say they only provide a small number of visits to the area</p> <p>Northern Hospital Royal Melbourne.</p>



# Northern

## Division of General Practice

Level 1

232 Plenty Road  
PRESTON VIC 3072

Ph: 03 9416 7689

Fx: 03 9416 7749

Division ID: 308

**Population of the Division:** 237,408 (2001 Census)

**Number of GP members:** 450

**Number of practices:** 101

**Estimated number of practicing GPs:** 233 (in Division catchment)

**Number of female GPs:** 89

**Number of overseas trained doctors:** 81

**Number of FTE GPs:** 168.96 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1405

**Number of public hospitals with 24 Hour ED:** One and there is a couple adjoining at the Austin, St Vs, RMH.

**Number of private hospitals with 24 Hour ED:** None

Is the Division has been supporting the development of a service at the Northern Hospital.

**Did the Division receive any funding from AHPMC grant rounds?** Yes, seeding grant 2002

**Was supporting after hours service or service development part of your 2002-2003 business plan?**

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** Yes

### Useful demographic information

The northern metropolitan region of Melbourne encompasses the municipalities of Banyule, Darebin, Hume, Moreland, Nillumbik, Whittlesea and Yarra. The region stretches from the edge of the central business district to the rural fringe of the metropolitan area.

Residential developments are underway in Craigieburn in Hume, Epping, and Mernda in Whittlesea. Epping North is in the process of being developed and a new suburb containing 60,000 people will be established in the next five to 10 years. These developments will result in a significant influx of young families into area.

A distinctive characteristic of the region is the very high proportion (upwards of 35%) of residents born in non-English speaking countries. Not surprisingly, in up to 50% of households in some parts of the region, a language other than English is routinely spoken. A number of people of Middle Eastern origin, released from detention and holding Temporary Protection Visas, have settled in the region, particularly in Darebin, Hume and Moreland.

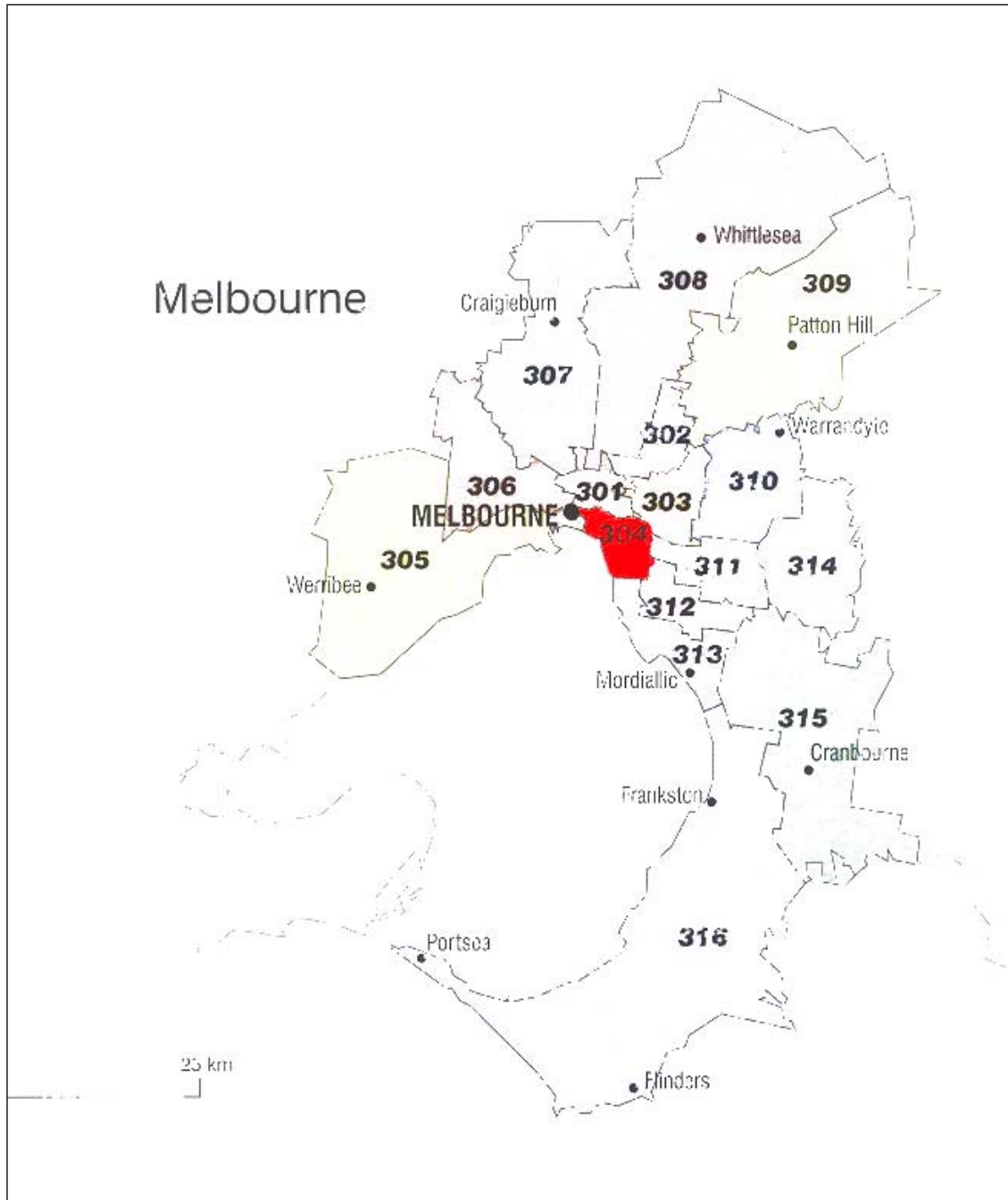
Indigenous People. Between the 1986 and 1996 Censuses, the proportion of the northern region population identifying themselves as indigenous Australians rose by around 50%. The inner northern region has long been home to many indigenous people.

Services	Details of services	Information and background
<p>A majority of practices use locum services.</p> <p>Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p> <p>Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200</p>	<p>Medical Deputising Service</p> <p>Medical Deputising Service</p>	<p>Use of ED, survey done in '99 of triage category 4 &amp; 5 1/3 attended because their GP was closed 1/4 attended because it was convenient</p> <p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p> <p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p>
<p>There are a small number of extended hour clinics, Some practices refer their patients to the hospital via a message on their answering machine.</p> <p>Some practices refer their patients to the hospital via a message on their answering machine.</p>	<p>The main extended hour clinic is private billing.</p>	

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# Southcity GP Services

(Inner South East Melbourne Division of General Practice)



## Quick Contacts

Ph: 03 9276 3256

Fx: 03 9276 2326

# Southcity GP Services

## Division of General Practice

C/- Alfred Hospital  
Commercial Road  
PRAHRAN VIC 3181  
Ph: 03 9276 3256  
Fx: 03 9276 2326  
Division ID: 304

**Population of the Division:** 185,573 (2001 Census)

**Number of GP members:** 428 irrespective of boundaries

**Number of practices:** 169 (group 99; solo 70)

**Estimated number of practicing GPs:** 380 within boundaries

**Number of female GPs:** 212

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 190.62 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:974

**Number of public hospitals with 24 Hour ED:** One

**Number of private hospitals with 24 Hour ED:** One

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** No

**Was supporting after hours service or service development part of your 2002-2003 business plan?** No

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No

### Useful demographic information

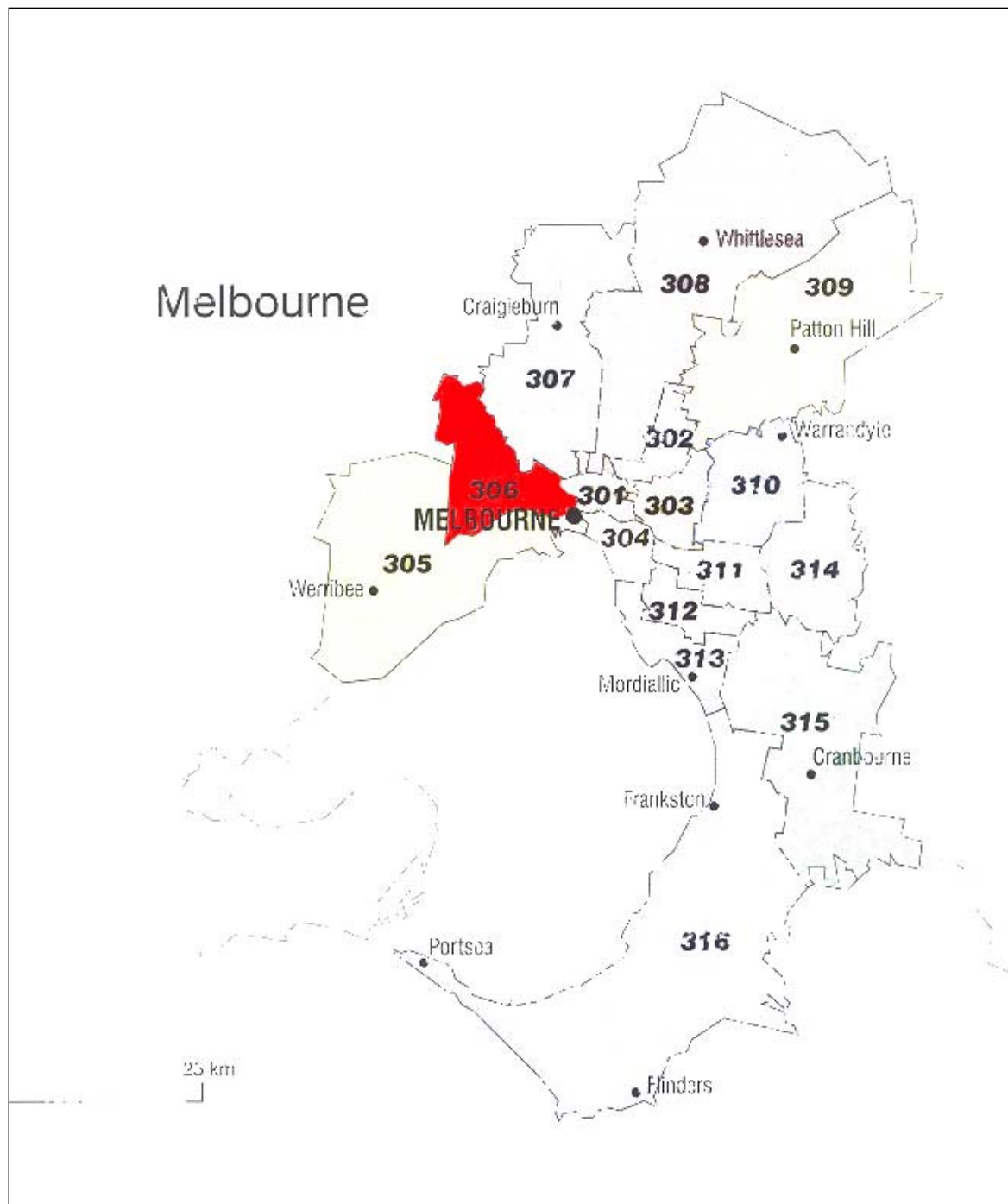
The Division is bounded by the bay in the west and the Central Business District in the north.

Services	Details of services	Information and background
<p>While this data has not been collected, it is believed that the large majority of practices use the services of a medical deputising agency.</p> <p>Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p> <p>Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200</p>	<p>Medical Deputising Service</p> <p>Medical Deputising Service</p>	<p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p> <p>Bulkbill all patients unless instructed not to be patient's own GP</p>
<p>There are a very small number of clinics that provide their own after hours service to their patients.</p> <p>Some clinics open until 8pm or 9pm on weekdays and half days on weekends.</p>	<p>Those who provide a service after hours are thought to largely private bill.</p>	

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# Western Melbourne

## Division of General Practice



## Quick Contacts

Ph: 03 9689 4566

Fx: 03 9689 4544

# Western Melbourne

## Division of General Practice

Central West Business Park

9 Ashley Street

WEST FOOTSCRAY VIC 3011

Ph: 03 9689 4566

Fx: 03 9689 4544

Division ID: 306

**Population of the Division:** 250,038 (2001 Census) The Division's information when developing its Strat Plan is that the population is 274,719

**Number of GP members:** 269

**Number of practices:** 107 (group 53; solo 54)

**Estimated number of practicing GPs:** 269

**Number of female GPs:** 70

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 185.93 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1345

**Number of public hospitals with 24 Hour ED:** Two

**Number of private hospitals with 24 Hour ED:** Nil

**Is the Division involved in the provision of AHPMC:** No

**Did the Division receive any funding from AHPMC grant rounds:** No

**Was supporting after hours service or service development part of your 2002-2003 business plan?** Yes

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** No , although the Division has been actively working with Western Health on this matter including its submission to the Government to establish an after hours GP clinic.

## Useful demographic information

The area is approximately 1408 square kilometres and is bounded by the Tullamarine and Westgate freeways and stretches from the western fringe of the Melbourne CBD to Melton. The estimated population is 250,038, and this is projected to increase by 16% over the next ten years.

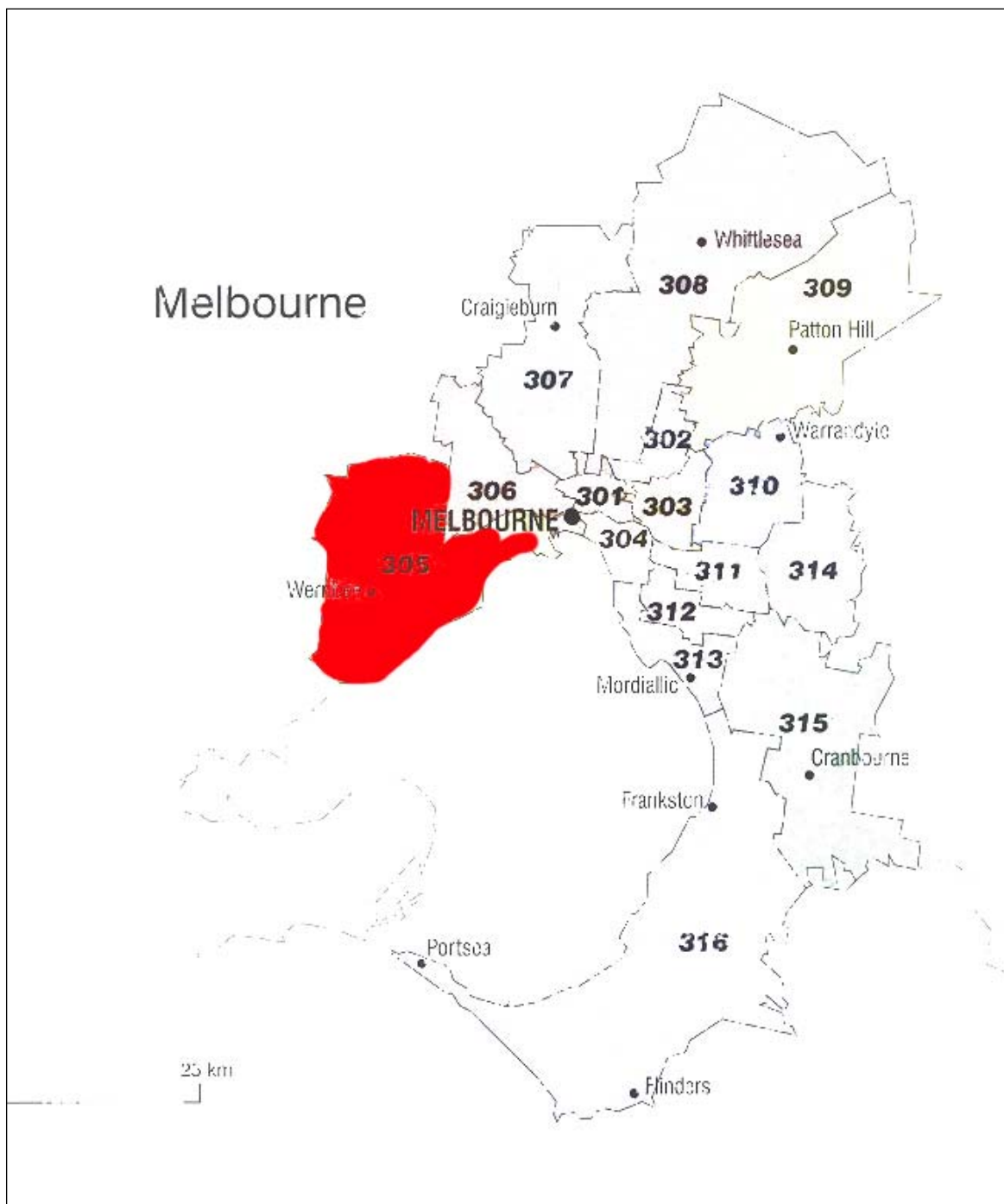
The area is characterised by the following factors:

- ∅ A high proportion of residents who were born outside Australia and for whom English is not their preferred language;
- ∅ Diverse ethnic backgrounds and culture;
- ∅ Highest refugee settlement rates in Victoria;
- ∅ Low socio-economic status;
- ∅ High unemployment;

Services	Details of services	Information and background
<p>Melbourne Medical Locum Service            8/150 Chestnut Street, Richmond 3121            PO Box 2084 Richmond South 3121            Telephone 9429 5677            Fax: 9427 1024            email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a>  <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>	<p>Medical Deputising Service</p>	<p>Founding Member of NAMDS            Accredited RACGP CPD provider            Partners with GPEA Medical            Deputising Training Program            Accredited By AGPAL, RACGP            Standards for MDS            Established 27 years</p>
<p>Australian Locum Medical Service            (ALMS)            293 Royal Parade, Parkville            03 8341 1200</p>	<p>Medical Deputising Service</p>	<p>Bulkbill all patients unless            instructed not to be patient's own            GP</p>
<p>Survey of GPs in Western Melbourne            and Westgate Division in early 2002            which had a 60-70% response rate            found</p> <ul style="list-style-type: none"> <li>• 23% usually provide a home visit</li> <li>• 15% usually attends a patient in              their clinic and</li> <li>• 60% are usually attended by a              locum doctor</li> <li>• There are some extended hours              clinics</li> </ul> <p>25% of practices were open until 8pm            or later weekdays; 92% where open on            Saturdays, majority only until early            afternoon and 12% were open on            Sundays again a majority only until            early afternoon)</p>	<p>GP on call for home visits –            mixture of bulk and private billing.</p>	
<p>Nurse Triage (operated by Western            Hospital) 3.00pm to 11.00 pm, 7 days            a week.</p>		

# Westgate

Division of General Practice



## Quick Contacts

Ph: 03 9399 4862

Fx: 03 9399 4867

# Westgate

## Division of General Practice

99 Hudsons Road

SPOTSWOOD VIC 3015

Ph: 03 9399 4862

Fx: 03 9399 4867

Division ID: 305

**Population of the Division:** 176,572 (2001-02 Census)

**Number of GP members:** 153

**Number of practices:** 46 (group 36; solo 9)

**Estimated number of practicing GPs:** 153

**Number of female GPs:** 36

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 92.77 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1167 Hobsons Bay – 1:1144 Wyndham with some areas in Hoppers Crossing being 1:1200+

**Number of public hospitals with 24 Hour ED:** 1

**Number of private hospitals with 24 Hour ED:** Nil

**Is the Division involved in the provision of AHPMC?** No

**Did the Division receive any funding from AHPMC grant rounds?** No

**Was supporting after hours service or service development part of your 2002-2003 business plan?** Yes

**Is supporting after hours service delivery or development part of your 2003-2004 business plan?** Yes

### Useful demographic information

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Services	Details of services	Information and background
<p>Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200</p>	<p>Medical Deputising Service</p>	<p>Bulkbill all patients unless instructed not to be patient's own GP</p>
<p>Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>	<p>Medical Deputising Service</p>	<p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p>
<p>Most practices subscribe to a locum Service –</p> <p>Survey of GPs in Western Melbourne and Westgate Division in early 2002 which had a 60-70% response rate found</p> <ul style="list-style-type: none"> <li>• 23% usually provide a home visit</li> <li>• 15% usually attends in their clinic and</li> <li>• 60% are usually attended by a locum</li> <li>• Some extended hours clinics</li> </ul> <p>25% of practices where open until 8pm or later weekdays; 92% where open on Saturdays, majority only until early afternoon and 12% were open on Sundays again a majority only until early afternoon)</p> <p>Nurse Triage (operated by Western Hospital) 3.00pm to 11.00pm, 7 days a week.</p> <p>27% get their primary medical care outside the division – not many practices on the boundary – higher SES group 1 people go into the city to work, see their GPs there and pay.</p>	<p>High bulk billing percentage compared with most areas. Almost all bulk bill pensioners and HCC holders.</p>	<p>Williamstown closed 11pm – 8am</p> <p>Werribee Mercy 24 hour Emergency Service available.</p> <p>Footscray outside the division but services a small percentage of the division population.</p>

The Westgate Division covers an area of approximately 607 square kms. Whilst the existing population is roughly evenly divided between Hobsons Bay and Wyndham, the bulk of recent growth has occurred in Wyndham, There is a higher percentage of overseas born population in Hobsons Bay. The inner suburbs are characterised by older age profiles, whilst the outer newer suburbs have more youthful populations. There are low levels of education, which characterise sectors of the catchment's population and lower socio-economic status of parts of the catchment. There are a considerable number of households without a motor vehicle. There are significant numbers of persons who are likely to suffer a disability or handicap at some stage of

their life. There is a large population growth forecast for Wyndham over the next fifteen years. Proportionately higher growth projected in the older age groups in both Hobsons Bay and Wyndham.

Hobsons Bay supports a considerably larger component of persons born overseas (35%) than Wyndham (25%).

### **Population Projections**

Projections prepared by the Department of Infrastructure indicates that the estimated resident population of the Westgate Division is projected to increase from 179,000 in 2003 to 222,089 in 2011. This represents an increase of 43,000 over the 8-year period.

Wyndham is projected to be the third fastest growing Melbourne municipality during the period, with a rate of growth marginally below that of Casey and Cardinia. Another significant contributing factor in terms of impact on health services, is the projected aging population. The number of persons aged 40 years and over will increase by nearly 70%. The demands on the health system will be further compounded by the fact that a significant component of the aged population will be persons of non-English speaking background.

### **Socio Economic Status**

Overall the Division's catchment is characterised by higher proportions of families in the medium weekly income brackets and lower proportions in very high-income brackets relative to the Melbourne metropolitan average. As at August 1996 some 59.4% of families in the catchment received weekly incomes of between \$500-\$1,999 compared to the MSD equivalent of 55.9% whilst only 3.7% were in receipt of more than \$2000 weekly compared to MSD 6.5%. Whilst the proportion of lower income households is similar to the MSD, this means there are substantial numbers of families in the catchment whose weekly income is low. Some 10.3% of families in the catchment reported either negative/nil income or an income up to \$299 weekly (MSD 10.2%) and a further 14.2% received \$300-\$499 (MSD 14.4%).

### **Workforce**

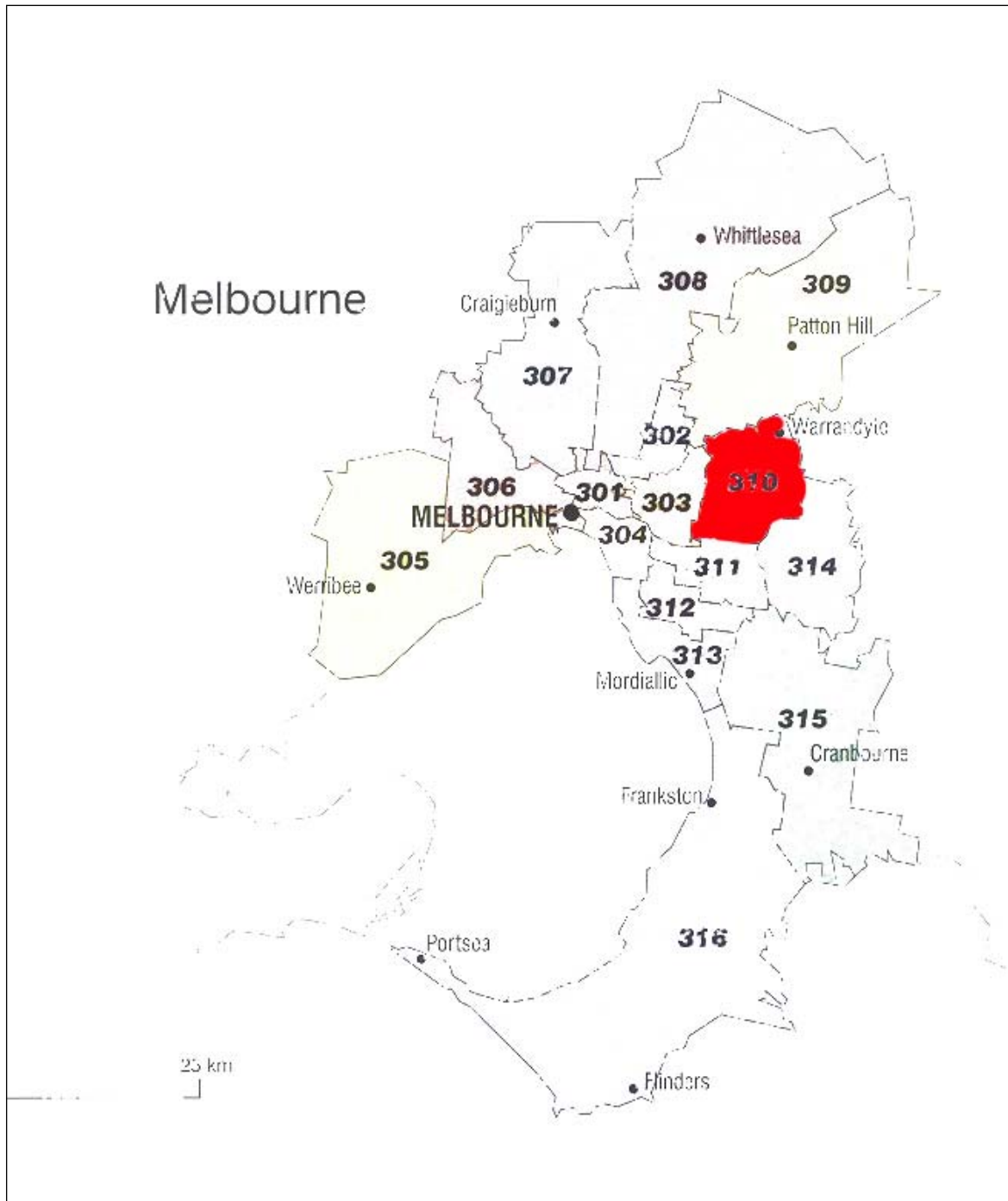
Westgate has one full time doctor to every 1377 people, compared with the Melbourne Metropolitan area of 1121 people. Many suburbs in Wyndham eg: Hoppers Crossing has one full time doctor to every 2734 people. Also Westgate and Wyndham have lower than average levels of female doctors.

It is estimated that 28-40 GPs are required to cover this shortfall especially taking into consideration the growth projections.

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# Whitehorse

Division of General Practice



## Quick Contacts

Ph: 03 9894 3755

Fx: 03 9894 3119

# Whitehorse

## Division of General Practice

Suite 13

317-321 Whitehorse Road

Nunawading VIC 3131

Ph: 03 9894 3755

Fx: 03 9894 3119

Division ID: 310

**Population of the Division:** 256,155 (2001 Census)

**Number of GP members:** 420

**Number of practices:** 108 (group 74; solo 34)

**Estimated number of practicing GPs:** 398

**Number of female GPs:** 146

**Number of overseas trained doctors:** not known

**Number of FTE GPs:** 194.17 (source DoHA 01-02 fin year)

**Ratio of population to GPs:** 1:1319

**Number of public hospitals with 24 Hour ED:** 2

**Number of private hospitals with 24 Hour ED:**

**Is the Division involved in the provision of AHPMC? Yes**

**Did the Division receive any funding from AHPMC grant rounds? Yes, Service Development 2002.**

**Was supporting after hours service or service development part of your 2002-2003 business plan? Yes**

**Is supporting after hours service delivery or development part of your 2003-2004 business plan? Yes**

### Useful demographic information

Located in Blackburn, Whitehorse Division of General Practice services the municipalities of Whitehorse, Manningham, and most of Maroondah. Being the central eastern suburbs of Melbourne, this area is regarded as the midway point between the developing outer east and the city. The area covers approximately 170 square kilometres, and has well established residential and retail areas.

Based on current Municipal data, the three cities covered by Whitehorse Division have an estimated population of 352,334 people. According to the HealthWiz data collection of General Practice 1997/98 workload indicators for the Division's actual post code area, Whitehorse Division has a population of 236,803 people.

Services	Details of services	Information and background
Eastern Suburbs GPs After Hours	<p>Division is 100 per cent shareholder</p> <p>Coordinated collaborative after hours roster of GPs. Service based at an independent clinic in a central location. Practice manager undertakes development and marketing. The GPs work on a contract basis using the rooms. VRed doctors only</p> <p>A deputising service takes all calls from subscribing clinics and, according to a set protocol, directs appropriate patients to the ESGPAHs clinic, or sends their own doctors to those individuals needing a home visit, or links to ambulance/emergency departments as identified by the patient. Other clinics refer directly to the ESGPAHs service through telephone diversion or answering machine.</p> <p>Patient episode sheet faxed to normal GP If no regular GP – encourage – give a list of GP's and a pamphlet on the role of a GP. Protocol for pathology follow up Local pharmacy with similar hours.</p> <p>ESGPAHs service provides after hours care to a geographic area far greater than the central eastern suburbs of Melbourne.</p>	<p>Whole division approach to after hours Originated in 1997 with a co-operative approach between Mitcham Hospital and the division, the clinic was based there for three years, it is now based next to Bellbird hospital.</p> <p>Billing is at the doctors' discretion. Generally approximately 80% private billing, with some bulk billing for pensioners and concession.</p>
<p>Melbourne Medical Locum Service 8/150 Chestnut Street, Richmond 3121 PO Box 2084 Richmond South 3121 Telephone 9429 5677 Fax: 9427 1024 email: <a href="mailto:mmls@access.net.au">mmls@access.net.au</a> <a href="http://www.melbournemedicallocums.com.au">www.melbournemedicallocums.com.au</a></p>	Medical Deputising Service	<p>Founding Member of NAMDS Accredited RACGP CPD provider Partners with GPEA Medical Deputising Training Program Accredited By AGPAL, RACGP Standards for MDS Established 27 years</p>
<p>Australian Locum Medical Service (ALMS) 293 Royal Parade, Parkville 03 8341 1200</p>	Medical Deputising Service	<p>Bulkbill all patients unless instructed not to be patient's own GP</p>