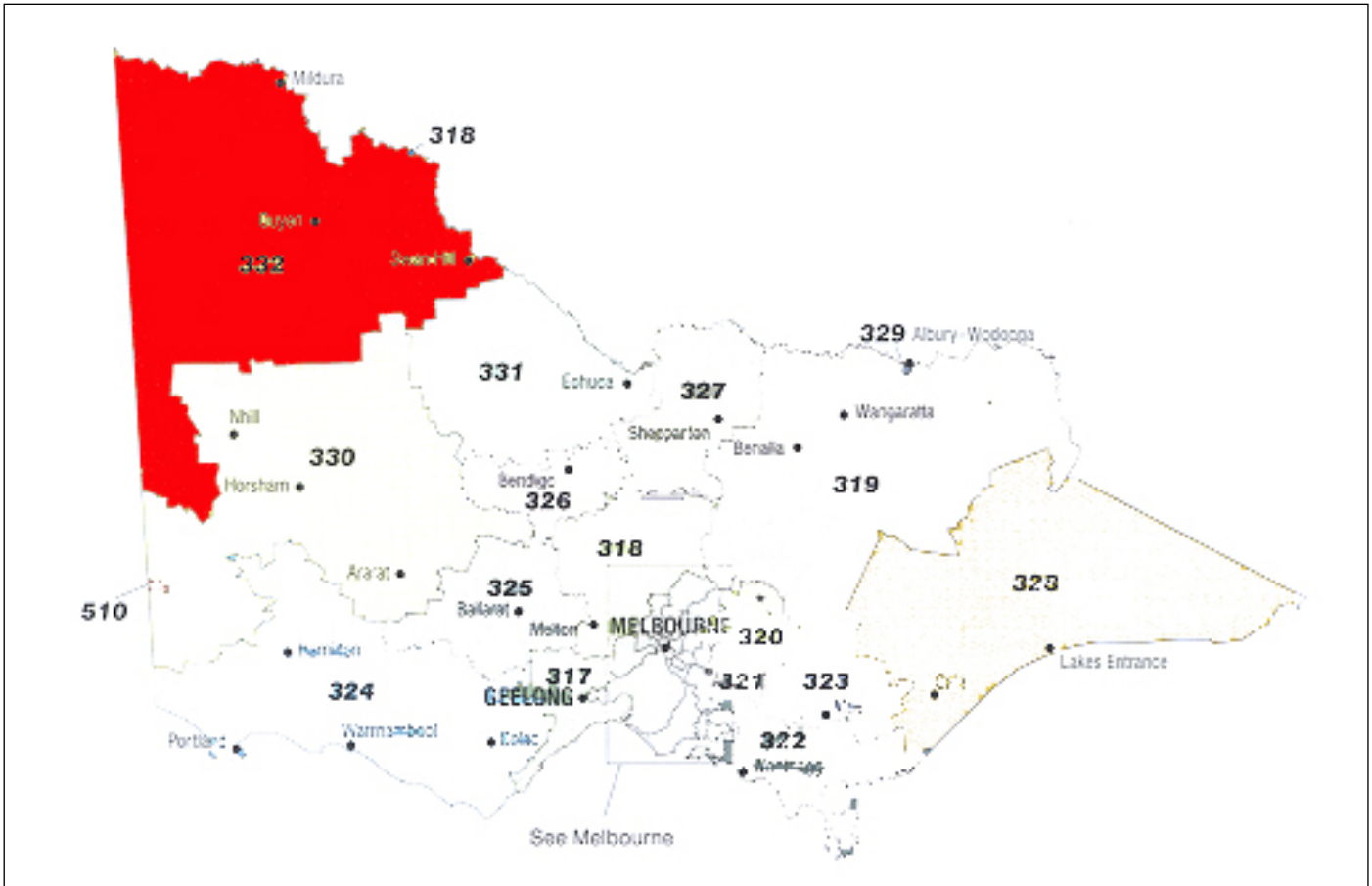


Mallee

Division of General Practice



Quick Contacts

Ph: 03 5023 8633
Fx: 03 5021 4794

Mallee

Division of General Practice

71 G Pine Avenue
MILDURA VIC 3500
Ph: 03 5023 8633
Fx: 03 5021 4794
Division ID: 332

Population of the Division: 105,000

Number of GP members: 56

Number of practices: 27 (group 7; solo 14) 21 – 11 sols / 10 group

Estimated number of practicing GPs: 58

Number of female GPs: 9

Number of overseas trained doctors: in excess of 30

Number of FTE GPs: 51.7 (DoHA data 01-02 fin yr) No information

Ratio of population to GPs: 1:1800, some parts in excess of 1:2000

Number of public hospitals with 24 Hour EDs: Two

Number of private hospitals with 24 Hour EDs: None

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, as a part of our Workforce and Practice Support activities

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

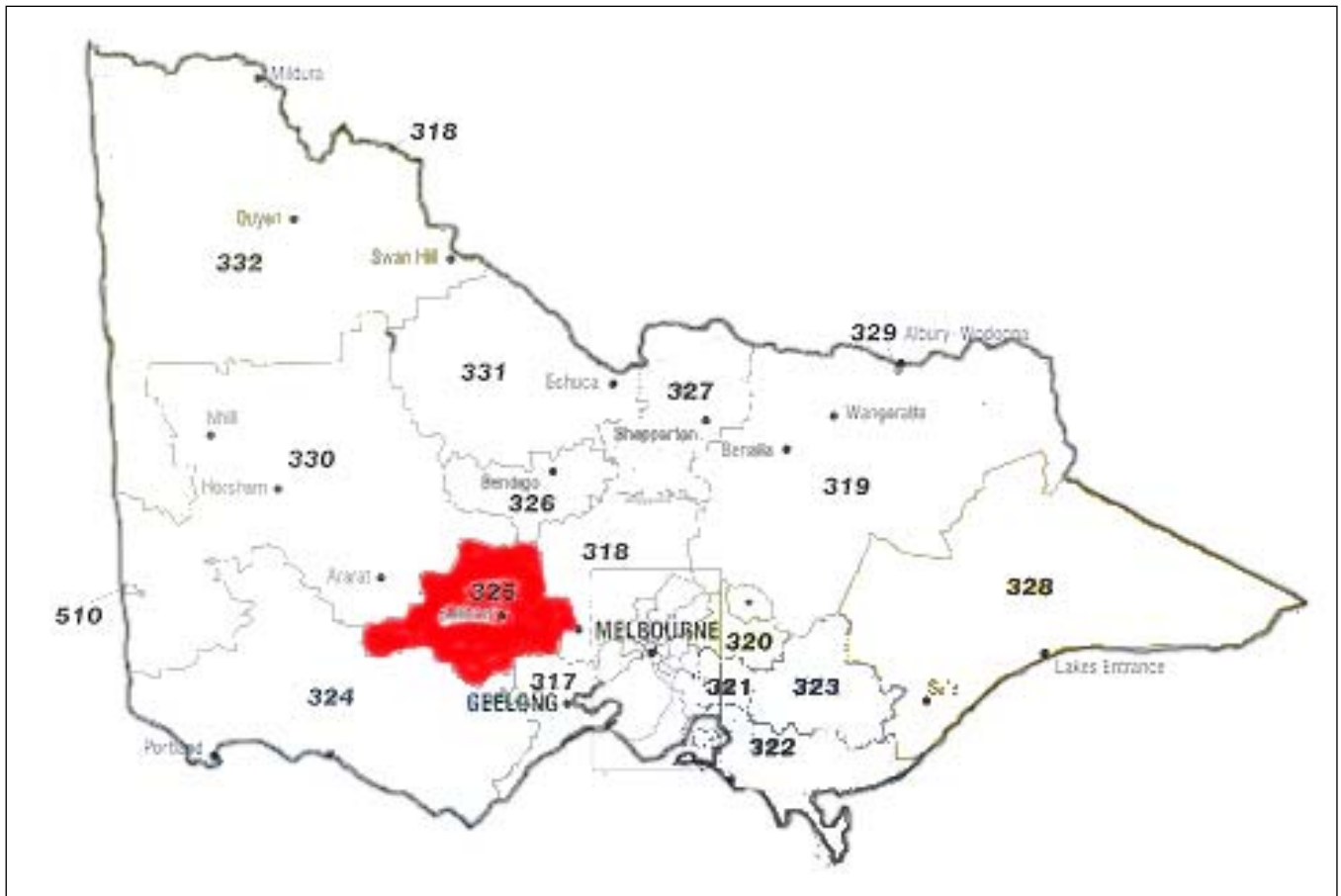
Useful demographic information

Services	Details of services	Information and background
<p>NSW– Cover largely from within practice. Limited home visiting for safety reasons</p>	<p>Mix of private and bulkbilling</p>	
<p>Mildura (20GPs) and outskirts. Largely shared rosters with some practices providing their own cover, no cover from one practice</p>	<p>Mix of private and bulkbilling</p>	
<p>Swan Hill – 12 GPs 1 medical practice in 2 locations. – Shared roster – All VMOs at the hospital. Roster for calls and medical hospital call. 3 GPs and a surgeon on call at any one time. One GP for medical back up to ED, one for anaesthetists and one for obstetrics. The 3 share the on call allowance made available to rural hospitals.</p> <p>Other towns- Mixture of practice cover and GP cover of hospitals.</p>	<p>Mix of private and bulkbilling</p>	



Ballarat and District

Division of General Practice



Quick Contacts

Ph: 03 5331 6303

Fx: 03 5331 5754

Ballarat and District

Division of General Practice

105 Webster Street

BALLARAT WEST VIC 3350

Ph: 03 5331 6303

Fx: 03 5331 5754

Division ID: 325

Population of the Division: 116,457 (2001 Census)

Number of GP members: 93

Number of practices: 29 (group 24; solo 5)

Estimated number of practicing GPs: 93

Number of female GPs: 26

Number of overseas trained doctors: 2

Number of FTE GPs: 71.37 (DoHA data 01-02 fin yr) 72.4

Ratio of population to GPs: 1:1632

Number of public hospitals with 24 hour EDs: 1

Number of private hospitals with 24 hour EDs: 1

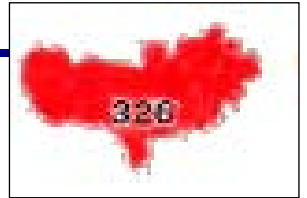
Is the Division involved in the provision of AHPMC? No

Did the Division receive any funding from AHPMC grant rounds? Yes, seeding grant 2002-2003

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

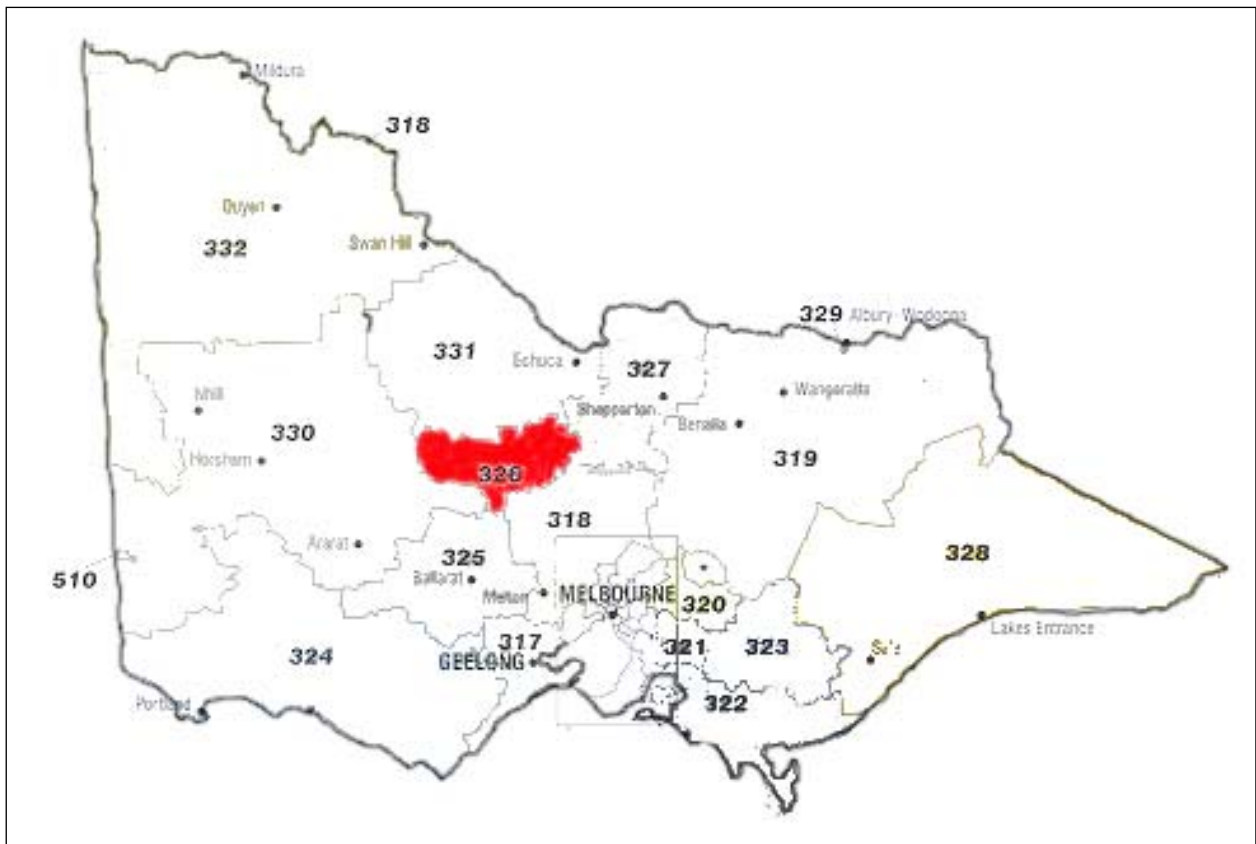
Is supporting after hours service delivery or development part of your 2003-2004 business plan? Watching brief only

Services	Details of services	Information and background
<p>Most clinics in Ballarat are larger clinics; four groups of four to six GP practices.</p> <ul style="list-style-type: none"> ▪ Mostly co-operative arrangements. Each consortium has a communication system in place. ▪ Some GPs provide their own 24 hours cover ▪ Some GP's now refer straight to hospital (private) <p>In the smaller towns outside Ballarat GPs are generally providing their own cover. Two towns have nurse triage in the hospitals.</p>	<p>In Ballarat the most common arrangement is to have a GP contactable by telephone. The GPs can provide either telephone advice for which there is no charge, provide a home visit, which would generally be billed privately (some discretionary bulkbilling) or when required the GP would refer the patient to one of the emergency departments.</p>	<p>There are two 24 hour EDs in Ballarat:</p> <ul style="list-style-type: none"> • Ballarat Health Services Base Hospital • St John of God Health Care Hospital (private)



Bendigo and District

Division of General Practice



Quick Contacts

Ph: 03 5441 7806
Fx: 03 5442 6760

Bendigo and District

Division of General Practice

Hope Street
BENDIGO VIC 3550
Ph: 03 5441 7806
Fx: 03 5442 6760
Division ID: 326

Population of the Division: 98,664 (2001 Census)

Number of GP members: 90

Number of practices: 38 (group 19; solo 19)

Estimated number of practicing GPs: 82

Number of female GPs: 21

Number of overseas trained doctors: 5

Number of FTE GPs: 49.6 City of Greater Bendigo, whole Division area 56.4

Ratio of population to GPs: 1:1800

Number of public hospitals with 24 Hour EDs: One

Number of private hospitals with 24 Hour EDs: None

Is the Division involved in the provision of AHPMC: Assisting local GPs to form co-operative after hours solutions and working with the Primary Care and Community Health Clinics to maximize coverage.

Did the Division receive any funding from AHPMC grant rounds? Yes, seeding grant 2001

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

Useful demographic information

The Bendigo and District Division covers an area bounded by Logan, Inglewood, Marong, South of Elmore, Cornella, Redcastle, Harcourt, Castlemaine, Muckleford and Eddington, Newstead, Betley, Archdale.

The majority of the population is based in Bendigo, Castlemaine, Dunolly, Heathcote, Harcourt, Maldon and Newstead towns.

The rest of the area is involved with tourist promotion, gold mining, agricultural production involving apples, grapes, olives, wheat, sheep, oats, canola.

The area has three prisons, one a female prison. And contains an area Bealiba which has the second lowest population per head in Victoria with surrounding areas also in the very low socio-economic strata.

Rurality: RRMA 3 - population 76,205

RRMA 5 - population 13,100

Bulk Billing rate in region is 49.6%

Services	Details of services	Information and background
<p>Monash University Primary Care Clinic opens until 9pm, 7 days. Provides episodic primary care to those who are unable to see their own GP within a reasonable time frame or those without a regular GP. Approximately 25% of patients are referred from the ED at the Bendigo Health Care Group.</p> <p>Bendigo Community Health Service</p>	<p>Bulk billing, 50% of attending practitioners are non-VR ed GPs who are not eligible for ROMPS payments</p> <p>GP bulk billing service. No after hours service usually. Now running an evening clinic for men until 9pm once per week on a Bulk billing basis.</p>	<p>There is difficulty maintaining the roster and the clinic is not always able to open. Initiated by Monash University School of Rural Medicine and is run from a university building. The service is currently being evaluated for its viability</p> <p>Service is subsidized out of community health funds, this is being evaluated for viability.</p>
<p>Investigations done as part of the seeding grant project revealed that: 40% solo GPs provide all their own after hours care 60% solo GPs participate with other practices in a cooperative roster 64% group practices provide cover in cooperation with one or more other practice 35% group practices provide cover from within the practice 7 clinics refer to the PCC or ED. Most after hours attendances are seen in the surgery, home visits are undertaken in some circumstances. 2 towns have cooperative rosters which all practices participate in. There are 2 solo GP towns where the GPs provide their own cover.</p>	<p>Mostly private billing. Most will bill rather than up front fees.</p>	<p>Since the seeding grant the Division has worked towards assisting practices to work co-operatively after hours with a 30% improvement in co-operative rosters.</p>
<p>Bendigo Hospital 24 hour ED</p>	<p>Full 24 hour coverage, long waiting times for cat 4 or 5 patients.</p>	<p>Many of the practices use ED as their after hours coverage. ED is staffed primarily by local GPs and OTDs on temporary resident visas.</p>

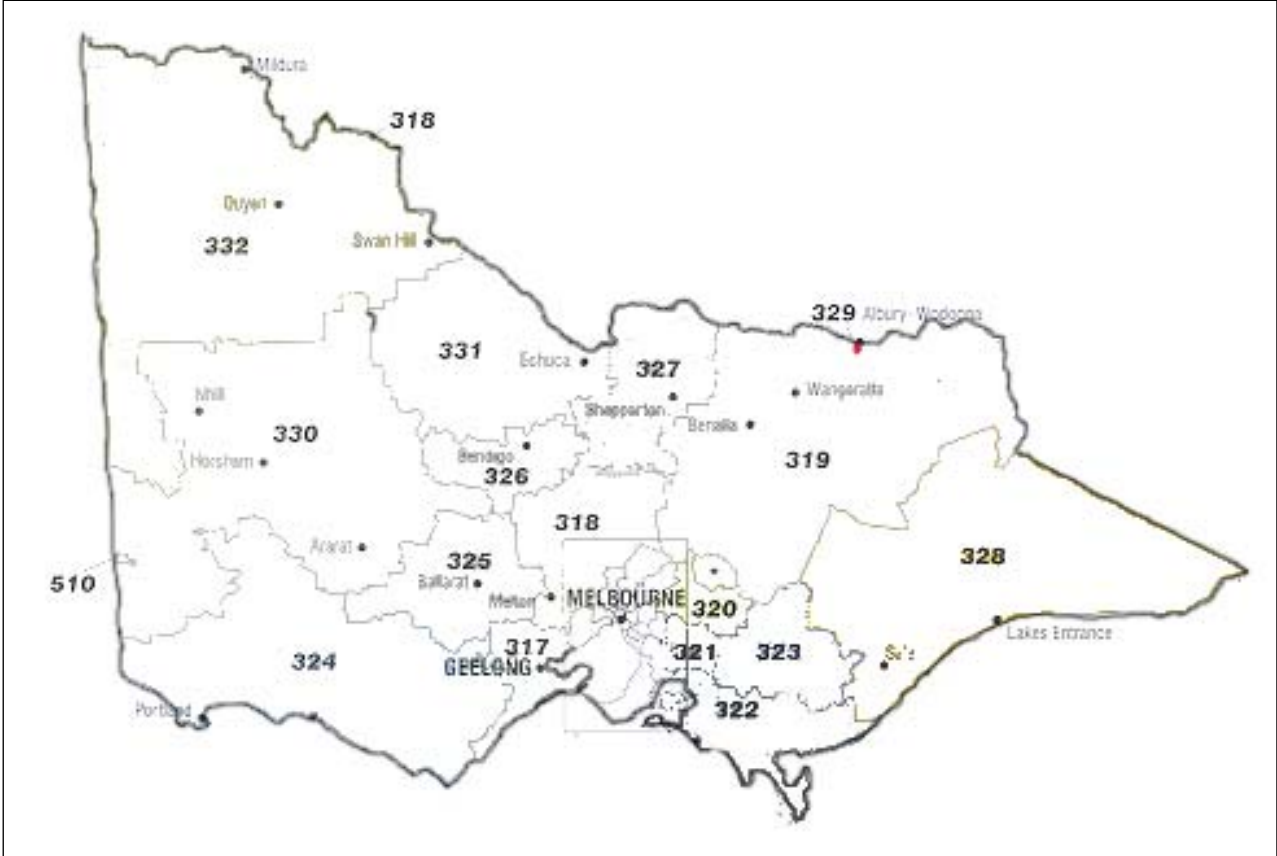


329 Albury-Wodonga

Wodonga

Border Division

Division of General Practice



Quick Contacts

Ph: 02 6049 1900
Fx: 02 6049 1999

Border Division

Division of General Practice

Suite 8

175 Lawrence Street

WODONGA VIC 3690

Ph: 02 6049 1900

Fx: 02 6049 1999

Division ID: 329

Population of the Division: 98,049 (2001 Census) 100,535

Number of GP members: 86 (75)

Number of practices: 27 (group 19; solo 8) (25 Practices, 16 group, 11 solo)

Estimated number of practicing GPs: 80 (72)

Number of female GPs: 27 (20)

Number of overseas trained doctors: 6 (19, 26%)

Number of FTE GPs: 55.3 (DoHA data 01-02 fin yr)

Ratio of population: 1:2200 Albury / Wodonga only (approx as large outlying catchment area)
Other towns within the Division not currently experiencing workforce problems

Number of public hospitals with 24 Hour EDs: 2

Number of private hospitals with 24 Hour EDs: 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? No

Is supporting after hours service delivery or development part of your 2003-2004 business plan? No Yes (MMLS) waiting for response to commonwealth submission.
Facilitating a review of GP's business models.

Useful demographic information

Albury Wodonga has an expected population growth over the next 10 years of 20000 due to recent business development (Woolworths distribution centre) due to location between major cities Melbourne and Sydney, this is in addition to normal population growth.

Student population add further strain to the existing GP workforce (Charles Sturt Uni, La Trobe, Rural clinical School, Albury and Wodonga TAFE's).

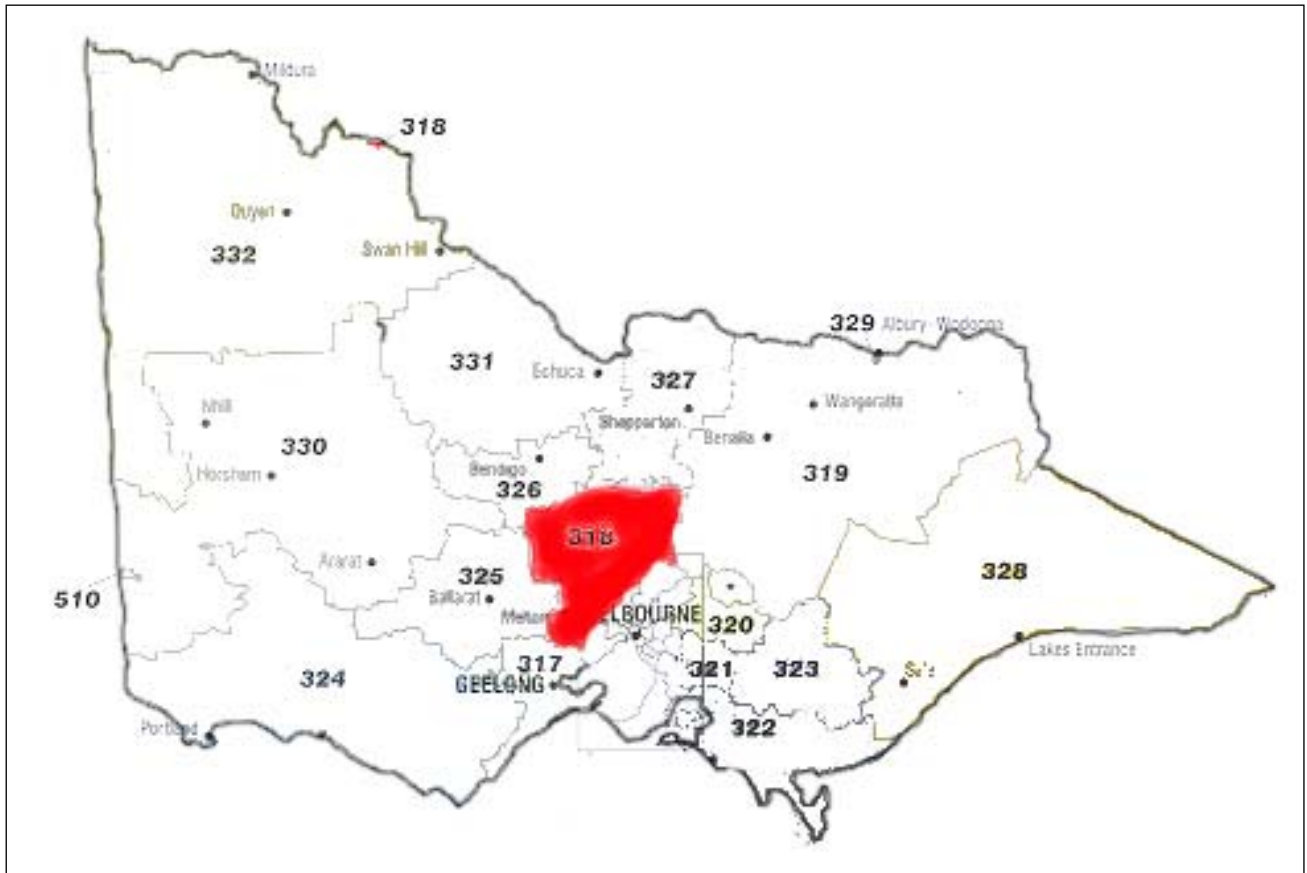
Large Defence force population. Defence personnel are cared for by defence force medical staff but families attend local general practices.

Patients residing in one state may not necessarily see a GP from the same state.

Services	Details of services	Information and background
<p>Wodonga 4 practices (~18GPs) have a roster. They will generally have an after hours clinic in their own practice. In some instances they will see the patients in the hospital. Unsociable hour calls not a problem; community is not felt to abuse it.</p> <p>4 clinics use the hospital with a written agreement (~9 GPs). Both the ED and the roster service have in place a system to fax information about after hours attendances back to the patients regular GP.</p>	<p>Wodonga After Hours is largely privately billed.</p>	<p>Wodonga Hospital would support the development of an after hours clinic. There is a long wait time for low acuity patients.</p>
<p>Albury Four or five on call systems in place. Some practices open into early evening. Small number of GPs do their own cover, generally they see their patients in their own clinics not in the hospitals</p>	<p>Albury After Hours is largely privately billed</p>	<p>Albury Wait time for low acuity patients is four to five hours</p>
<p>Surrounding Areas: One town has one large group practice, service is provided through the hospital and supported by nurse triage, community tends to ring in to the hospital rather than just presenting after hours . One town has some after hours cover with RN backup, all patients are seen at the hospital One town has no access within the town to a GP afterhours. New Practice in Howlong provides afterhours by phone diversion, patients are seen at the clinic. Two towns with solo GPs have access to GPs through the hospital which provides nurse triage. Outliers in rural communities generally go to the closest hospital</p>		

Central Highlands

Division of General Practice



Quick Contacts

Ph: 03 5428 4848
Fx: 03 5428 4842

Central Highlands

Division of General Practice

Upper Level
33 Brantome Street
GISBORNE VIC 3437
Ph: 03 5428 4848
Fx: 03 5428 4842
Division ID: 318

Population of the Division: 151,728 (2001 Census)

Number of GP members: 176

Number of practices: 48 (group 33; solo 15)

Estimated number of practicing GPs: 167

Number of female GPs: 62

Number of overseas trained doctors: 29

Number of FTE GPs: 102.46 (source DoHA 01-02 fin year)

Ratio of population to GPs:

Number of public hospitals with 24 Hour EDs: None

Number of private hospitals with 24 Hour EDs: None

Is the Division involved in the provision of AHPMC? Yes, current Commonwealth funded project to develop nurse triage within the division.

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

The Division covers an area of 6000 square kilometres and stretches from Melton, Bacchus Marsh and Sunbury north to Kyneton, Castlemaine and Daylesford, across to Seymour, Kilmore and Wallan. Within this circle lie the towns of Gisborne, Woodend, Lancefield, Romsey and Riddells Creek. The satellite towns of Sunbury (21,000) and Melton (35,000) have the largest populations within the Division. Each of these satellite towns is on the rural-urban fringe of Melbourne and the population figures include surrounding rural areas. The balance of the population is spread fairly evenly throughout the Division.

Services	Details of services	Information and background
<p>Sunbury A majority of practices use the services of deputising agencies.</p>	<p>Melbourne Locum service is predominant service use.</p>	<p>There are limited after hours service in Sunbury and no public hospital facilities. Melbourne locum service provides a visitation service that extends no further than Sunbury at this stage.</p>
<p>Romsey and Woodend After hours cover is generally provided through on call rosters. Two clinics have a deputising agency taking calls after 11pm; they provide lay triage and patients are linked through to the doctor as required. GPs are on call between one in 3 and one in 6.</p>	<p>Majority of billing is private after hours. Riddell's Creek practice also uses Melbourne Locum Service for Sunbury patients and practice staff provide after hours service to patients in the Riddell's Creek area and surrounds.</p>	<p>One of the key practitioners in Riddells Creek has a large Sunbury patient base – for these patients the Melbourne Locum Service is available. Brooke Street practice (Woodend) has a large number of GPs on call and a rotating roster – which allows a GP to be contacted via a mobile telephone.</p>
<p>Kyneton Co-operative on call roster, the GP on call is on call for all practices and the hospital</p>	<p>Rotating roster for Hospital on-call. Patients referred to the Hospital after-hours, GPs contacted if necessary.</p>	<p>Kyneton Hospital has a nurse on 24 hours a day with a GP roster. After Hours Service (nurse Triage Project) will commence on Monday 1/12/03 and provide additional support. Will later be extended to other areas in the Macedon Ranges.</p>
<p>Gisborne. Melbourne Locum Service, local GPs for local patients.</p>	<p>Main practice uses Melbourne Locum Service to screen calls, GP contacted if necessary, Sunbury clients have option of locum visit. Two smaller practices share after/hours call – rotation between 2 GPs.</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: mmls@access.net.au www.melbournemedicallocums.com.au</p>		

Central-West Gippsland

Division of General Practice

42-44 Fowler Street

MOE VIC 3825

Ph: 03 5126 2899

Fx: 03 5126 2890

Division ID: 323

Population of the Division: 107,944 (2001Census)

Number of GP members: 94

Number of practices: 28 (group 22; solo 6)

Estimated number of practicing GPs: 94

Number of female GPs: 27

Number of overseas trained doctors: 34

Number of FTE GPs: 73.83 (source DoHA 01-02 fin year)

Ratio of population to GPs: 1:1462

Number of public hospitals with 24 Hour EDs: Two

Number of private hospitals with 24 Hour EDs: None

Is the Division involved in the provision of AHPMC? Yes

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

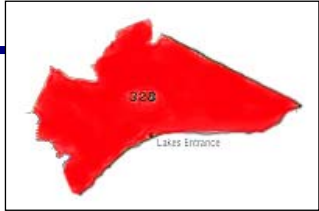
Useful demographic information

The area of the Division predominantly includes the areas included in the Shires of Baw Baw and Latrobe.

Most population is concentrated in the townships of Moe/Newborough, Morwell, Traralgon and Warragul, which cover about 5% of the Division area. The remaining population resides in smaller towns and villages, or on the flat, undulating and hilly to mountainous farming country which covers about 85% of the Division area. The balance of the area, about 10%, is State Forest.

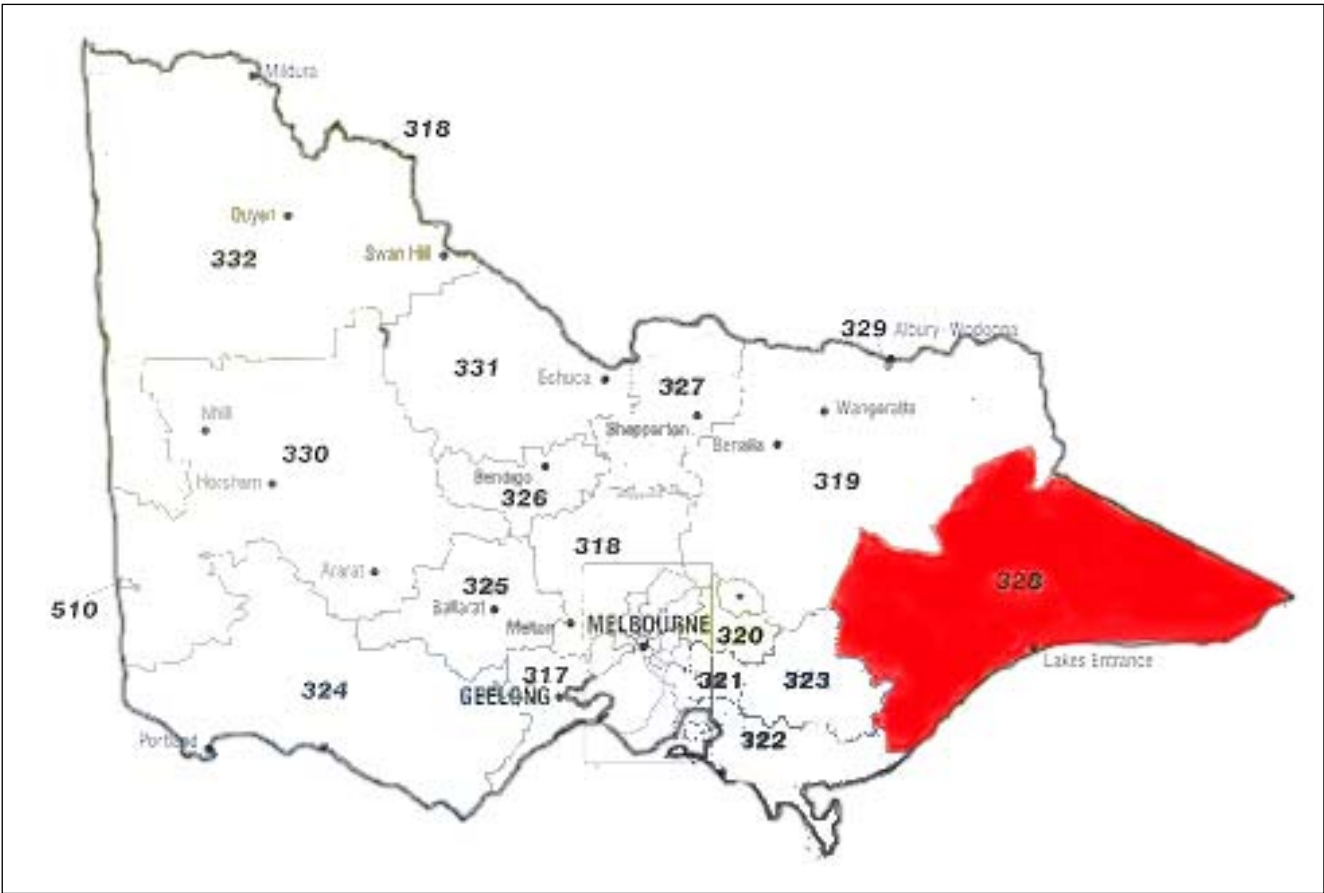
The Division is predominantly located within the area bounded to the north and south by mountain ranges, that is, the Great Dividing Range and the Strzelecki Ranges.

Services	Details of services	Information and background
<p>Moe After Hours Medical Service Serves the population of Moe and Newborough 15 GPs on the roster; all practices cooperate. GP on roster is available for Moe/Newborough police/ nursing homes/ palliative care. Closest hospital 25 km, 20 minute drive AHPMC patients are encouraged to call before attending the clinic. GPs not on site all the time, come in when there are a few people there or needed. They are on call until 8am for a selected number of services. Three nurses share the roster .</p>	<p>Auspicing body – Latrobe Community Health Centre Doctors bulk bill Division supplies administration of roster. Practice nurse and admin funded by DHS through Community Health.</p> <p>Opening times: Week nights 7.30-10.30pm Saturdays 4.30-10.30pm Sundays 2.30-10.30pm</p> <p>Radiology and pathology are not available, patients go to Latrobe Regional Hospital or West Gippsland Hospital.</p> <p>Education through the local paper, LCHS pamphlet, lots of advertising. Also advertise no drugs and that it is not an emergency department.</p> <p>Rear access for GP. Telephone triage prior to presentation. Lock down procedures.</p>	
<p>Latrobe Regional Hospital 24 hour ED</p>		
<p>Other Areas within the Division: One large town the main roster is based around the ED. In other towns there is a mixture of cover from the practice (including some solos) and shared rosters (some between towns) with a small number of extended hours clinics.</p>		



Eastern Gippsland

Division of General Practice



Quick Contacts

Ph: 03 5153 0383

Fx: 03 5153 0384

Eastern Gippsland

Division of General Practice

87a Main Street

BAIRNSDALE VIC 3875

Ph: 03 5153 0383

Fx: 03 5153 0384

Division ID: 328

Population of the Division: 74,266 (2001 Census)

Number of GP members: 84

Number of practices: 27 (group: 16; solo 7)

Estimated number of practicing GPs: 84

Number of female GPs: 24

Number of overseas trained doctors: 9

Number of FTE GPs: 53.42 (DoHA data 01-02 fin yr)

Ratio of population to GPs: 1:1390

Number of public hospitals with 24 Hour EDs: Two

Number of private hospitals with 24 Hour EDs: None

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

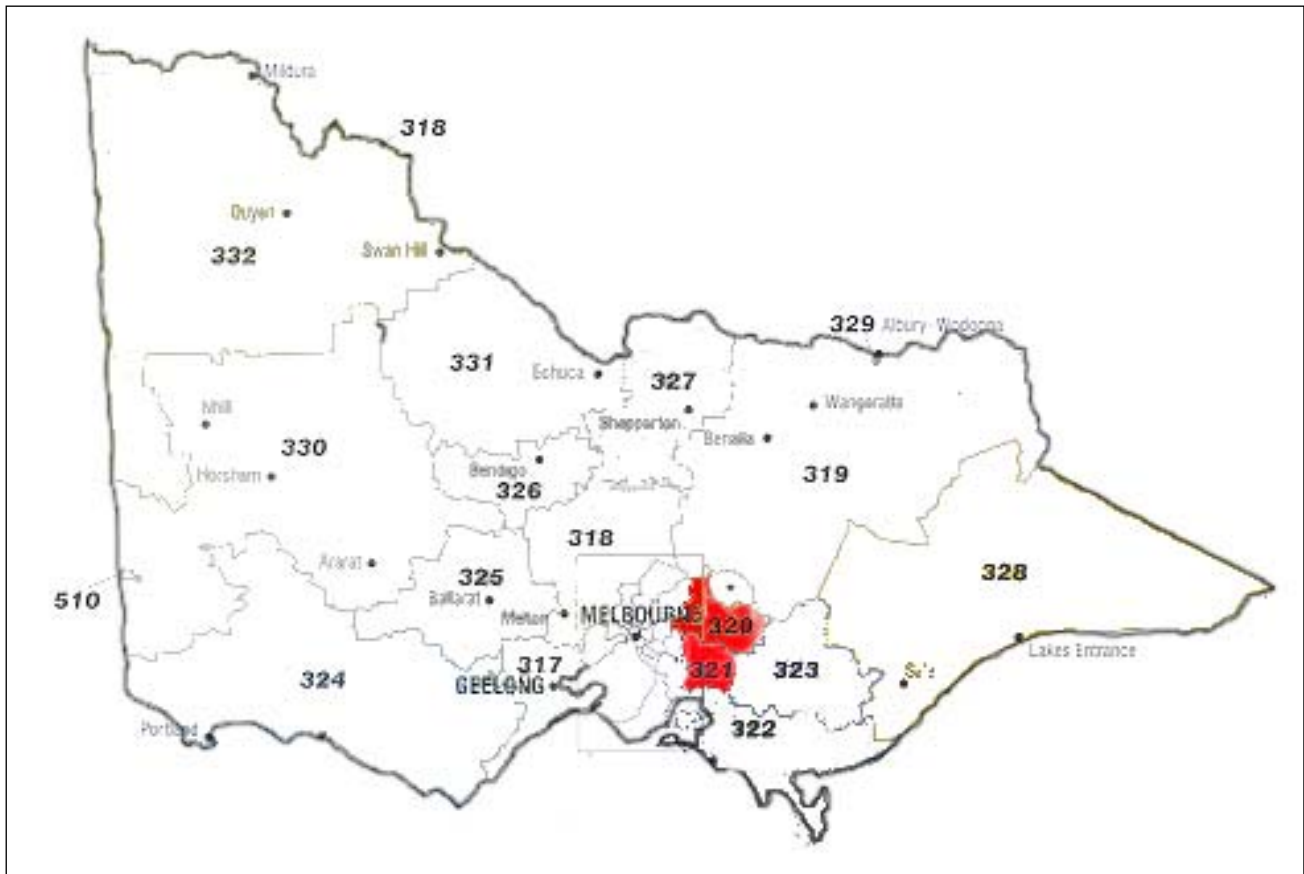
The East Gippsland region includes two local government areas - the Shires of Wellington and East Gippsland. Most of the population lives in the towns along the highway. Sale and Bairnsdale are home to half the region's population and most of the health and support services. It has a landmass of 27,778 square kilometres, which equates to 12.5% of all Victoria.

Includes RAF and prison-based GPs.

Services	Details of services	Information and background
<p>3 towns have hospitals with EDs, in two of these GPs provide the after hours cover. There is variable GP involvement in the hospital rosters. The practices in these towns generally also provide their own or share with other practices. There are some GPs who provide no after hours cover, the majority of these are in Bairnsdale.</p>	<p>Real mix within the division, some bulk billing and some private billing. Most who private bill will discretionarily bulk bill patients.</p>	<p>24 hr EDs at Sale, Bairnsdale. Mix of people ringing their GP and those who present to ED.</p>
<p>Three towns: the GPs provide care through rosters with varying degrees of cooperation.</p>		
<p>Five towns and many hamlets would have to travel to the nearest hospital for medical assistance.</p>		

Eastern Ranges GP Association

Division of General Practice (320 and 321)



Quick Contacts

Ph: 03 9739 6751

Fx: 03 9739 6791

Eastern Ranges GP Association

Division of General Practice

Unit 2

28 John St

LILYDALE VIC 3140

Ph: 03 9739 6751

Fx: 03 9739 6791

Division ID: 320

Population of the Division: 195,000 (information from Division website)

Number of GP Members: 200

Number of practices: 68

Number of practicing GPs: 185

Number of female GPs: 45

Number of overseas trained GPs: 5

Number of FTE GPs: 118

Ratio of population to GPs: 1:1700

Number of public hospitals with 24 Hour EDs: 0

Number of private hospitals with 24 Hour EDs: 0

Is the Division involved in the provision of AHPMC? No

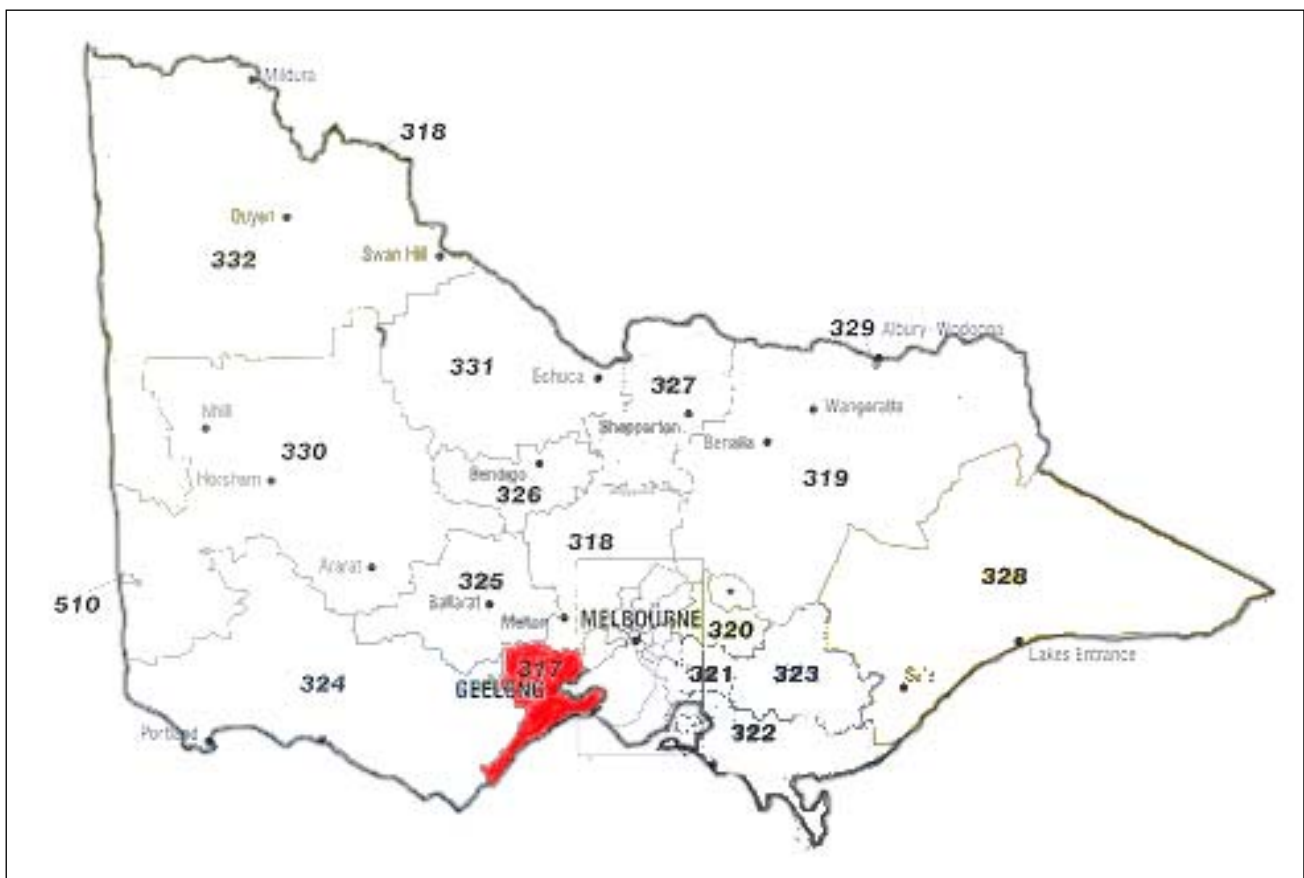
Did the Division receive any funding from AHPMC grant rounds? No

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

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

Services	Details of services	Information and background
<p>Very little in the way of extended hours within the division. Can be broken up into 4 main regions Lilydale, Croydon area The two main models of care in this are deputising to a locum service or rostered care from within the practice. There are a number that refer to hospital and a small number that provide no service.</p> <p>Pakenham area Pakenham has access to locum services and some doctors use this. Alternatively it is largely from within the practice. Outside Pakenham itself the service is largely from within the practice</p> <p>Healesville area After hours care is thought to be largely from within the practice but there are examples of shared practice rosters. GPs are on a roster to provide service to the Healesville hospital, where the nurses provide a degree of informal nurse triage.</p> <p>Monbulk area There is a clinic that runs from 4pm – 8pm. Most practices provide cover from within the practice. 1.5 hours to closest hospital.</p> <p>There are a significant number of hamlets with no general practice services</p>	<p>Almost entirely private billing, only 2 practices that are known to bulk bill. However within the private billing practices most will bulk bill on a discretionary basis. Nurses at the Healesville hospital provide informal triage which is backed up a GP roster. Most GPs do their own telephone triage Pharmacy –some to 9pm. Nunawading Knox City midnight outside division Pakenham till 8pm Some on boundaries. Effectively limited access and requiring private transport to access.</p> <p>Pathology & Radiology would only be available through the 24hr hospitals.</p>	<p>There are no hospitals within the boundaries of the division but several on the borders: Mooroodah, Box Hill and Angliss.</p> <p>Large mental Health issues, high numbers of individuals with mental health problems.</p> <p>CAT team is based in Box Hill hospital. 1 hr 30 mins from Healesville and further to some areas of the division.</p> <p>Limited access to psychiatric advice for GPs – this issue is being addressed.</p> <p>Workforce is a major problem in the division</p> <p>Distance, difficulties with roads and locating houses for home visits, make it very time consuming.</p> <p>There are real concerns about the safety of GPs visiting alone. There are a significant number of patients with mental health, drug and alcohol problems.</p> <p>Distance in terms of co-ordination, no physical base to co-ordinate services from. Significant hamlets without GPs and no public transport. Often poor SE Groups Distance – effectively no public transport - Often won't follow up with tests and specialists due to transport difficulties.</p> <p>Aboriginal population in Healesville – indigenous service available in hours but not 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: mmls@access.net.au www.melbournemedicallocums.com.au</p>		

General Practitioners Association of Geelong



Quick Contacts

Ph: 03 5229 1922

Fx: 03 5223 2209

General Practitioners Association of Geelong

105 Yarra Street
GEELONG VIC 3220
Ph: 03 5229 1922
Fx: 03 5223 2209
Division ID: 317

Population of the Division: 220,490 (2001 Census)

Number of GP members: 205

Number of practices: 67 (group 58; solo 9)

Estimated number of practicing GPs: 205

Number of female GPs: 45

Number of overseas trained doctors: 7

Number of FTE GPs: 151.25 (source Division survey May 03)

Ratio of population to GPs: 1:1458

Number of public hospitals with 24 Hour EDs: 1

Number of private hospitals with 24 Hour EDs: 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

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

Useful demographic information:

The Geelong Region is growing at an annual rate of 0.59%p.a. (Source City of Greater Geelong)

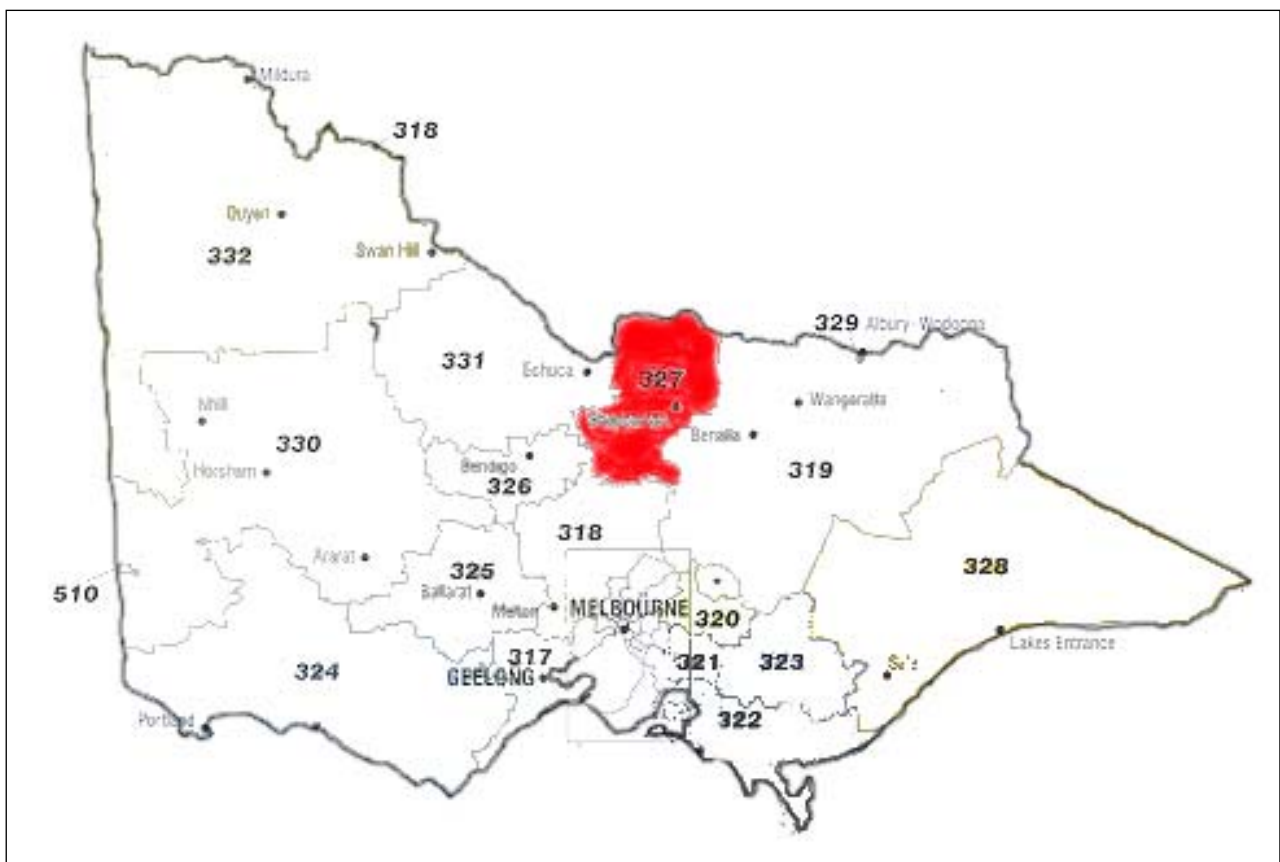
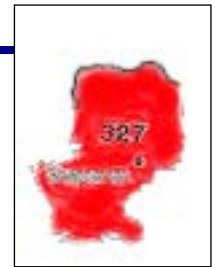
This equates to an increase in population of 1036 persons per year, which means the Division needs a new FTE GP each year, let alone catch up from the ratio of 1:1458.

This area has a large holiday (Dec-Jan) population, with increase in population from 220,490 to 310,956 in this time (Source City of Greater Geelong: peak overnight population) which increases demand for medical services both in general practice and on the A&E department. Locum support is difficult to obtain.

Services	Details of services	Information and background
<p>~ 70% of division GPs provide AH care through a cooperative roster system; with a number of consortia sharing the burden of after hours care.</p> <p>One Clinic uses a locum agency (MMLS) to provide lay triage after hours - GPs do tele-triage and will do home visit as required.</p> <p>~ 10% don't provide cover from within the clinic</p>	<p>These private practices in general do not bulk-bill after-hours services.</p> <p>Average call out/ Home visiting fee \$100 plus probably close to \$120.</p> <p>Most doctors are cognisant of patients ability to pay and will consider bulk-billing any individuals unable to pay.</p>	<p>Geelong Hospital has 24 hour ED. They state they see a lot of GP type patients many of whom are visitors particularly in summer. The Geelong Hospital has not been cooperative in setting up an AH clinic until recent announcements by State Health Minister.</p> <p>There are considerable problems associated with staffing and charging a cooperative AH clinic and cooperation with local GPs is not assured.</p> <p>✦ No ED for GPs at ST JoG, No ED at all at Geelong Private.</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: mmls@access.net.au www.melbournemedicallocums.com.au</p>		
<p>Australian Locum Medical Services 293 Royal Parade Parkville VIC 3052 038341 1200</p>	<p>ALMS bulk-bill in AH service ALMS provide an AH car-based visiting service, utilised by about 20% of GPs.</p>	
<p>4 Extended hours clinics (soon 5): 1 in Belmont open until 10pm 2 in the City close to Hospital – open until 10pm 1 in Corio open until 9 pm 1 new clinic about to open in February 2004 close to Hospital</p>	<p> Bulk-bill during day, fee after hours and weekends Non bulk-billing except in extenuating circumstances</p>	<p>Bulk billing rates in this region have changed from 82% to 65 % in the last 6 months since the medical indemnity changes; it is unlikely that the new Medicare package.</p>
<p>Australian Locum Medical Service (ALMS) 293 Royal Parade Parkville VIC 3052 03 52436782</p>		

Goulburn Valley

Division of General Practice



Quick Contacts

Ph: 03 5831 5399

Fx: 03 5831 5398

Goulburn Valley

Division of General Practice

226 Wyndham Street
SHEPPARTON VIC 3630
Ph: 03 5831 5399
Fx: 03 5831 5398
Division ID: 327

Population of the Division: 101,850 (2001 Census)

Number of GP members: 82

Number of practices: 23

Estimated number of practicing GPs: 92

Number of female GPs: 27

Number of overseas trained doctors: 22

Number of FTE GPs: 53.37 (source DoHA 01-02 fin year)

Ratio of population to GPs: 1:1908

Number of public hospitals with 24 Hour EDs: One

Number of private hospitals with 24 Hour EDs: None

Is the Division involved in the provision of AHPMC? Yes

Did the Division receive any funding from AHPMC grant rounds? Yes, infrastructure grant 2001.

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?

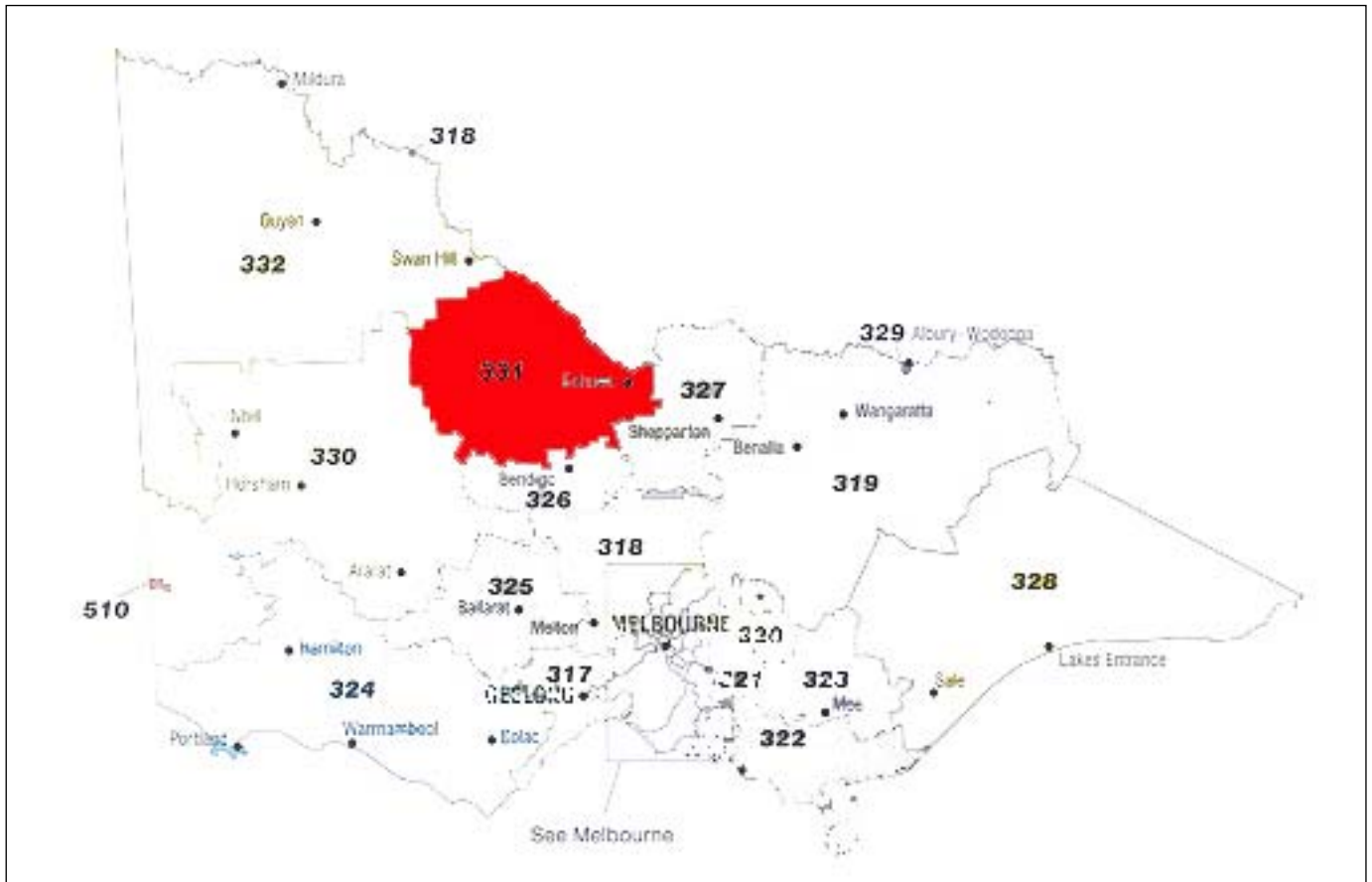
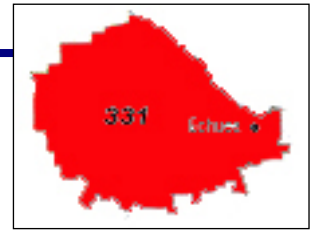
Useful demographic information

45% NESB population Turkish – Italian.
6,000 Aboriginal - highest outside Metro Melbourne.
Turkish – largely Muslim population

Services	Details of services	Information and background
<p>Shepparton. After Hours Clinic in Shepparton Many doctors still provide their own services with varying degrees of cooperation between practices 3 biggest clinics 6-10 GPs have their own roster GPs take calls directly after hours</p> <p>Towns with hospitals Cobram Kyabram Seymour GP roster for after hours</p> <p>Towns without hospitals Rushworth, Tatura and Murchison GPs provide their own cover</p> <p>Also small hamlets with no GPs</p>	<p>After hours cooperative. Goulburn Valley Division of General Practice auspices the service. Either appointments or direct presentation. ED can refer; ED tend to ring through patients that decide to go to the clinic Surgery Home visits available. Message after closing to inform patients to either go to ED or phone GP on-call, the information also includes the cost of the home visit. Policy that if doctors doing home visits are escorted by security guard. Repeat appointments, other than for episodic after hours care, discouraged by GP & receptionist \$40 co-payment for standard consultation GPs paid hourly rate plus 100% of home visits & after hours visits (i.e. after 10.30 PM) Communication: Fax back to regular GP where patient consents</p>	<p>Service was established with a \$50,000 grant from the Department of Health & Ageing. After Hours GP Medical Centre, situated within Shepparton Private Hospital. Loss of approximately \$40,000 in first year of operation. Patient numbers growing consistently with a similar trend to the first two years of operation of the Eastern Suburbs cooperative. Two of the larger Shepparton practices have joined the cooperative in November 2003, which is expected to further increase patient numbers.</p>

Murray Plains

Division of General Practice



Quick Contacts

Ph: 03 5456 4086
Fx: 03 5456 4087

Murray Plains

Division of General Practice

51 King Edward Street

COHUNA VIC 3568

Ph: 03 5456 4086

Fx: 03 5456 4087

Division ID: 331

Population of the Division: 64,314 (2001 Census)

Number of GP members: 89

Number of practices: 21 (group 12; solo 9)

Estimated number of practicing GPs: 58

Number of female GPs: 13

Number of overseas trained doctors: 8 currently on schemes or programs.

Number of FTE GPs: 54.2 EFT as at 30/12/03

Ratio of population to GPs: 1:1634

Number of public hospitals with 24 Hour EDs: 1

Number of private hospitals with 24 Hour EDs: N/A

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

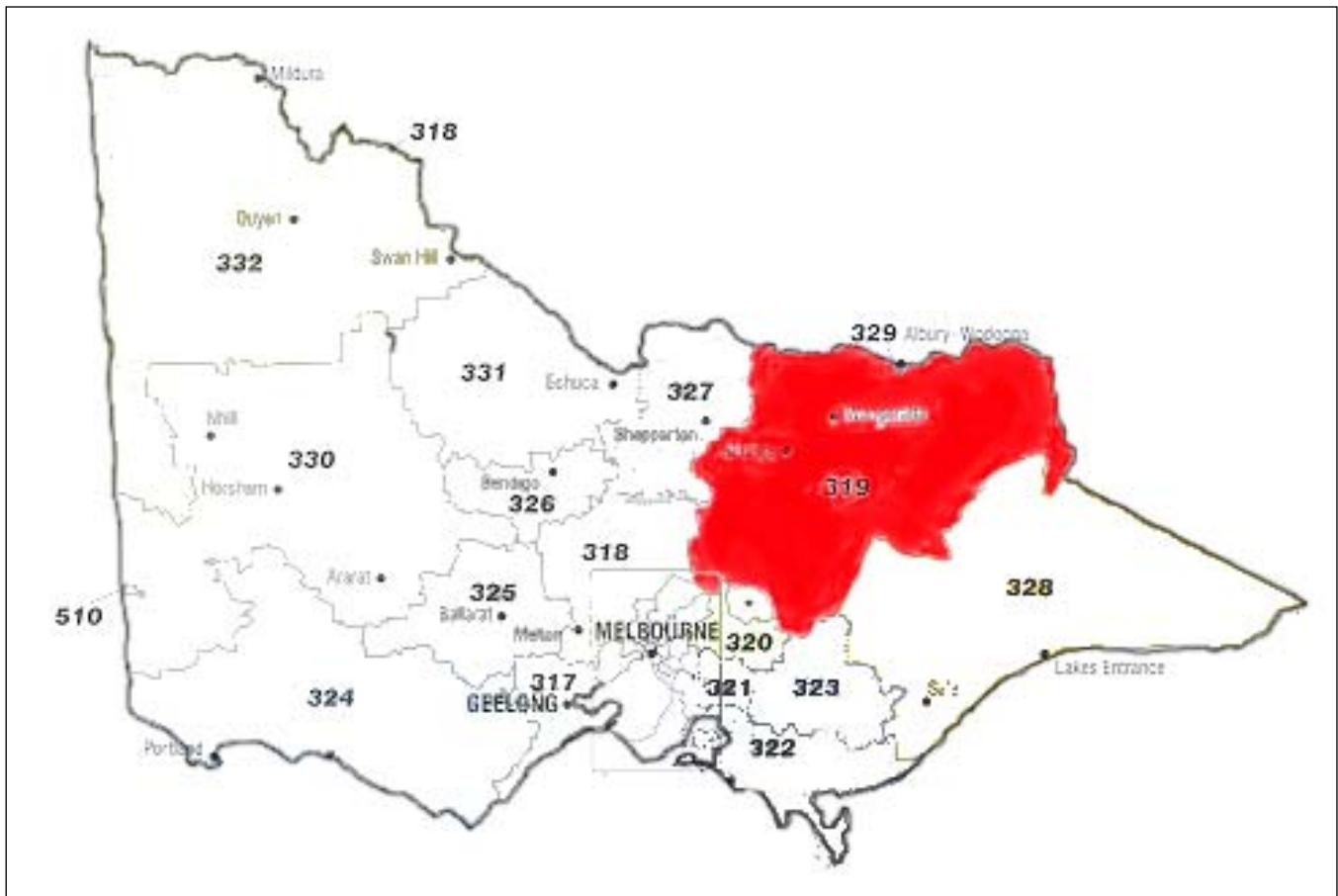
The Murray-Plains Division runs along the Murray River encompassing communities in both Northern Victoria and Southern New South Wales.

Services	Details of services	Information and background
<p>Echuca (14-15 FTE GPs) ED with onsite medical coverage – registrars and residence – cover for ED and ward work. GPs on call to back up the on site services</p> <p>Deniliquin (6-7 FTE)–GP roster all participate Usually asked to front at the ED and then GPs are called in.</p> <p>3 towns (all less than 4 GPs) provide after hours cover through GPs rostered to the hospital, all GPs participate</p> <p>1 town has a shared roster</p> <p>1 town and many hamlets have no after hours cover.</p>	<p>Everyone finds it hard to access, very limited public transport, basically you need private transport to be able to access the services. Usually only one taxi per town or might have to come from outside the town</p> <p>Koori community has difficulty – a lot don't have cars or access to one, finances and accessing taxis is also problematic for this group Problems getting home for individuals who have arrived in an ambulance if the ambulance doesn't wait, this is particularly the case for elderly or limited mobility individuals</p> <p>Cross border issues, particularly with ambulance services.</p>	<p>Echuca 24 hr ED Most towns have a hospital through which ahs services are delivered Some hamlets without any after hours service, these individuals generally have to attend the closest ED</p>



North East Victoria

Division of General Practice



Quick Contacts

Ph: 03 5754 1226

Fx: 03 5754 1225

North East Victoria

Division of General Practice

Kiewa Valley Highway
TAWONGA SOUTH VIC 3698
Ph: 03 5754 1226
Fx: 03 5754 1225
Division ID: 319

Population of the Division: 104,376 (2001 Census)

Number of GP Members: 125

Number of practices: 29 (group 26; solo 3)

Estimated number practicing GPs: 125

Number of female GPs: 34

Number of overseas trained GPs: 10

Number of FTE GPs: 76.65 (source DoHA 01-02 fin year)

Ratio of population to GPs: 1: 835 (Note this is not full time FTE = $104,376 / 76.65 = 1,362$ this represents actual GP services available to communities.)

Number of public hospitals with 24 Hour EDs: 1

Number of private hospitals with 24 Hour EDs: 0

Is the Division involved in the provision of AHPMC? No

Did the Division receive any funding from AHPMC grant rounds? Initial seeding grant.

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>All practices provide 24 hour cover: 1/3rd from within the practice (including 3 solos) 2/3rd on roster with other practices. GPs will either provide telephone advice, ask them to come to the local hospital or provide a home visit depending on the circumstance. 3/4's of GPs in the division participate on the after hours roster. Those who work part time are less likely to participate. All hospitals except Wangaratta rely on the local GPs for after hours cover. There are varying degrees of hospital support</p>	<p>Most try to private bill but there is discretionary bulk billing of patients as appropriate Depending on the town, some largely sporting but also paediatric patients and a blend of other demands.</p> <p>1 24 hour public funded ED at Wangaratta</p>	
<p>The majority of Practices providing after hours care and service to their patients have a recorded message on the Practice phone number, advising patients to either:</p> <ul style="list-style-type: none"> • Phone the Practice in hours if the matter is non-urgent, • contact the GP on call on a specific number for further advice if needed, or call the ambulance if the matter is urgent and go straight to the nearest hospital for attention. 		

Otway

Division of General Practice

159 Manifold Street
CAMPERDOWN VIC 3260
Ph: 03 5593 2684
Fx: 03 5593 2860
Division ID: 324

Population of the Division: 120,737 (2001 Census)

Number of GP members: 128

Number of practices: 35 (group 24; solo 11)

Estimated number of practicing GPs: 115

Number of female GPs: 21

Number of overseas trained GPs: 8

Number of FTE GPs: 85.53 (source DoHA 01-02 fin year)

Ratio of population to GPs: 1:1412

Number of public hospitals with 24 Hour EDs: 11

Number of private hospitals with 24 Hour EDs: 0

Is the Division involved in the provision of AHPMC? No

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

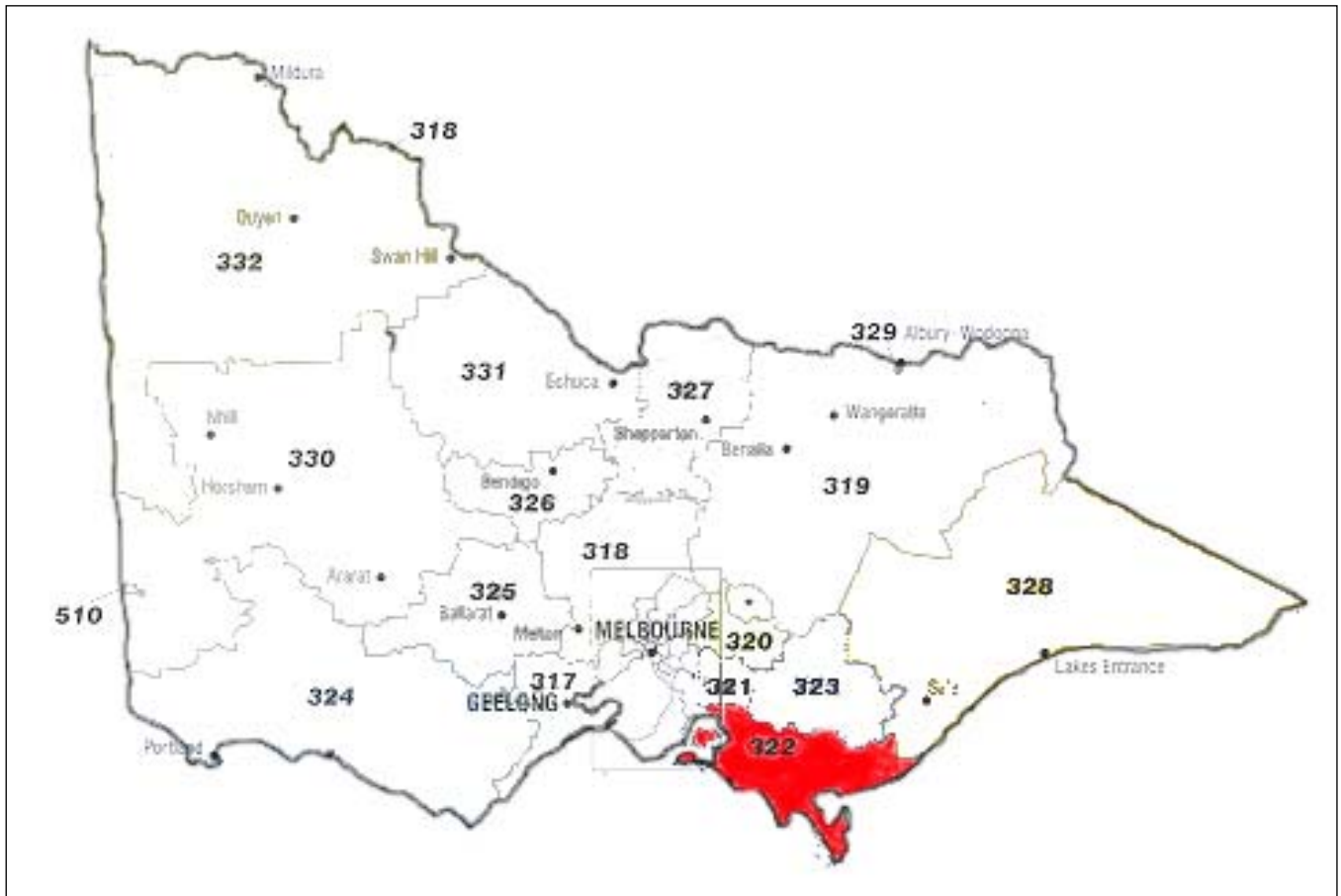
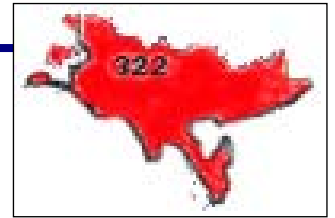
Was supporting after hours service or service development part of your 2002-2003 business plan? Yes

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

Services	Details of services	Information and background
<p>After hours issues significant in recruitment and retention. No particular after hours clinics within the division. Most after hours is provided by the GPs. Some practices do their own, some are on rosters and many work in with the local Hospital ED. Some do not provide cover for all hours in which case residents would have to go to the closest emergency department. Where at all possible, patients are seen at the hospital, most doctors will provide home visits if appropriate. Most local hospitals will have a GP roster, varying percentages of the GPs whose patients fall into the ED catchment participate on the roster. Warrnambool has a funded 24 hour ED.</p>	<p>Warrnambool has 24 hr ED GPs provide after hours services at EDs to the following hospitals: Winchelsea Lorne Apollo Bay Colac Timboon Camperdown Terang Port Fairy Portland Peshurst Hamilton</p>	

South Gippsland

Division of General Practice



Quick Contacts

Ph: 03 5674 3105
Fx: 03 5674 3124

South Gippsland

Division of General Practice

11 Williams Street

INVERLOCH VIC 3996

Ph: 03 5674 3105

Fx: 03 5674 3124

Division ID: 322

Population of the Division: 63,185 (2001 Census)

Number of GP members: 68

Number of practices: 17 (group 13; solo 4)

Estimated number of practicing GPs: 74

Number of female GPs: 19

Number of overseas trained doctors: 11

Number of FTE GPs: 45.54 (source DoHA 01-02 fin year)

Ratio of population to GPs: 1:1387

Number of public hospitals with 24 Hour EDs: None

Number of private hospitals with 24 Hour EDs: None

Is the Division involved in the provision of AHPMC? No

Did the Division receive any funding from AHPMC grant rounds?

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

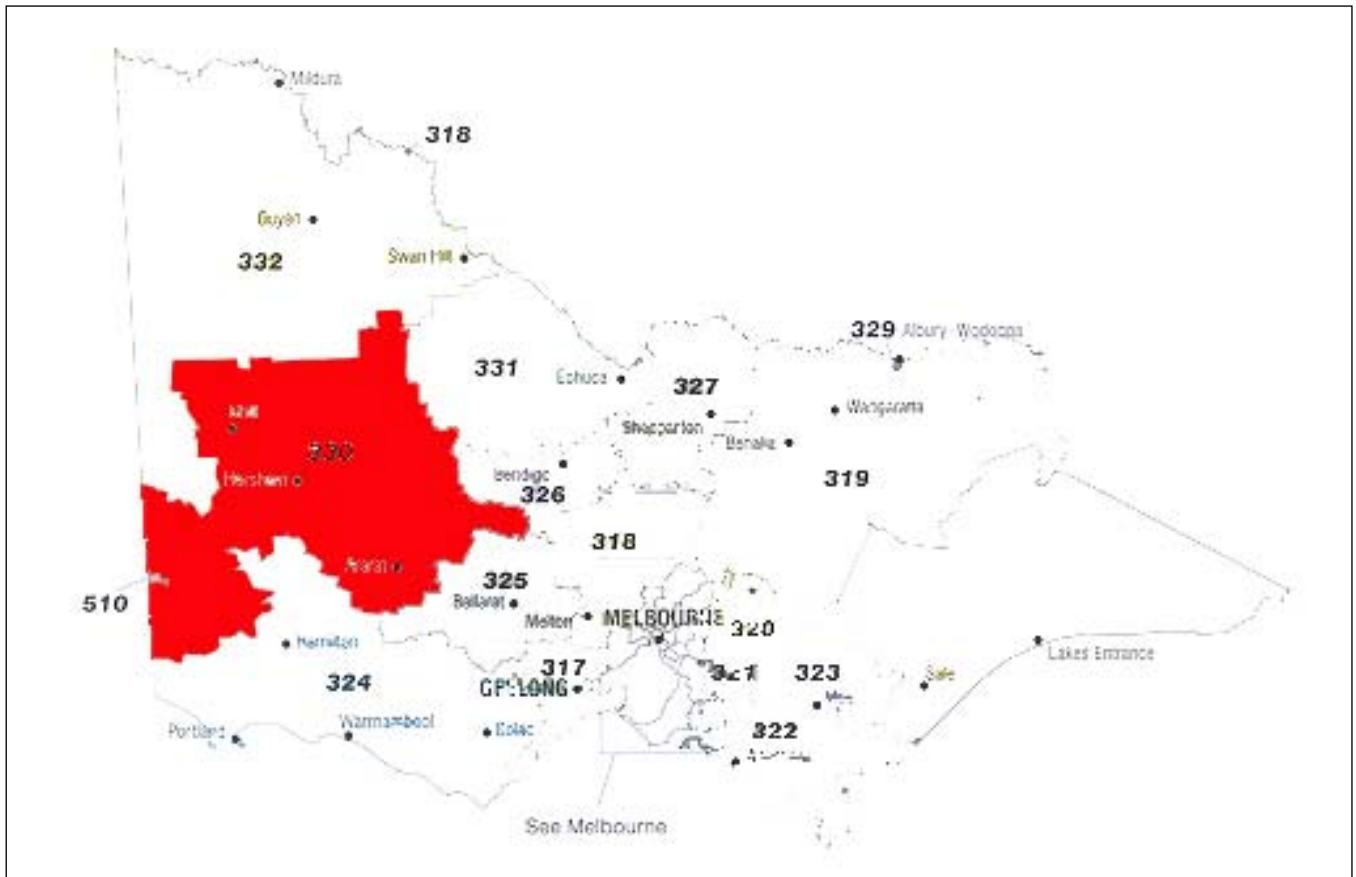
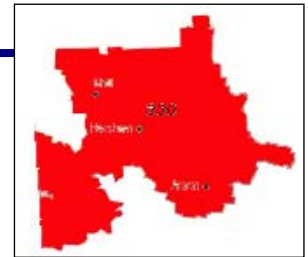
Useful demographic information

The South Gippsland Division of General Practice encompasses the geographical area bounded by Phillip Island in the West, Lang Lang, Mirboo North and Boolarra to the north, Yarram to the east and Wilsons Promontory in the South, an area of approximately 41,000 square kilometres. The Division encompasses Bass Coast and South Gippsland Shires and a small area of Cardinia, and Wellington Shires. The major towns within this area are Cowes, San Remo, Wonthaggi, Korumburra, Leongatha, Inverloch, Foster and Yarram with a significant population in the locality of Bailes. There are only two towns with a population of over 5000 - Wonthaggi and Leongatha.

Services	Details of services	Information and background
<p>Currently most after hours is accessed through the hospital. All but one hospital provide nurse triage. Medical backup is through GP rosters.</p> <p>Not all GPs participate in the rosters.</p> <p>Some GPs provide direct care to their patients.</p> <p>Some extended hours provided by clinics.</p>	<p>Largely private billing.</p>	<p>Wonthaggi Medical Centre open until 8pm. Most other centres open until 6pm.</p>

West Victoria

Division of General Practice



Quick Contacts

Ph: 03 5352 4804
Fx: 03 5352 5495

West Victoria

Division of General Practice

Division of General Practice

103 Barkly Street

ARARAT VIC 3377

Ph: 03 5352 4804

Fx: 03 5352 5495

Division ID: 330

Population of the Division: 77,814

Number of GP members: 76

Number of practices: 25 practices on 30 campus sites (15 group on 19 sites; 10 solo on 11 sites)

Estimated number of practicing GPs: 76

Number of female GPs: 15

Number of overseas trained doctors: 30

Number of FTE GPs: 57.42 (DoHA data 01-02 fin yr)

Ratio of population to GPs: 1:1024

Number of public hospitals with 24 Hour EDs: One

Number of private hospitals with 24 Hour EDs: 0

Is the Division involved in the provision of AHPMC? Yes

Did the Division receive any funding from AHPMC grant rounds? The Division service has been a part of the after hours primary medical care trials.

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

87% of Division GPs also work in the hospital environment

West Vic Division of General Practice population is spread over 62,500 kms²

West Vic Division of General Practice has a declining, but ageing population with a life expectancy below the state average.

Services	Details of services	Information and background
<p>The main service delivery is through the <i>Grampians After Hours Primary Medical Care Service</i>. This is a telephone service which runs from 6.00pm to 8.30 am, 7 days a week. Participating GPs' and hospitals' phones are put through to the service.</p> <p>GP backup for those who require attention before the next working day are seen by GPs in the participating towns on a roster system (not all GPs participate on the roster).</p> <p>Participating towns in the division Beaufort, Ararat, Stawell, Horsham, Casterton, Coleraine, Edenhope, Minyip, Murtoa, Rupanyup, Warracknabeal, Hopetoun, Nhill</p> <p>Soon to participate- St Arnaud, Donald and Birchip. The plan is to set up in the same way as Warracknabeal.</p>	<p>There is no consumer charge for the nurse triage. GP billing is individually determined but almost exclusively private billing after hours.</p> <p>After hours calls to GPs have been reduce by over 60%. Specifically 49% of clinical calls are handled by the triage nurse over the phone and therefore do not require face to face consultation. A further 12% are asked to attend the ED and handled by the rostered nurse. Ultimately only 39% of calls require GP contact.</p>	<p>The Grampians After Hours Primary Medical Care Service has successfully demonstrated a improvement in the provision and acceptability of after hours services from a GP, consumer and hospital perspective.</p> <p>General Practitioners have indicated that the service is the difference between them leaving the region and staying and that the service is a significant recruitment tool for enticing new GPs to the region. The recent West Vic Division of General Practice annual membership survey found that of divisional activities they most valued the after hours service. It is reassuring to participating GPs that they have the support of highly skilled nursing professionals to respond to after hours calls. The added benefit is having the skills extended to other nurses in the emergency areas.</p> <p>Consumers have also welcomed the service with comments that the service provides them with peace of mind, is like an extra neighbour and offers significant reassurance and advice. The service offers a highly professional and competent 24 hour service from an experienced locally trained health provider. This occurs in a setting with falling bulk billing rates, GP workforce issues and a general diminishing rural health services.</p> <p>Further success of the service is provided by the fact that GPs and hospitals right across the region have joined and are actively participating in the service. The hospitals view this as a very positive program as it improves the retention of GPs, the skills of existing nursing workforce and has the potential to assist in controlling attendances to their emergency services.</p>