

Section 4: Service Provision and Access to Services

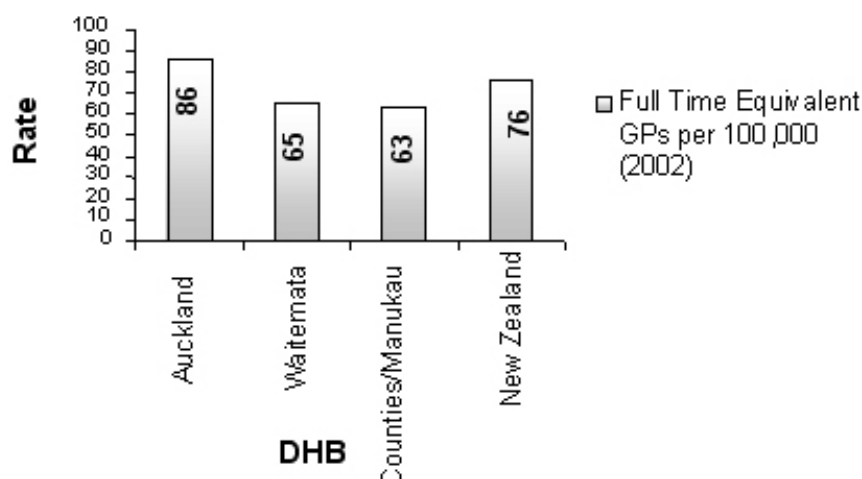
Access to GPs

GPs are part of the frontline of the primary health team. The number of GPs per head of population is used as a measure of access to primary healthcare services.

Number of GPs per Head of Population

Auckland District Health Board (DHB) has a higher number of full time equivalent GPs per 100,000 population than other DHBs in the area, or nationally. This may be demand driven, with people living outside of the DHB using GP services closer to where they work or socialise, within the Auckland DHB area.

Figure 70 Full Time Equivalent GPs Per 100,000 (2002)



Source: NZ Medical Council, July 2004

Experience of Barriers to Usage of General Practitioners

A survey of Auckland City residents found that a fifth (20%) reported that, in the preceding 12 months, there had been at least one instance when they had wanted to visit a doctor but had not done so.

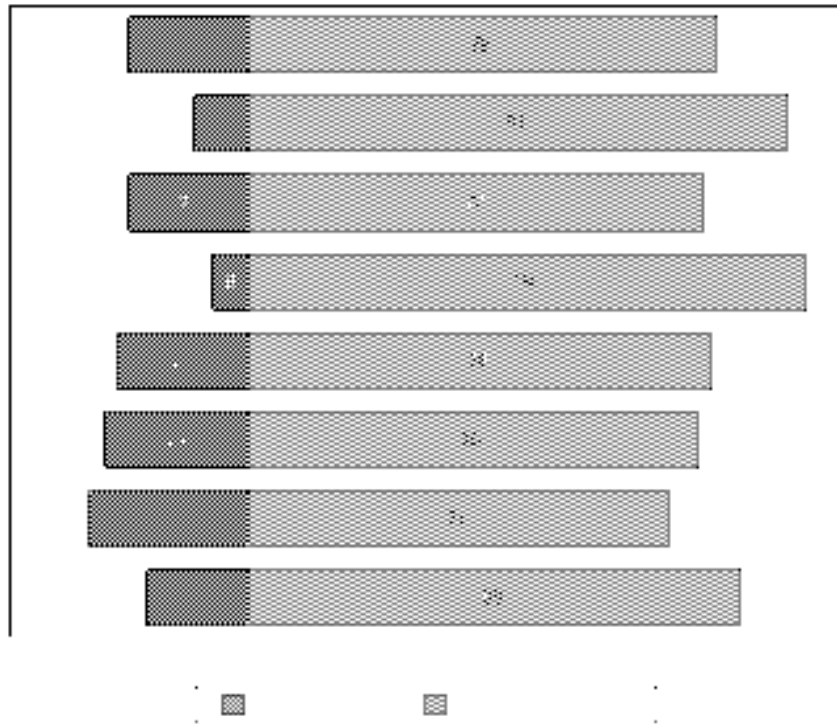
Groups least likely to have visited a GP when they wanted to were

- Maori (nearly 30%),
- People with an income of between \$70 001 – \$100 000

Experience of Barriers to Usage of General Practitioners: Location

The highest proportion of residents experiencing these barriers was in Avondale/Roskill (27%). The lowest proportion was those living in Eastern Bays (6%).

Figure 71 Experience Of Barriers To Usage Of General Practitioners - By Location (%)

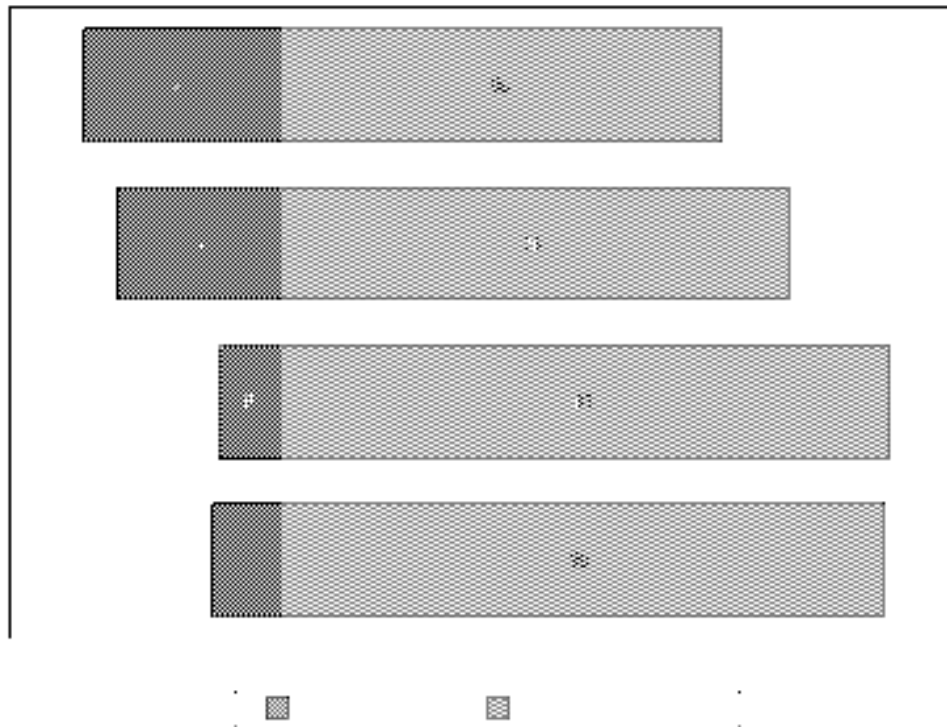


Source: Quality of Life Residents' Survey, 2005

Experience of Barriers to Usage of General Practitioners: Age

Older people were the least likely to say that they experience barriers to visiting a GP. Younger people, in the 15-24 year age group, were most likely to say that they had *experienced barriers* to visiting a GP.

Figure 72 Experience Of Barriers To Usage Of General Practitioners - By Age (%)

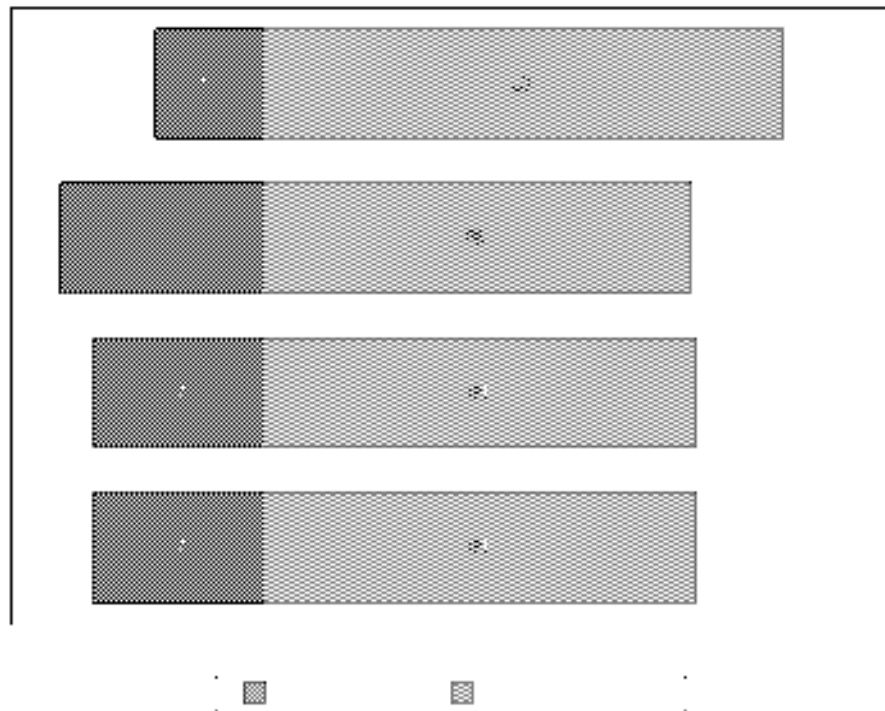


Source: Quality of Life Residents' Survey, 2005

Experience of Barriers to Usage of General Practitioners: Ethnicity

Nearly one-third of Maori (32%) said that they had experienced barriers to using a GP at least once in the preceding 12 months. Europeans were least likely to have experienced barriers (17%).

Figure 73 Experience Of Barriers To Usage Of General Practitioners - By Ethnicity (%)



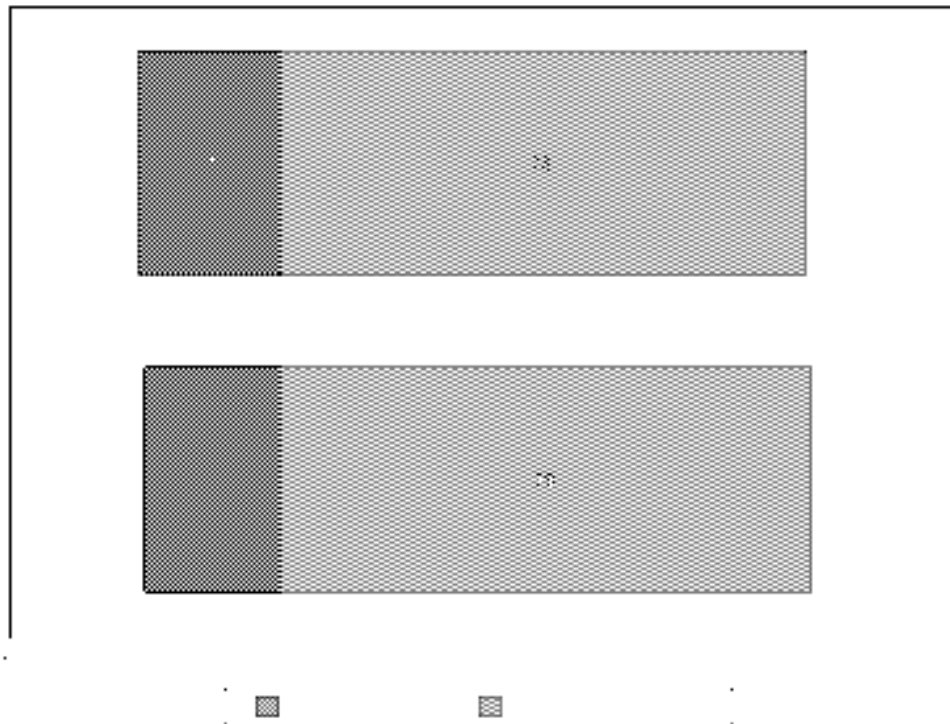
Note: Respondents able to select multiple ethnicities. Consequently bases may total more than 100%

Source: Quality of Life Residents' Survey, 2005

Experience of Barriers to Usage of General Practitioners: Gender

There was little difference in the experience of barriers between the genders, with one-fifth of both males (21%) and females (20%) having experienced barriers.

Figure 74 Experience Of Barriers To Usage Of General Practitioners - By Gender (%)



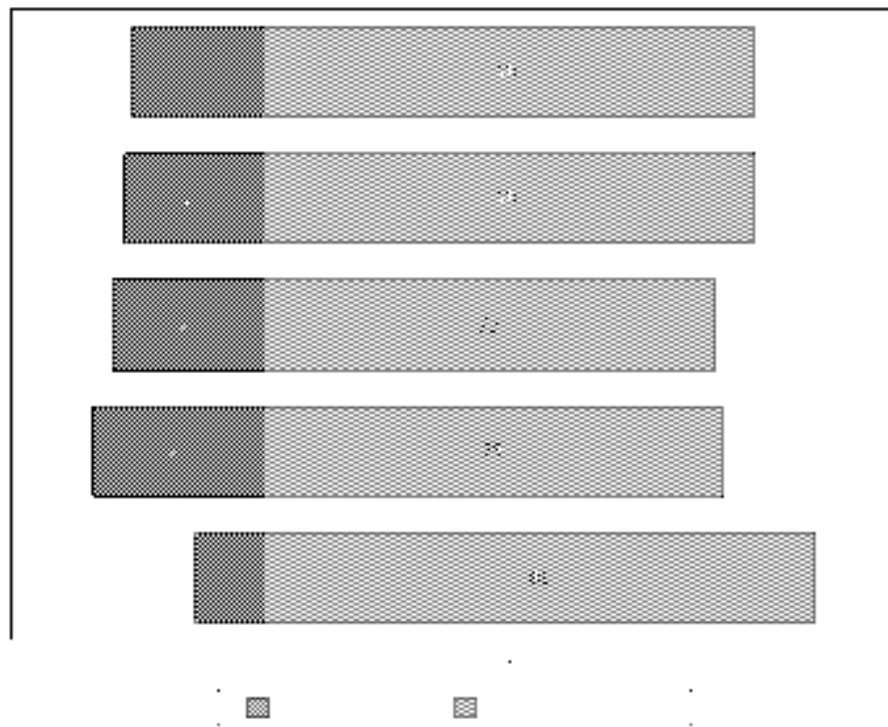
Source: Quality of Life Residents' Survey, 2005

Experience of Barriers to Usage of General Practitioners: Income

Those with a high household income, of \$100,001 or more, were least likely to have experienced barriers to visiting a GP at least once in the preceding twelve months (11%).

Of the other four income groups, those with an annual household income of between \$70,001 and \$100,000 were most likely to have experienced barriers (27%).

Figure 75 Experience Of Barriers To Usage Of General Practitioners - By Annual Household Income (Before Tax) (%)

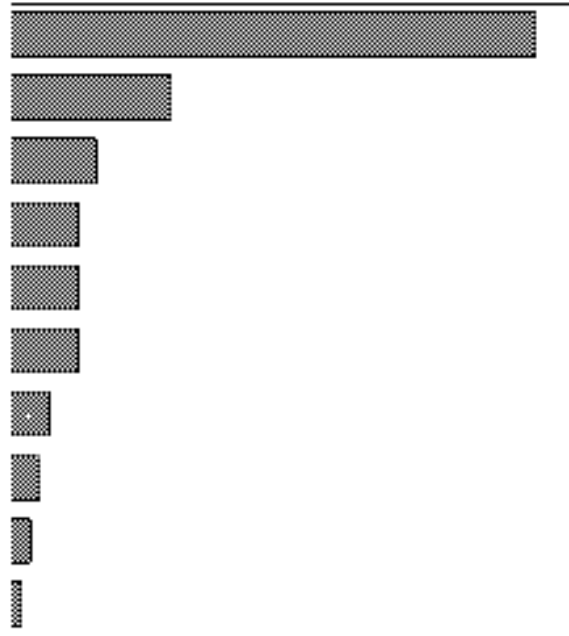


Source: Quality of Life Residents' Survey, 2005

Barriers to Usage of General Practitioners

Cost was the most common reason identified by those who had not visited their GP when they wanted to (56%). Other reasons included being too busy (17%), or the condition improving on its own (9%).

Figure 76 Main Reasons For Not Visiting GP When Wanted To (%)



Base: n=101 (Those respondents who, at some time in the last 12 months, wanted to go to a GP, but didn't)

Source: Quality of Life Residents' Survey, 2005

Reasons for Not Visiting GP When Wanted To: Location

Across all wards with the exception of Hauraki Gulf, cost was the most dominant reason identified by residents who had not visited their GP when they wanted to.

Table 22 Main Reasons For Not Visiting GP When Wanted To – By Location (%)

	<i>Auckland</i> (n=101)	<i>Western Bays</i> (n=9)	<i>Avondale - Roskill</i> (n=29)	<i>Eden Albert</i> (n=19)	<i>Hobson</i> (n=19)	<i>Eastern Bays</i> (n=3)	<i>Tamaki - Maungakiekie</i> (n=22)	<i>Hauraki Gulf</i> (n=1)
Too expensive/costs too much	56	66	54	45	50	100	63	0
Too busy/couldn't take time off work	17	34	14	20	14	0	16	0
Got better on its own	9	0	6	16	16	0	4	100
Didn't think serious enough	7	0	3	6	16	0	11	0
Home remedy used/found another remedy	7	0	18	5	0	0	5	0
GP too far away/difficult to get to/no transport	7	0	6	16	5	30	0	0
Unhappy with service from GP/clinic	4	0	3	5	0	0	11	0
GP too busy/couldn't fit me in/long waiting time	3	0	6	4	0	0	4	0
Prefer not to use GP/general distrust/dislike	2	0	0	4	0	0	5	0
Went to chemist instead	1	0	0	0	0	0	4	0

Base: Those respondents who, at some time in the last 12 months, wanted to go to a GP, but didn't n=101

Reasons for Not Visiting GP When Wanted To: Age

Of the four groups, residents aged 25-49 years were most likely to identify *cost* as a barrier to visiting their GP (59%) and to say that they were too busy to go to the doctor/couldn't take time off work (19%).

Note: Sample sizes by age group are small. Consequently results should be considered indicative only.

Table 23 Main Reasons For Not Visiting GP When Wanted To – By Age (%)

	15-24 Years (n=28)	25-49 Years (n=60)	50-64 Years (n=8)	65+ Years (n=6)
Too expensive/costs too much	53	59	50	48
Too busy/couldn't take time off work	17	19	10	0
Got better on its own	10	8	11	18
Didn't think serious enough	16	5	0	0
Home remedy used/found another remedy	0	12	0	0
GP too far away/difficult to get to/no transport	13	3	0	16
Unhappy with service from GP/clinic	4	3	20	0
GP too busy/couldn't fit me in/long waiting time	3	4	0	0
Prefer not to use GP/general distrust/dislike	0	1	0	18
Went to chemist instead	0	2	0	0

Base: Those respondents who, at some time in the last 12 months, wanted to go to a GP, but didn't, n=101

Reasons for Not Visiting GP When Wanted To: Ethnicity

Pacific People were most likely to identify *cost* as the main barrier to visiting a GP (65%). Of the four ethnic groups, Asian and Indian residents were most likely to cite time constraints (*too busy/couldn't get time off work*) (26%). Maori respondents were the most likely to state that *the condition got better on its own* (31%).

Note: Sample sizes by ethnic group are small. Consequently results should be considered indicative only.

Table 24 Main Reasons For Not Visiting GP When Wanted To – By Ethnicity (%)

	<i>European</i> (n=58)	<i>Maori</i> (n=12)	<i>Pacific People</i> (n=14)	<i>Asian/Indian</i> (n=23)
Too expensive/costs too much	62	50	65	34
Too busy/couldn't take time off work	12	7	21	26
Got better on its own	12	31	0	4
Didn't think serious enough	5	7	13	14
Home remedy used/found another remedy	5	8	7	14
GP too far away/difficult to get to/no transport	7	7	0	8
Unhappy with service from GP/clinic	5	12	0	4
GP too busy/couldn't fit me in/long waiting time	1	0	0	14
Prefer not to use GP/general distrust/dislike	2	7	0	0
Went to chemist instead	2	0	0	0

Base: Those respondents who, at some time in the last 12 months, wanted to go to a GP, but didn't, n=101

Reasons for Not Visiting GP When Wanted To: Gender

Cost was more likely to be a barrier for females to visiting a GP (65%), than males (45%). By contrast, males were more likely to respond that they were *too busy/couldn't take time off work* (20%, compared with 13% of females) and that the problem *got better on its own* (12%, compared to 7% of females).

Table 25 Main Reasons For Not Visiting General Practitioner When Wanted To – By Gender (%)

	Male (n=49)	Female (n=52)
Too expensive/costs too much	45	65
Too busy/couldn't take time off work	20	13
Got better on its own	12	7
Didn't think serious enough	8	6
Home remedy used/found another remedy	7	7
GP too far away/difficult to get to/no transport	8	5
Unhappy with service from GP/clinic	4	5
GP too busy/couldn't fit me in/long waiting time	2	5
Prefer not to use GP/general distrust/dislike	2	2
Went to chemist instead	0	2

Base: Those respondents who, at some time in the last 12 months, wanted to go to a GP, but didn't, n=101

Reasons for Not Visiting GP When Wanted To: Income

Those with a household income of \$70,001-\$100,000 were most likely to cite cost as a barrier (74%) to visiting a GP.

Residents with a household income of \$50,001-\$70,000 were most likely to say that they had been *too busy/couldn't take time off work*.

Note: Sample sizes by income group are small. Consequently results should be considered indicative only.

Table 26 Main Reasons For Not Visiting GP When Wanted To – By Annual Household Income (%)

	\$30,000 or less (n=18)	\$30,001-\$50,000 (n=15)	\$50,001-\$70,000 (n=17)	\$70,001-\$100,000 (n=21)	\$100,001+ (n=14)
Too expensive/costs too much	55	63	50	74	35
Too busy/couldn't take time off work	15	13	24	17	21
Got better on its own	6	18	6	4	7
Didn't think serious enough	5	6	6	8	14
Home used/another remedy found/remedy	5	6	5	13	6
GP too far away/difficult to get to/no transport	11	0	0	9	21
Unhappy with service from GP/clinic	9	5	5	0	0
GP too busy/couldn't fit me in/long waiting time	0	6	5	0	6
Prefer not to use GP/general distrust/dislike	0	0	0	4	0
Went to chemist instead	0	0	0	0	7