



**Rural General Practice /
Te Whare Taumata o Ngā
Tākutatanga Taiwhenua**

Rural General Practice Stocktake Survey

SUMMARY RESULTS FROM 122 OF 193, OR 63%, OF RURAL
GENERAL PRACTICES

Introduction

This is the first of what is planned to be an annual survey of the “State of Rural General Practice” in New Zealand. In this first year we received a 63% response rate (122/193) of practices. We hope to improve further on this in future years. It is important to recognise that the results are only indicative of the general state of rural practice as the respondents were self-selecting and the surveys were completed by a sole representative of each practice, often the practice manager. Also note that not all respondent practices answered every question, and we have indicated response rates in the results where appropriate.

The value of this survey will be in tracking trends across future years.

Thank you to the Rural General Practice Chapter for helping design and promote this survey to its membership.

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'Temperature' Gauge of Your Practice

The staff in my general practice are energised and motivated



Detractors (0-6)	Passives (7-8)	Promoters (9-10)	Net Promoter Score
55	31	27	-24.78

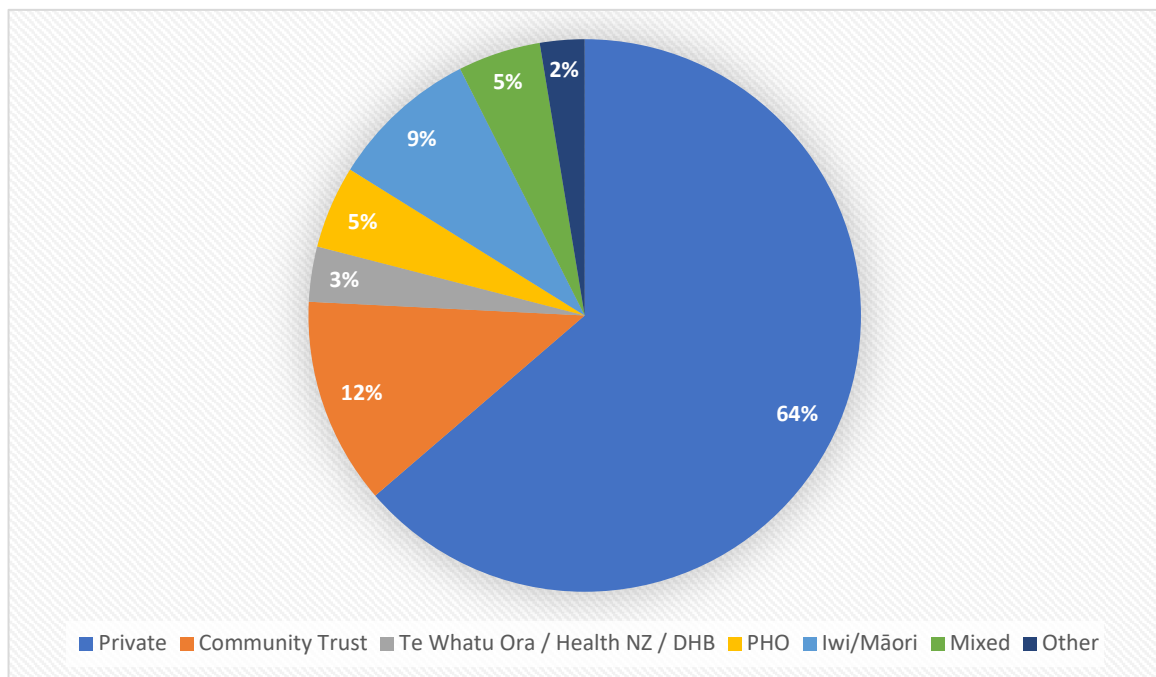
Our general practice is sustainable in terms of its overall 'health'



Detractors (0-6)	Passives (7-8)	Promoters (9-10)	Net Promoter Score
73	27	13	-53.10

About Your Organisation

What is the ownership model of your general practice?



Choices	Response Percent	Response Count
Private	63.92%	78
Community Trust	12.30%	15
Te Whatu Ora / Health NZ / DHB	3.28%	4
PHO	4.92%	6
Iwi/Māori	8.20%	10
Mixed	4.92%	6
Other	2.46%	3

Other answers
GreenCross
Publicly listed company
Limited partnership

What is the makeup of staff working at your practice?

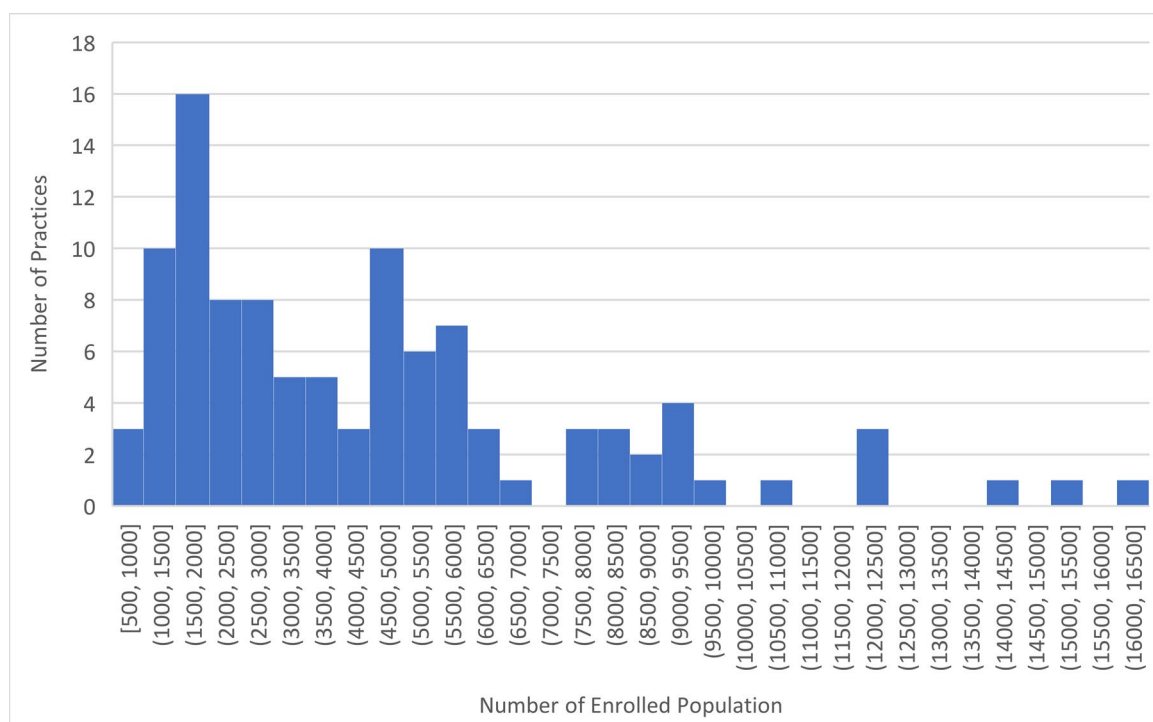
Number of Patients per General Practitioner (GP), Nurse Practitioner (NP) and Registered Nurse (RN)

	Average Enrolled Population (including Māori)	Enrolled Māori Population	Average FTE GPs per Practice*	Average Enrolled Patients per FTE GP	Average FTE NPs and RNs per Practice*	Average Enrolled Patients per FTE NP and RN
Average Across All Rural Practices	4562	1071	2.49	1668	3.89	1281
Lowest Response	534	79	0	401	0	198
Highest Response	16085	9696	10	9528	19	3199

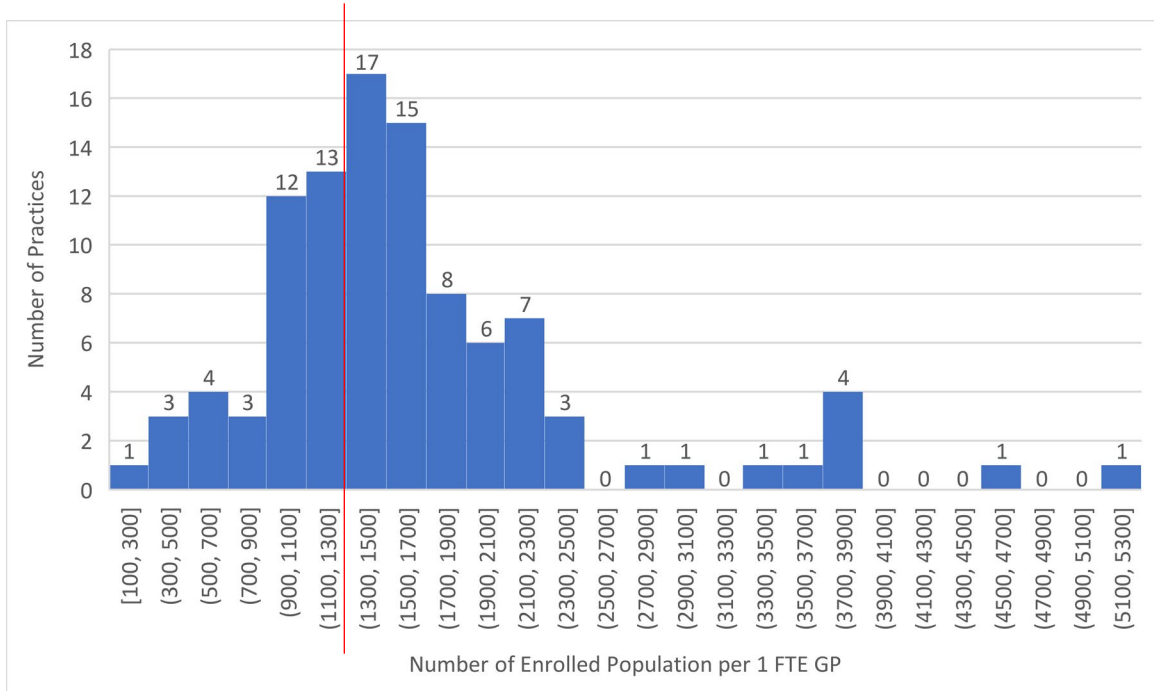
This data covers 114 out of the 122 practices that responded, or 59% of the total rural practices. Please note that not all the responding practices gave complete data, these figures are the best approximation.

*This is inclusive of face-to-face and virtual FTE, although the total responding practices that have virtual GP staff is less than 20 and the total practices that have virtual NP and RN staff is less than 10.

Number of Practices by Enrolled Population



Number of Enrolled Population per FTE GPs by Practice



Ratios of GPs and NPs to Practices Registered Patients

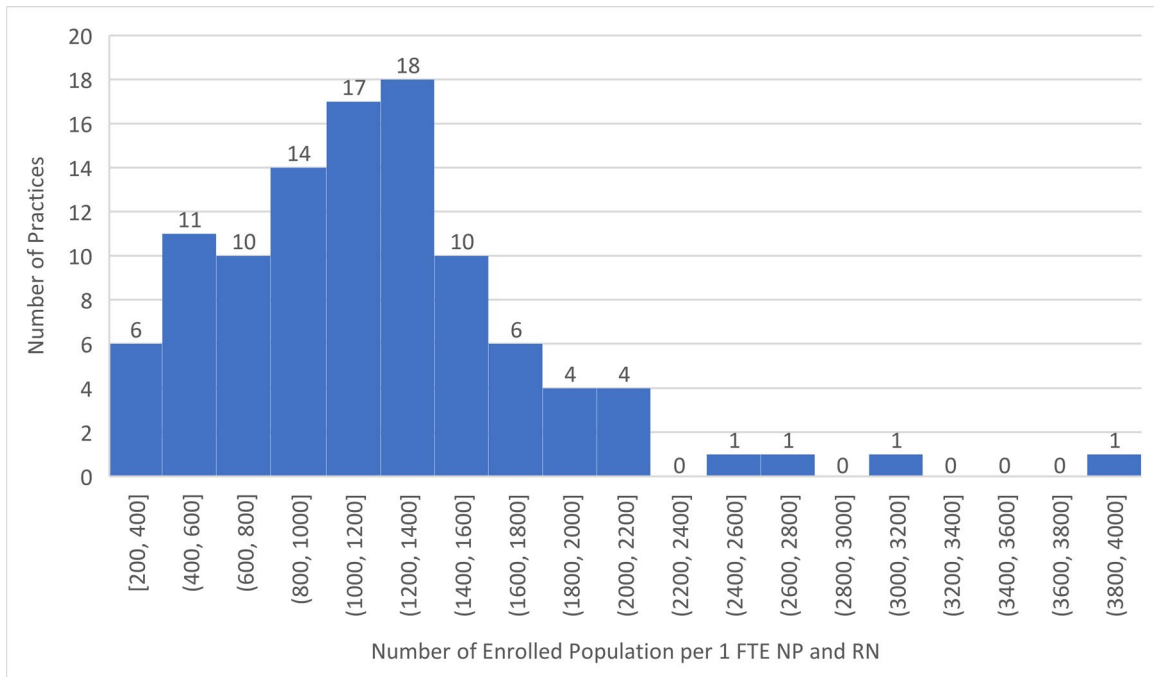
Clusters GP:Patient Ratios	Percent of Practices
1:1-1299	30%
1:1300+	70%

70% of rural general practices are significantly over the RNZCGP stated maximum acceptable patient ratio of 1:1300, GP:Patient.

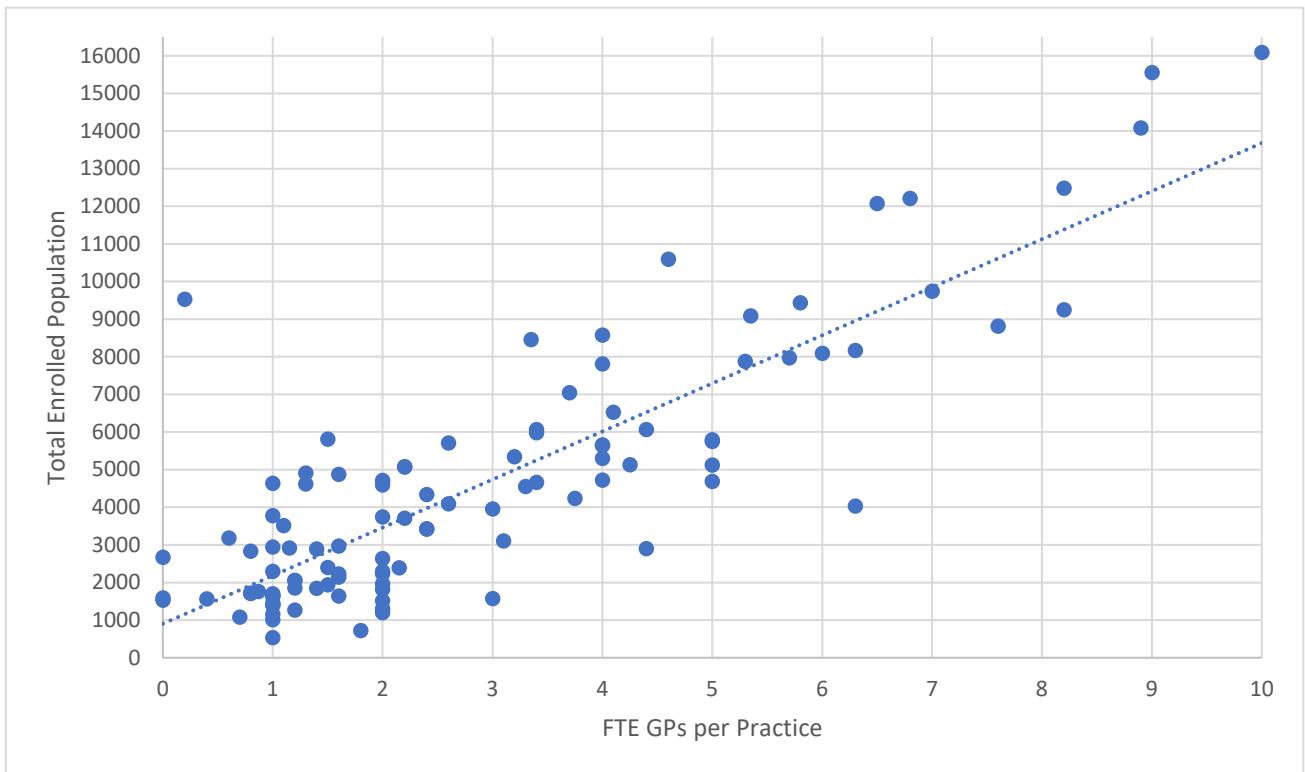
Combining the GP and NPs into one clinical team shows how some rural practices are attempting to deal with the workforce shortage through a team approach:

Clusters GP & NP:Patient Ratios	Percent of Practices
1:1-1299	56%
1:1300+	44%

Number of Enrolled Population per FTE NPs and RNs by Practice

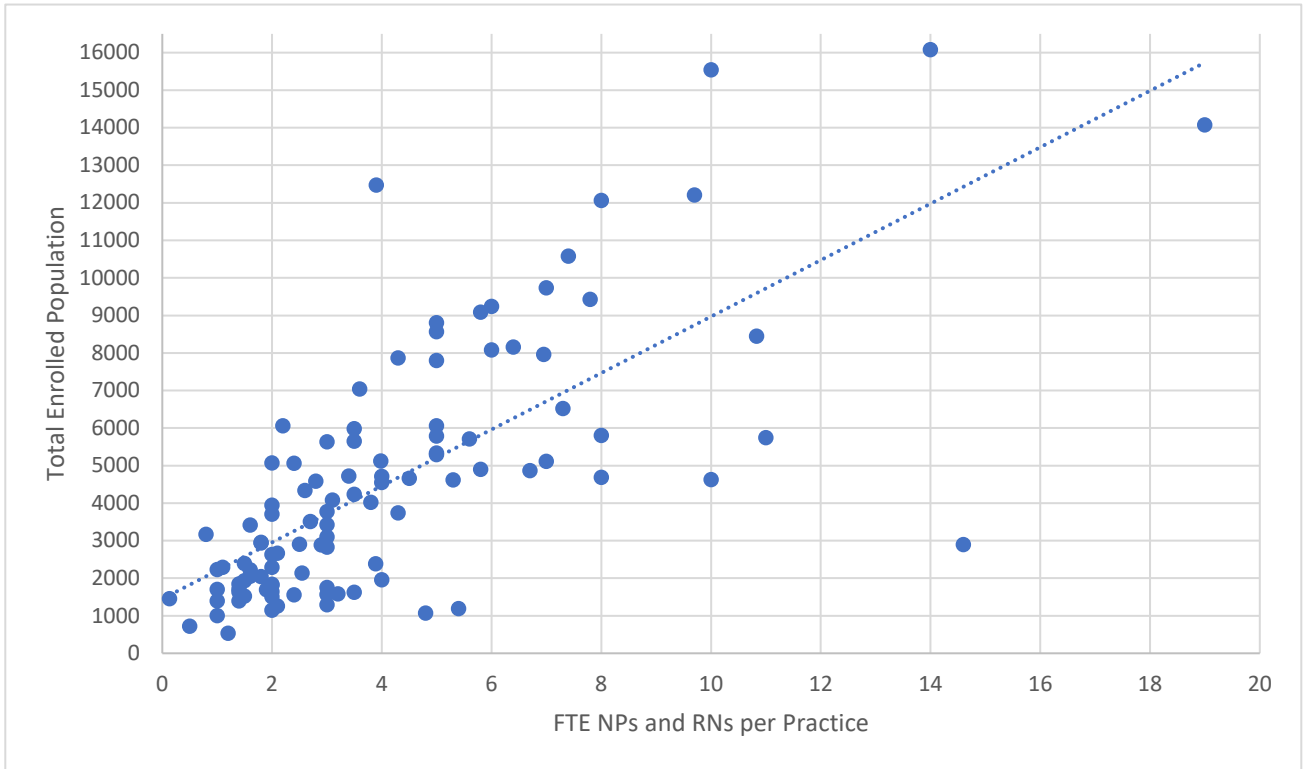


Total Number of GPs vs Enrolled Patients per Practice



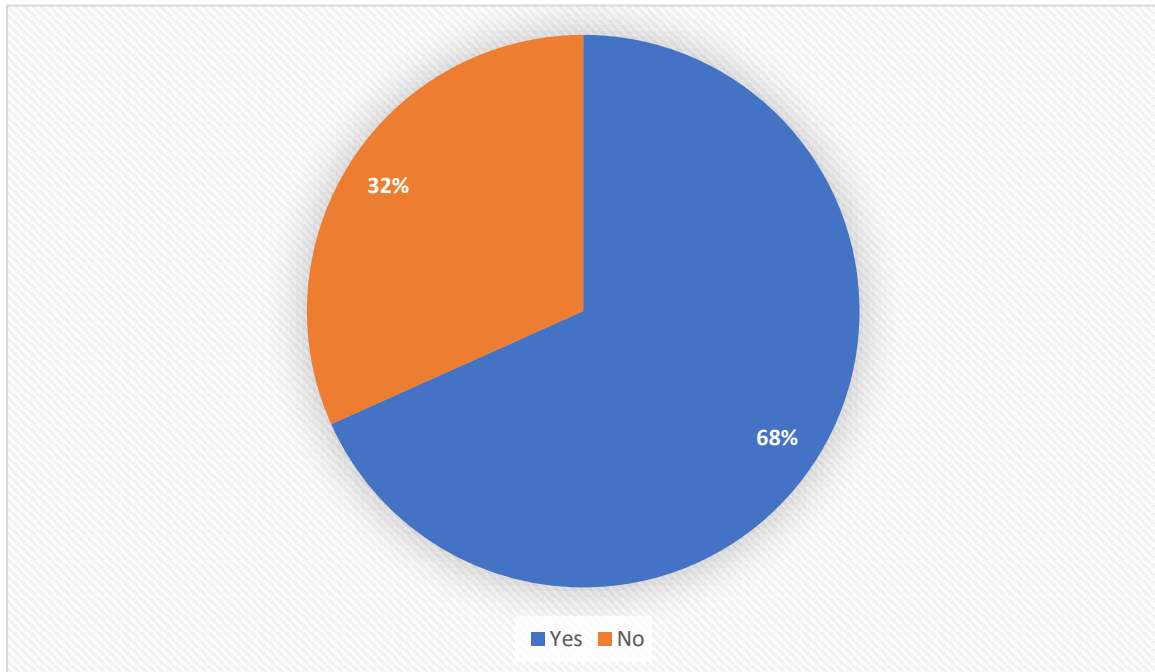
Number of Rural GPs \approx $(\text{Enrolled Population} - 1000) / 1200$

Total Number of NPs and RNs vs Enrolled Patients per Practice



Number of Rural NPs and RNs \approx (Enrolled Population - 1500)/800

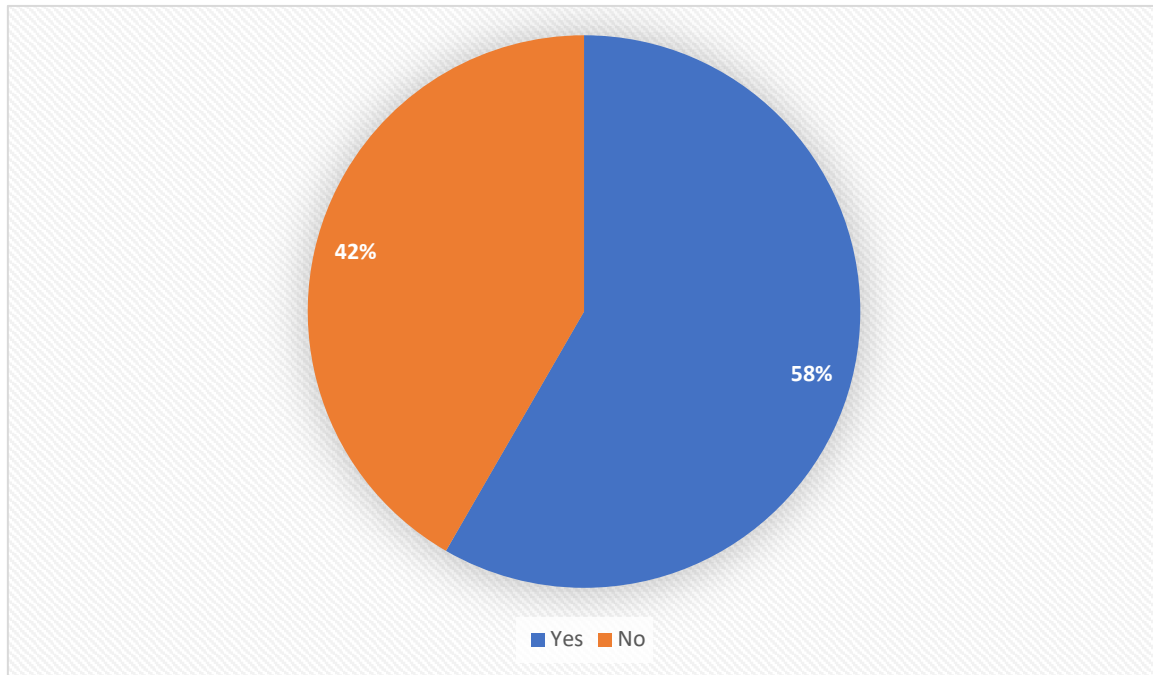
Does your practice's budgeted FTE align with the actual FTE?



	Response Percent	Response Count
Yes	68.03%	83
No	31.97%	39

Are you currently advertising any vacancies?

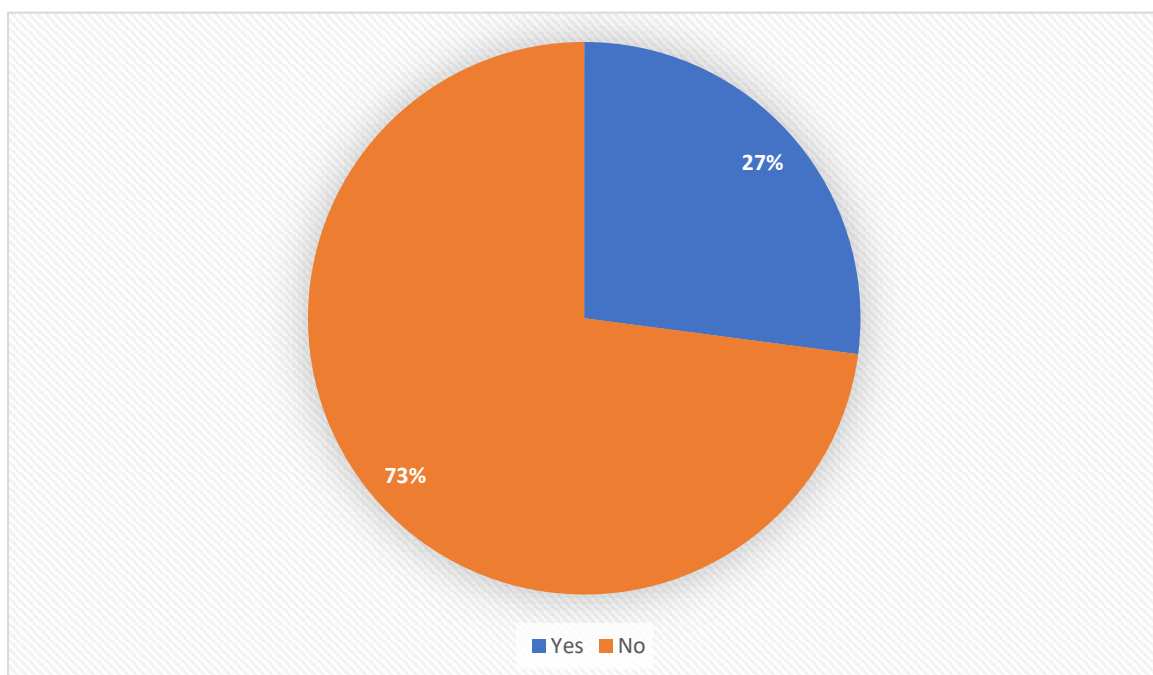
Are you advertising any General Practitioner (GP) / Rural Generalist Vacancies?



	Response Percent	Response Count
Yes	58.33%	28
No	41.67%	20

The duration of advertisement for GP vacancies ranges from 1 week to 104+ weeks. The average duration of advertisement is 30.90 weeks.

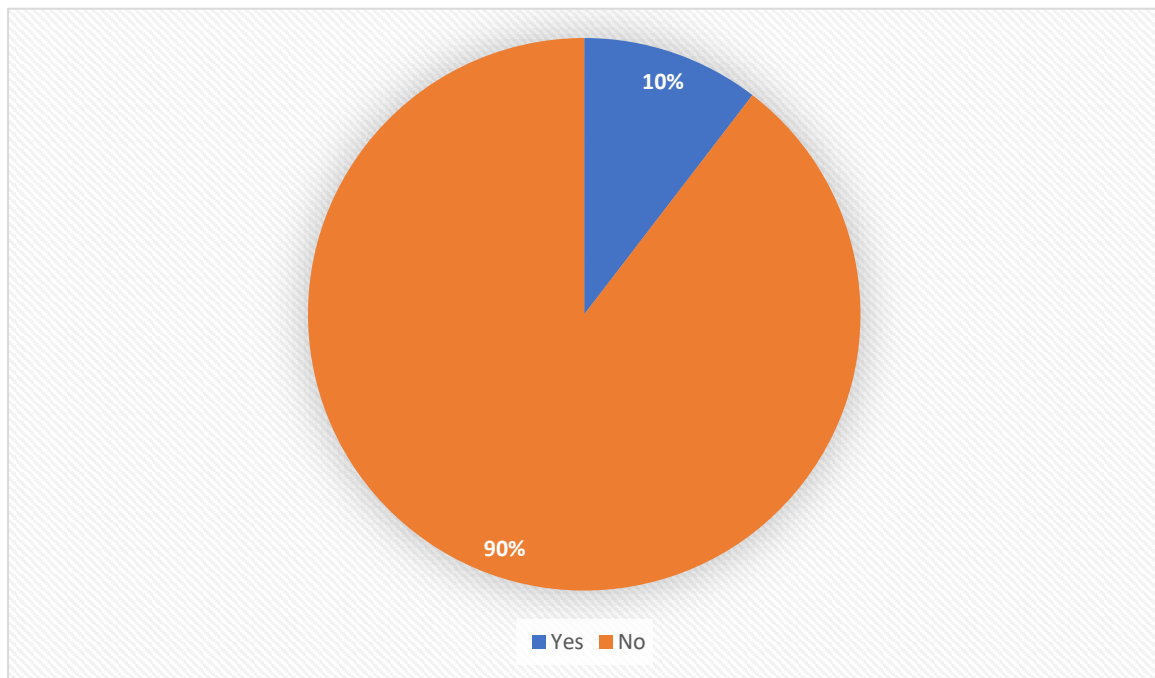
Are you advertising any Nurse Practitioner (NP) or Registered Nurse (RN) vacancies?



	Response Percent	Response Count
Yes	27.08%	13
No	72.92%	35

The duration of advertisement for NP and RN vacancies ranges from 1 week to 52+ weeks. The average duration of advertisement is 12.90 weeks.

Are you advertising any other vacancies?

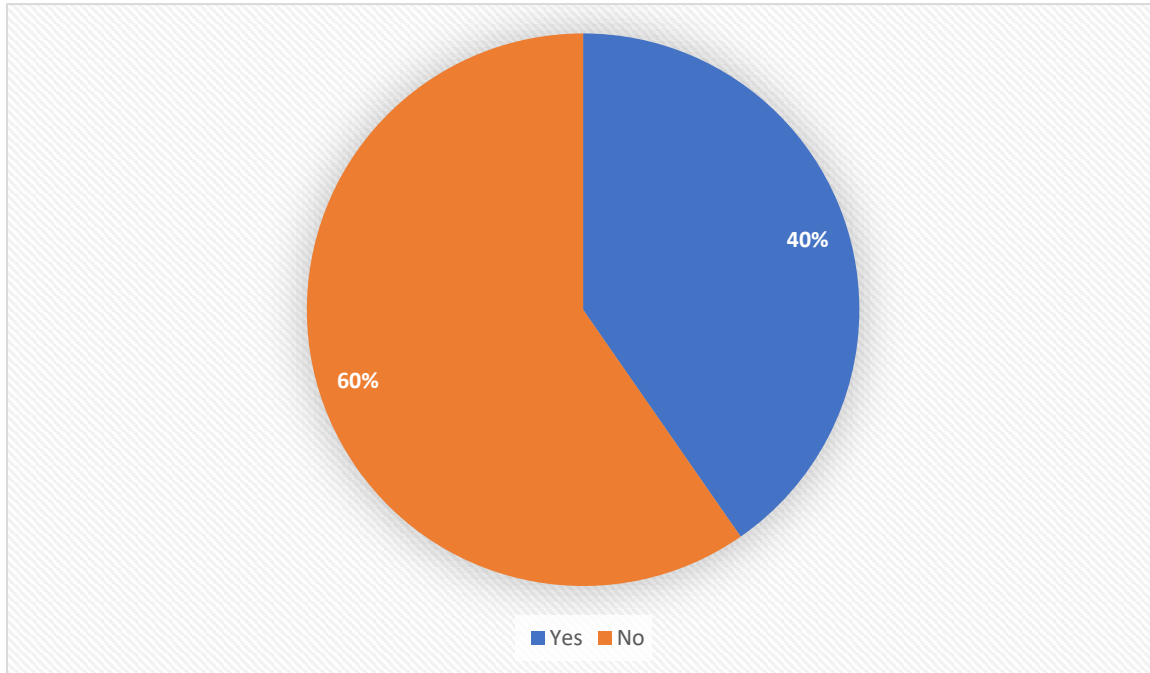


	Response Percent	Response Count
Yes	10.42%	5
No	89.58%	43

Other Vacancies Advertised	Response Count	Duration of Advertisement (weeks)
Practice Manager	1	3
Administration/Receptionist	2	4
Paramedics	1	15+
HCA	1	4

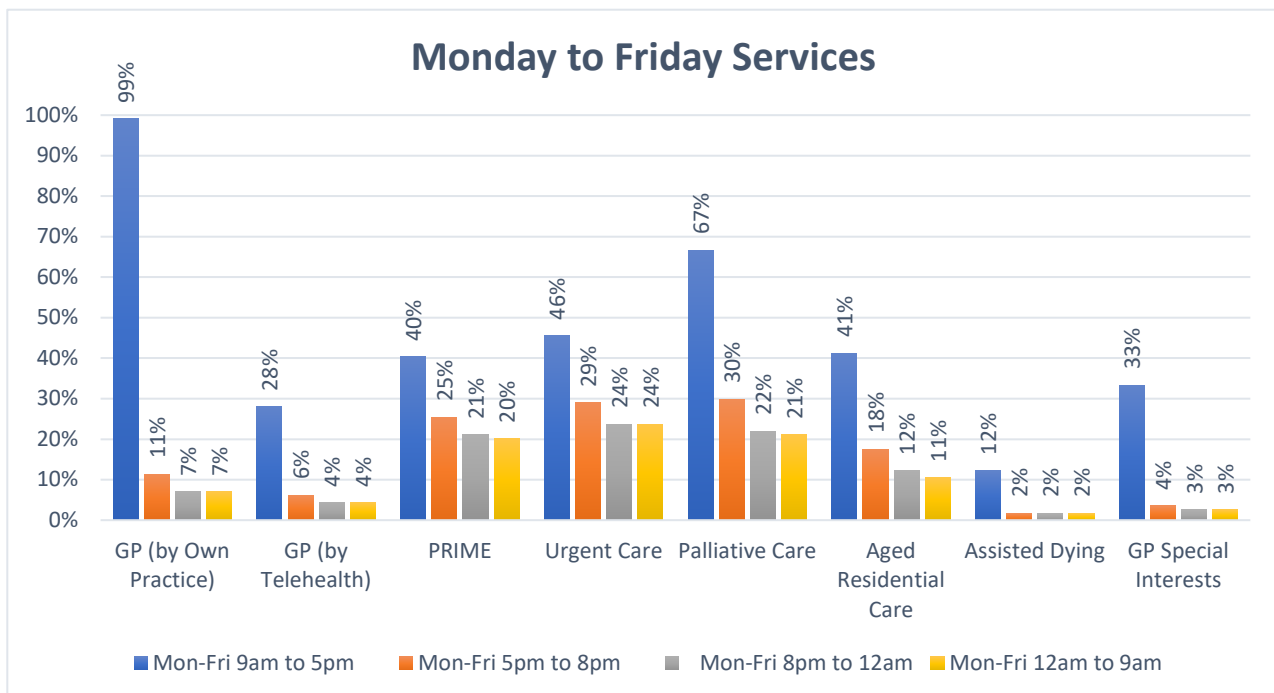
About Your Services

Does your practice open during the weekend?



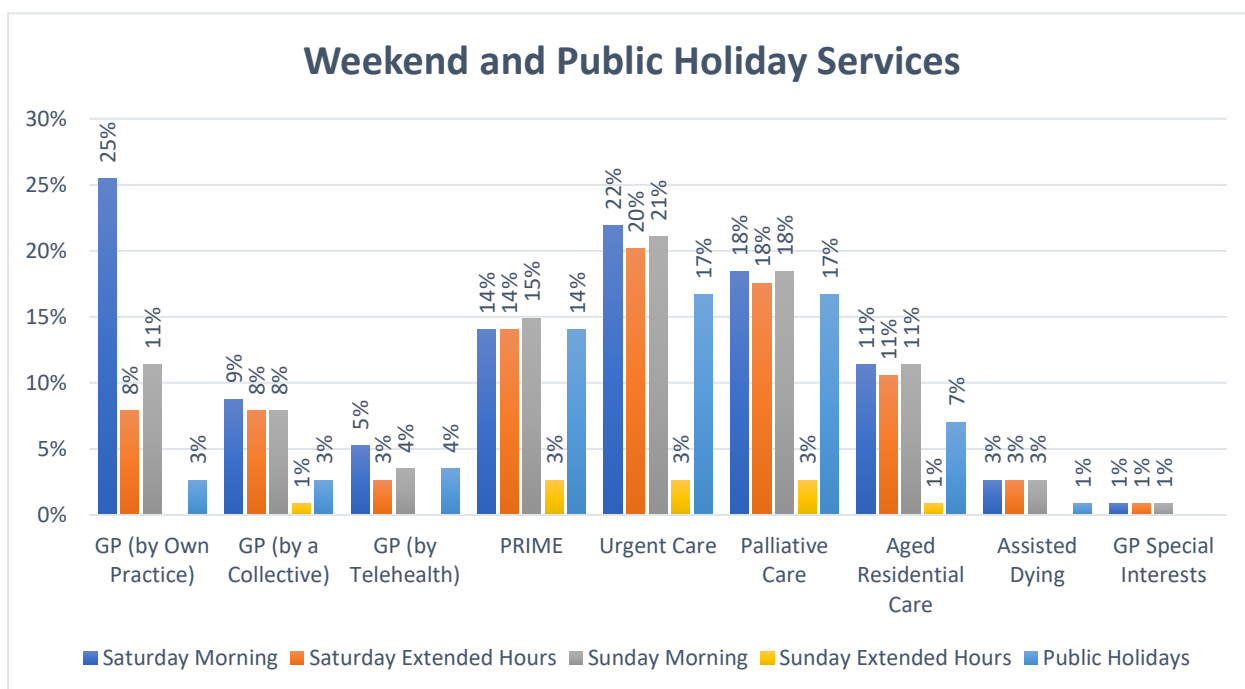
	Response Percent	Response Count
Yes	40.34%	48
No	59.66%	71

Which of the following services does your rural general practice offer?



Number of GPs That Offer These Services Between Monday to Friday

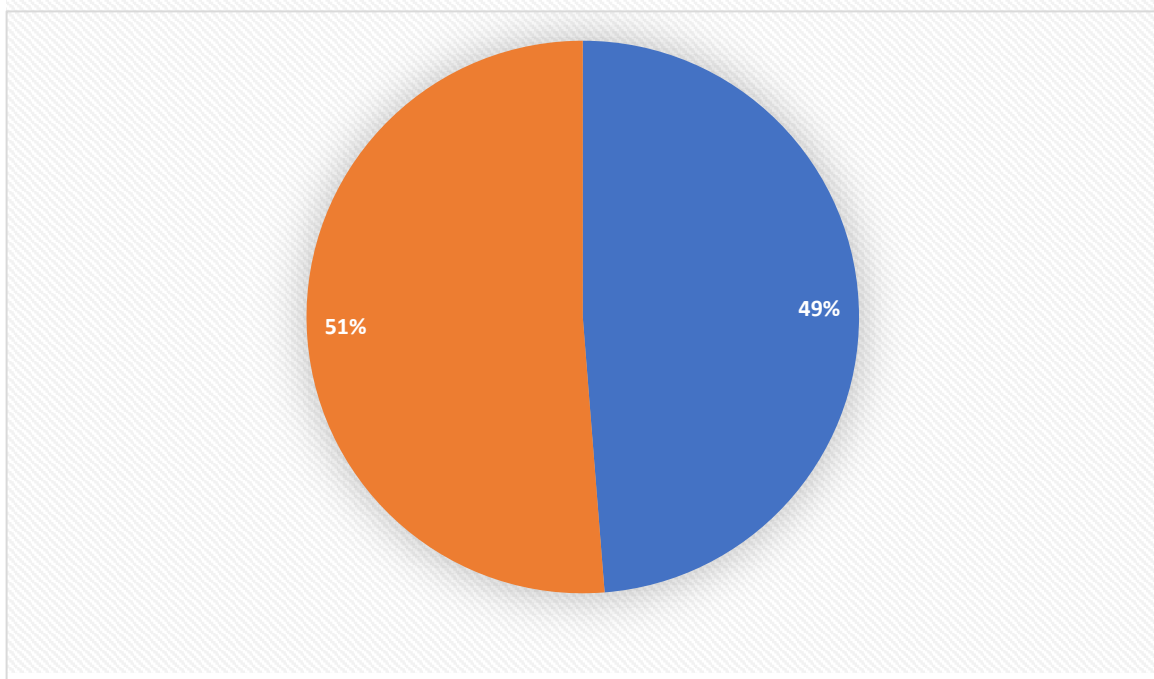
	9am to 5pm	5pm to 8pm	8pm to 12am	12am to 9am
General Practice (by Own Practice)	113	13	8	8
General Practice (by Telehealth)	32	7	5	5
PRIME	46	29	24	23
Urgent Care	52	33	27	27
Palliative Care	76	34	25	24
Aged Residential Care	47	20	14	12
Assisted Dying	14	2	2	2
GP Special Interest	38	4	3	3



Number of GPs That Offer These Services on Weekends and Public Holidays

	Saturday Morning	Saturday Extended Hours	Sunday Morning	Sunday Extended Hours	Public Holidays
General Practice (by Own Practice)	29	9	13	0	3
General Practice (by a Collective)	10	9	9	1	3
General Practice (by Telehealth)	6	3	4	0	4
PRIME	16	16	17	3	16
Urgent Care	25	23	24	3	19
Palliative Care	21	20	21	3	19
Aged Residential Care	13	12	13	1	8
Assisted Dying	3	3	3	0	1
GP Special Interest	1	1	1	0	0
Other Services	3	3	3	0	2

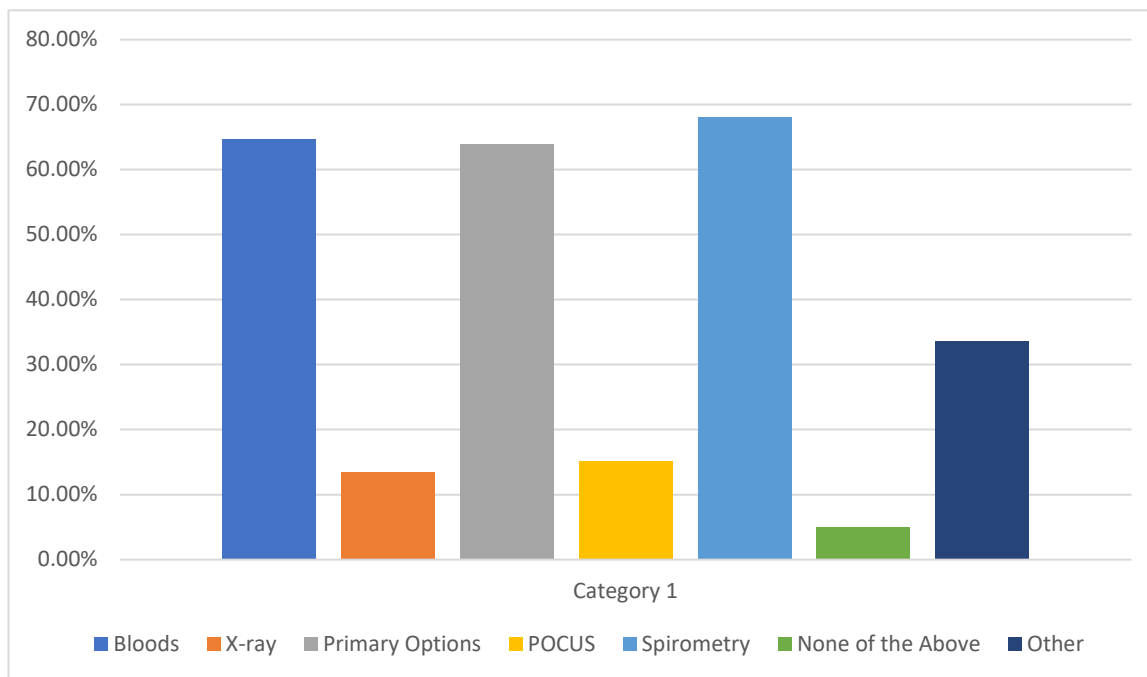
Has your practice had to reduce or stop any health services because of staff numbers or vacancies?



	Response Percentage	Response Count
Yes	48.74%	58
No	51.26%	61

If Yes, What Services?	Response Count
General Nursing	15
GP Consults	12
Off Site (ARC, PRIME, Schools, etc.)	5
Unplanned Care (Afterhours, Urgent Care, Walk-ins, Non-registered, etc.)	12
Procedural (Womens Health, Immunisations, Minor Surgery, Spirometry, Ear Suction, POCUS, Blood Testing, etc.)	19
Administrative (IMMSaged, DAR)	2
Specialised Consults (Occupational, Employment/Immigration, Skin Lesions, Chronic Care, Screening)	11
Opening Hours	3
All Services	2

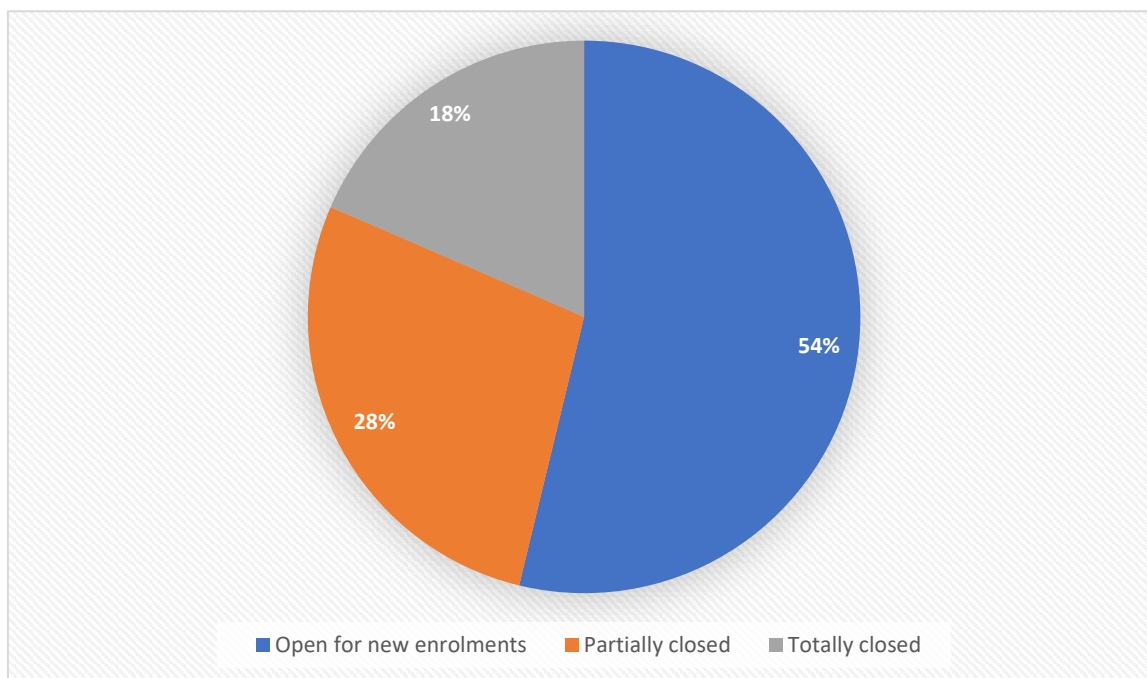
Which Point of Care testing or treatments does your practice offer?



Services	Response Percent	Response Count
Bloods	64.71%	77
X-ray	13.45%	16
Primary Options	63.87%	76
POCUS	15.13%	18
Spirometry	68.07%	81
None of the Above	5.04%	6
Other	33.61%	40

Other Services Listed	Response Count
Diagnostics (Drug Testing, Venesection, POCT, TropT, INR, PCR, COVID19, Troponin, Strep, CRP, etc.)	19
Investigation (ECG, Cervical Screening, Tympanometry, Audiometry, BP Monitoring, Ultrasound, etc.)	15
Procedural (Ear Suction, Minor Surgery, Mirena, etc.)	6
Therapeutics (Wound Care, Infusions, Vaccinations, Skin/Ear, Thrombolysis, etc.)	16

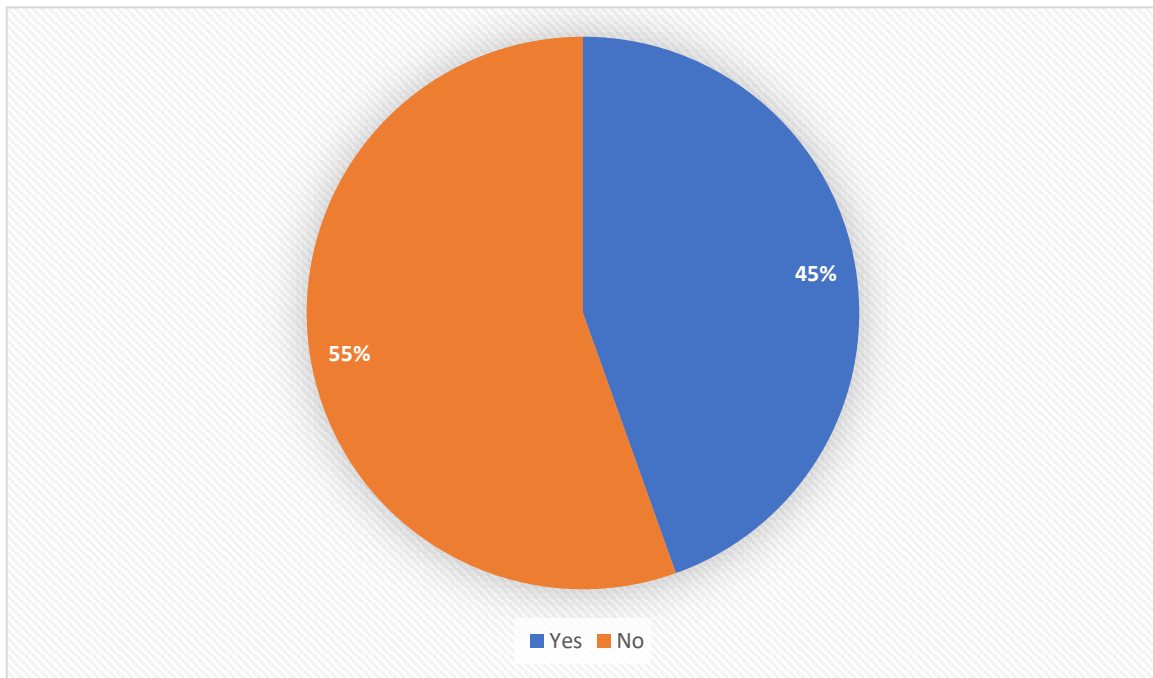
What best describes the enrolment status of your practice?



	Response Percent	Response Count
Open for new enrolments	53.78%	64
Partially closed	27.73%	33
Totally closed	18.49%	22

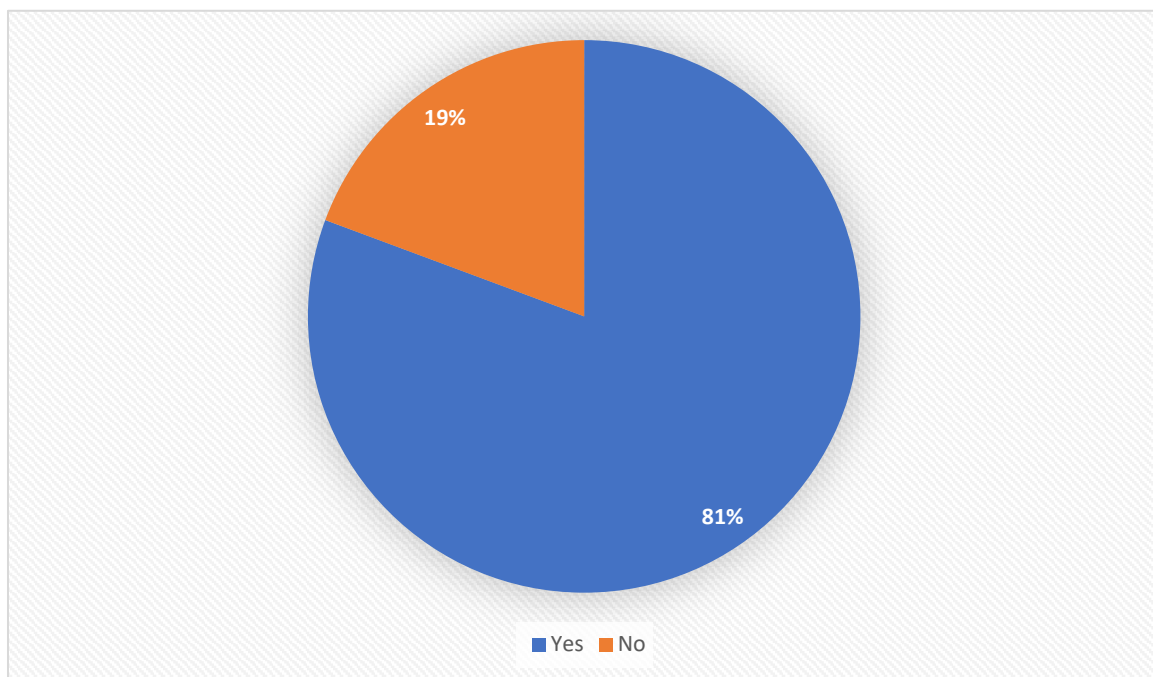
If Partially Closed, What is the Basis for This	Response Count
Managing Capacity	10
Clinical Staff Availability (Low Staff, Unable to Recruit, No F2F, etc.)	10
Discretionary Accepting of New Patients (Newborns, Māori, Whānau, Locals, New to the Area, etc.)	14

Do you run an urgent care (emergency department equivalent) arrangement?



	Response Percent	Response Count
Yes	44.54%	53
No	55.46%	66

Do you run a pre-appointment triage system for acute cases?



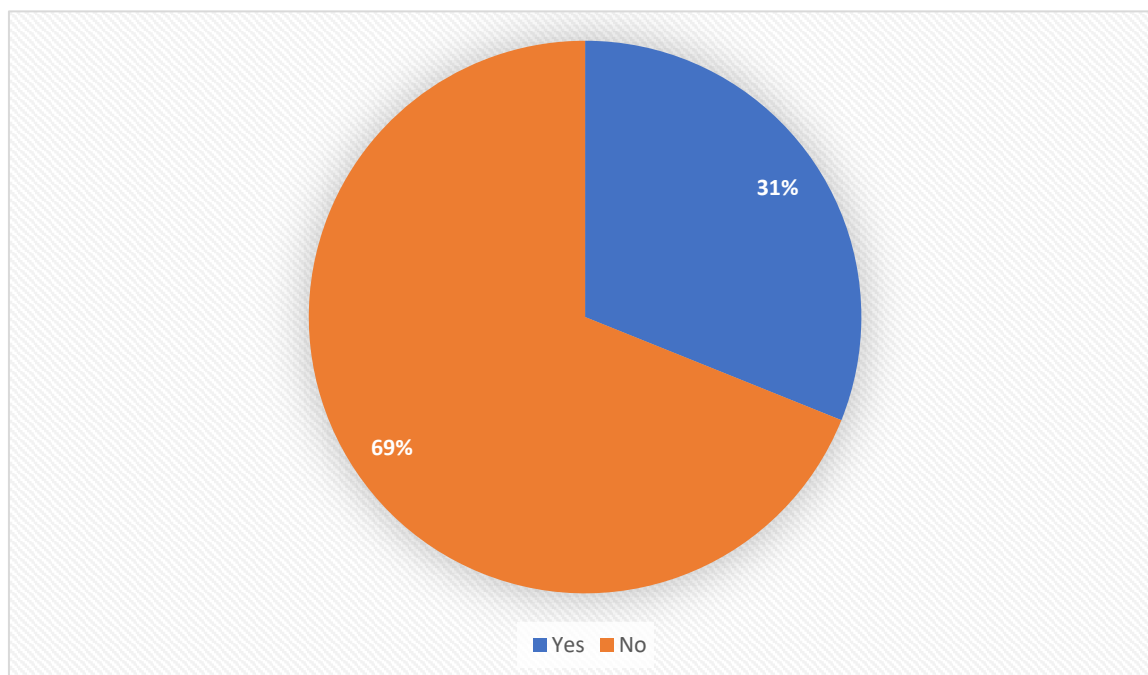
	Response Percent	Response Count
Yes	80.67%	96
No	19.33%	23

In the past three years, have you hosted any of the following health trainees or students?

	Response Percent	Response Count
Yes	31.09%	37
No	68.91%	82

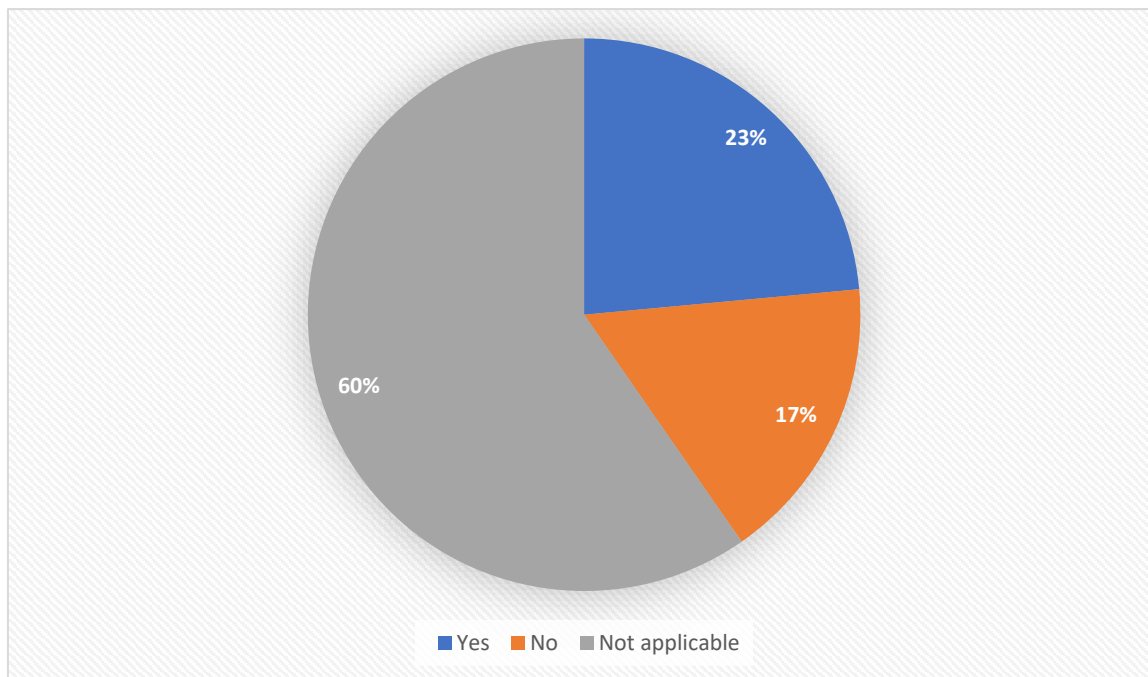
Type of Health Trainee or Student	Number of Practices that have Hosted Health Trainees of Students in the Last Three Years
Medical Students, e.g, General Practitioner (GP)/Rural Generalist	68
Trainee Nurses	65
Paramedic	10
Pharmacist	1
Phlebotomist	1
Physiotherapist	
Dietician	1
Occupational Therapist	
Social Worker	3
Kaiāwhina / Assistant	3
Kaimahi Health Navigator	1
Health Improvement Practitioner	9
Clinical Administrator	2
Administrator	1
Management	3
Other	3

Do you or members of your community provide or offer accommodation to trainees or students?



The cost of accommodation provided ranges from \$100 to \$560 per week.

Are you interested in hosting trainees or students but currently don't?

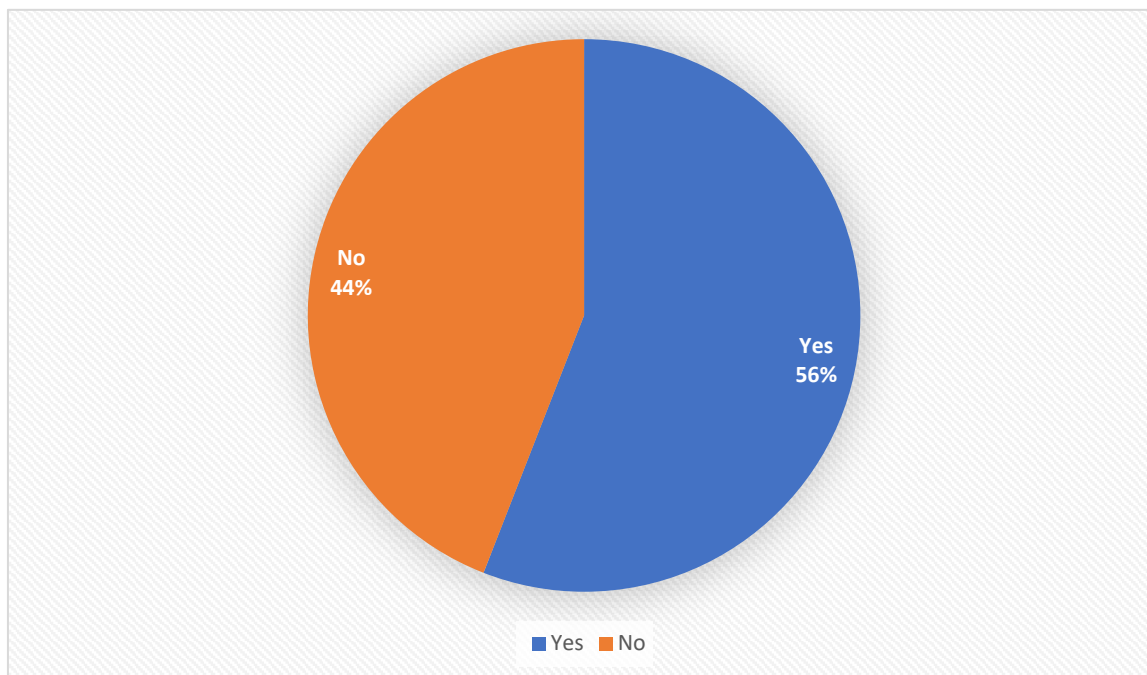


	Response Percent	Response Count
Yes	23.53%	28
No	16.81%	20
Not Applicable	59.66%	71

If Yes, What Are the Barriers?	Response Count
Training Staff Availability/Workload	17
Lack/Cost of Accommodation	8
Not Enough Space in the Practice	7
People Not Wanting to Go to Rural Areas	2
No Students Allocated	2
Student Travel Cost to Get to Rural Practices	2
No NZCGP Accreditation to Host Trainees	3
Cost of Training	1

Population Surges

Does your rural general practice experience any population surges during summer, winter, weekends, public holidays, or specific events?

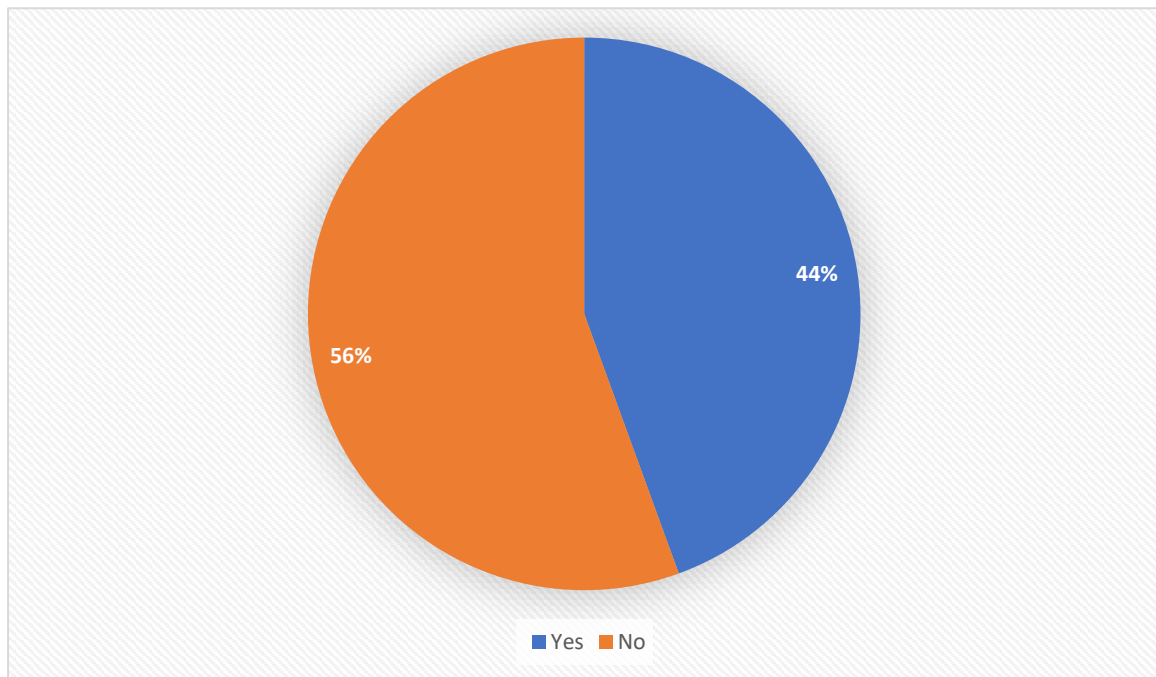


	Response Percent	Response Count
Yes	55.93%	66
No	44.07%	52

	GPs that Reported an Increase	Range of Percentage Increase
Summer	53	5%-1500%
Winter	31	10%-200%
Weekends	22	5%-200%
Public Holidays	33	5%-300%
Specific Events	24	5%-1500%

Identified Special Events	Response Count
Sporting Events/Competitions	7
School Holidays	1
Music Festivals/Events	5
Other Festivals/Events (Cultural, Food, Performance etc.)	10
Iwi Events	2
School Holidays	2
Tangi/Funeral	4
Seasonal/Work Contracts	1

Do you plan for extra workforce to cover these surges in demand?

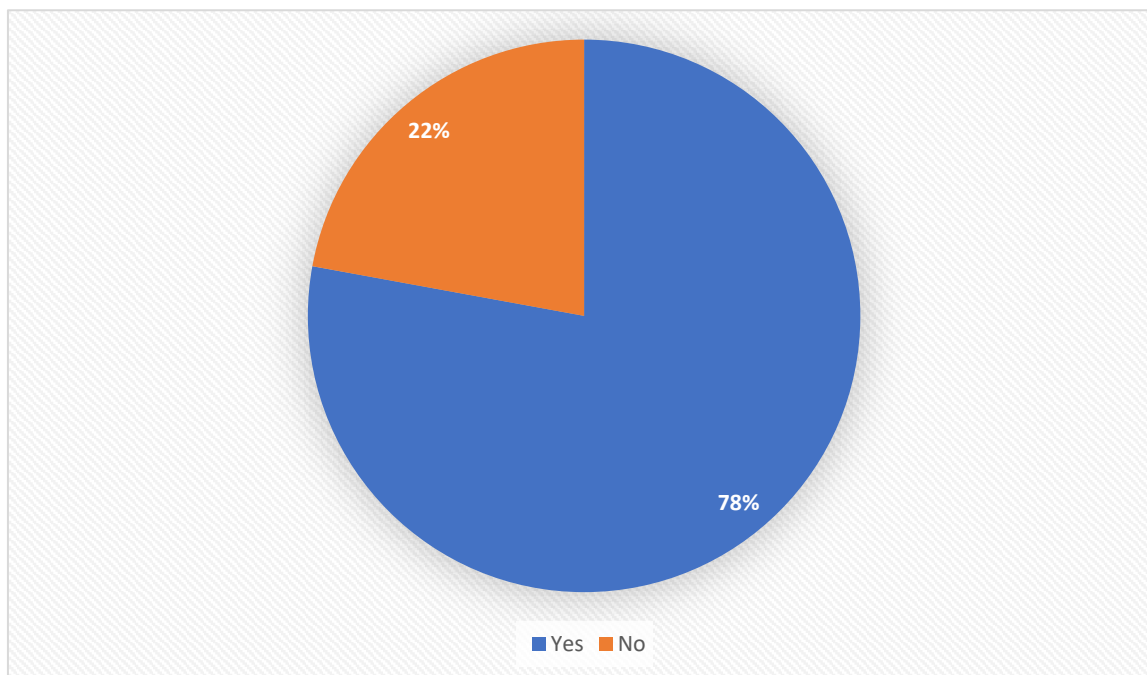


	Response Percent	Response Count
Yes	44.44%	28
No	55.56%	35

How is this Demand Managed?	Response Count
Locums	11
HCA Triaging	1
Existing Staff Work Extra Hours	8
Casual Staff	5
PRIME	1
Take Less Pre-Booked Appointments	1
Stop Recalls and Routine Testing	1
Staff Leave Black-Out Periods	1

Your Premises

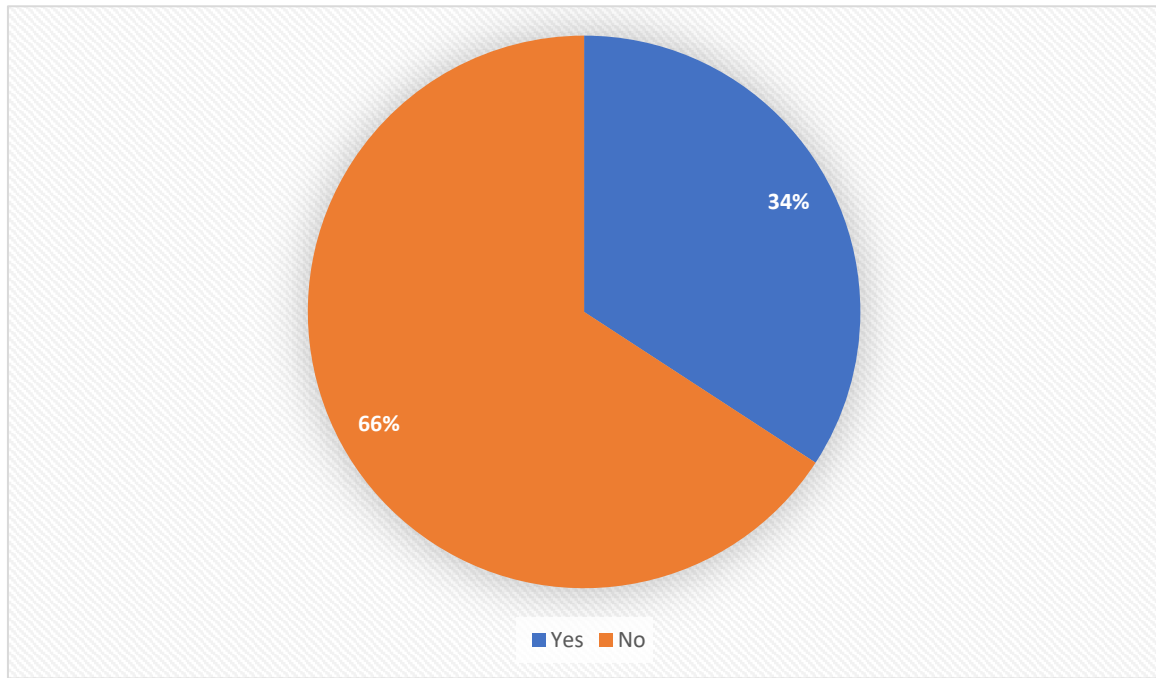
Do you consider your premises fit for purpose?



	Response Percent	Response Count
Yes	77.87%	88
No	22.13%	25

If No, What is Lacking?	Response Count
Building is Not Fit for Purpose	9
Space/Size of the Building	12
Handwashing Facilities	1
Upgraded Acute Area	1
Lack of Specialised Clinical Spaces	1
Small Nursing Space	1
Not Enough Treatment/Consult Rooms	6
Not Earthquake Safe	1
No Staff Room	1
Lack of Storage	2
Not Enough Space for Office/Administration	2

Do you have plans to expand?



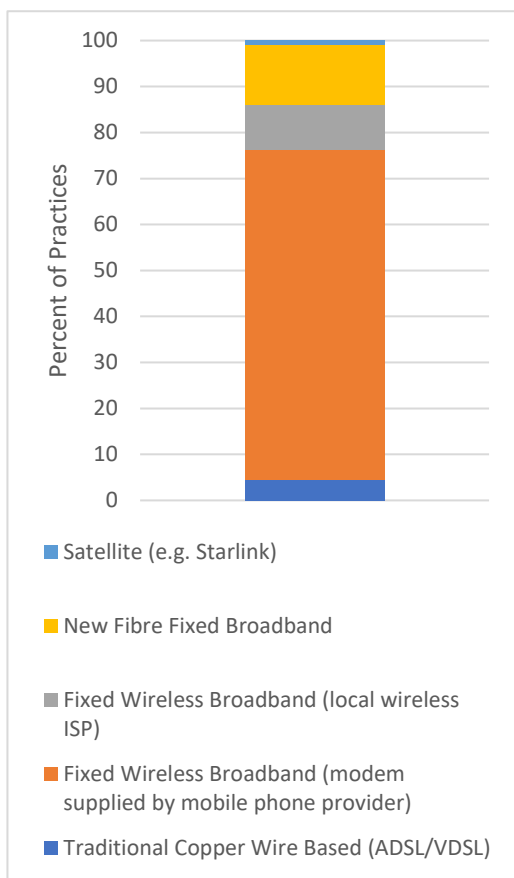
	Response Percent	Response Count
Yes	34.19%	40
No	65.81%	77

If Yes, How Will Expansion Be Funded?	Response Count
Iwi	2
Government Funded/Grants	6
Self-Funded/Privatey Funded	6
Bank Loan	2
TWO/PHO Funded	2
Council Funded	1
Fundraising/Community Funded	5
Trust	1

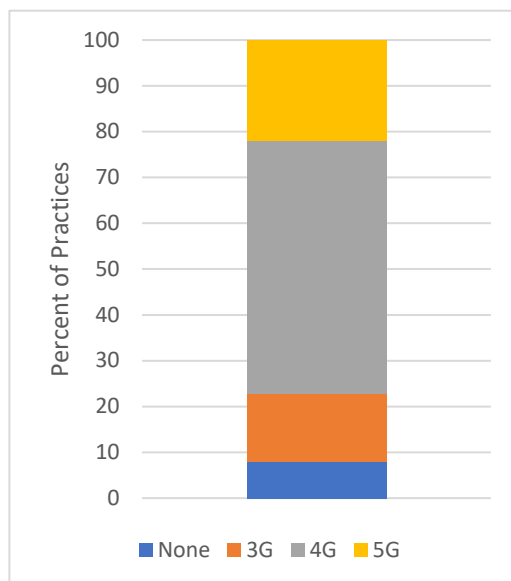
Connectivity

What type of broadband and mobile coverage do you have?

Broadband Options



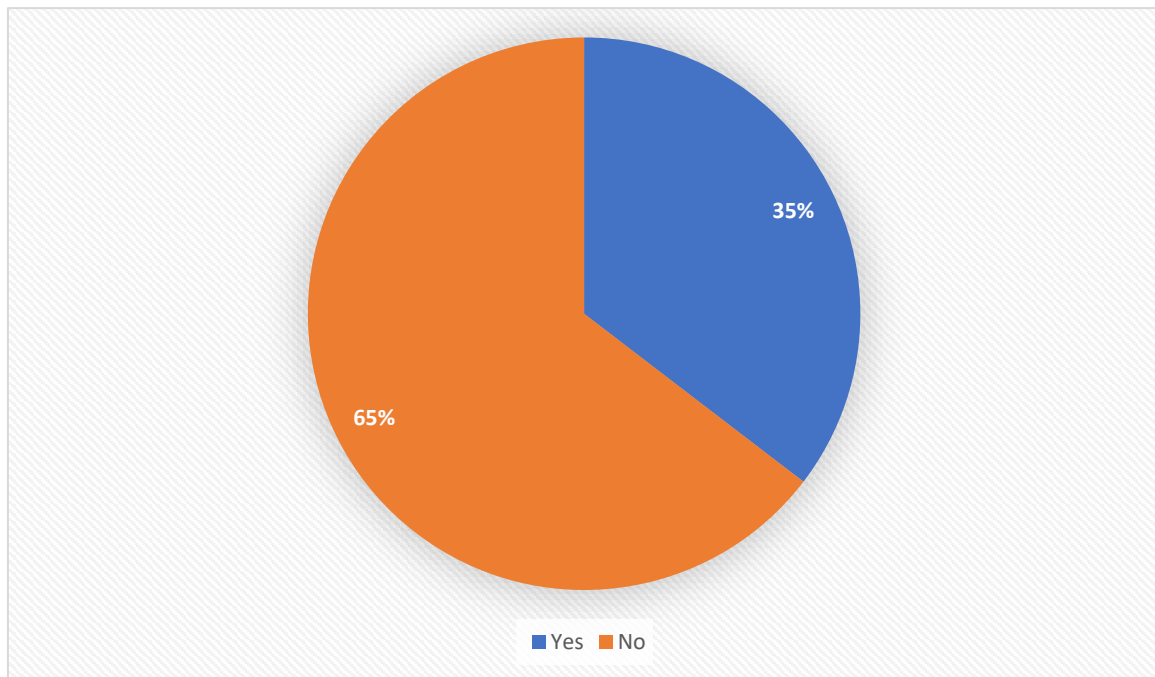
Mobile Options



Broadband Options	Response Percent	Response Count
Traditional Copper Wire Based (ADSL/VDSL)	4.39%	5
Fixed Wireless Broadband (modem supplied by mobile phone provider)	71.93%	82
Fixed Wireless Broadband (local wireless ISP)	9.65%	11
New Fibre Fixed Broadband	13.16%	15
Satellite (e.g. Starlink)	0.88%	1

Mobile Options	Response Percent	Response Count
None	7.89%	9
3G	14.91%	17
4G	55.26%	63
5G	21.93%	25

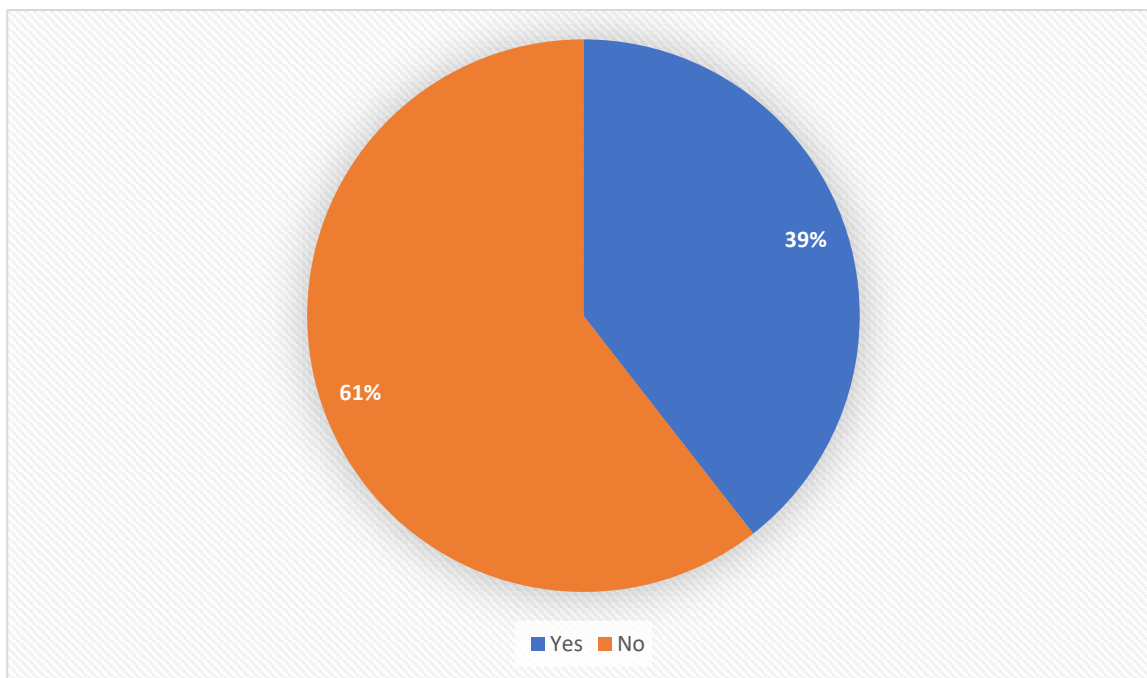
Is connectivity holding back your patients from accessing good health care?



	Response Percent	Response Count
Yes	35.40%	40
No	64.60%	73

If Yes, what is Holding Back Patients?	Response Count
Patients Have No Internet Connection	16
Patients Have No Mobile Coverage	25
Patients Have Unreliable Internet Connection	6
Practices Have Unreliable Internet Connection/Systems	3
Unable to Provide Telehealth Services	5
Patients Unable to Afford Mobile/Internet Services	6

Have you been in an emergency situation where connectivity or mobile coverage has been an issue for patient care?



	Response Percent	Response Count
Yes	39.47%	45
No	60.53%	69

If Yes, What Has Been an Issue?	Response Count
Mobile Network Outages, Unable to Communicate with Patients	23
Power Outages	11
Unable to Communicate with Ambulance/PRIME/On Call Staff	12

Please Provide any Innovative Stories of Improved Community Health Through Connectivity Solutions

	Response Count
Use of Telehealth/Virtual Consults	22
Online Patient Portals	8
Use of Social Media to Stay in Contact with Patients	1
Providing Vulnerable Patients with Mobile Phones/Tablets	2
Virtual TWO Consults	2
Teaching Elderly Patients to use Technology	1
Buses with Internet Connection Sent to Communities	1
Setting Up Email Accounts for Patients	1
Starlink	3
Providing an 0800 Number for Patients	1
Providing Transport Services for Patients	2
Electronic Prescribing	2
Radio/Satellite Phones	2
Pager and Walkie Talkies for PRIME Call Outs	1