



## Blue Report

### National General Practitioner Listings

January 2023

## Who we are

Founded in 2017, and formerly known as MindTheGap, Cleanbill is a healthcare directory with one simple aim: to increase healthcare accessibility.

We believe that healthcare is at its most accessible when you can see all your options and their costs before making a booking.

So, Cleanbill shows you just that.

## What we do

We collect basic background, pricing, location and contact information for every single healthcare practice of a given speciality in a given area.

Then we put it all on [cleanbill.com.au](https://cleanbill.com.au).

Users in that area can then search Cleanbill to find every single healthcare practitioner around them and filter those results by the price of their basic services. In one simple, free search, users can see every healthcare practitioner around them and find one that meets all their affordability and accessibility criteria.

## What this report is

Between August and December 2022, Cleanbill's Researchers and Callers found, called, and listed full information, including pricing information, for every single General Practice (GP) clinic in:

- Greater Sydney;
- Greater Melbourne;
- Greater Brisbane;
- Greater Perth;
- Greater Adelaide;
- Tasmania;
- the Australian Capital Territory (including Queanbeyan);  
and
- the Northern Territory.

All 4,188 of them.

Around 21,000 General Practitioners work out of these clinics, servicing approximately 70% of Australia's population.

This report outlines the aggregate national bulk billing and out-of-pocket cost data we gathered from listing these clinics, before breaking this data down on an area-by-area basis.

## Key Statistics – National

GP Clinics	4,188
No new patients <sup>1</sup>	369
<b>Available GP Clinics</b>	<b>3,819</b>
Available GP Clinics	3,819
No quote provided <sup>2</sup>	81
Quoted GP Clinics	3,738
Buk Billing <sup>3</sup>	1,595
<b>Bulk Billing Rate<sup>4</sup></b>	<b>42.7%</b>
Average Total Cost (Standard Consultation)	\$80
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$40.25</b>

Only **42.7%** of GP clinics serving nearly **18 million Australians** bulk bill (charge no out-of-pocket fee to) all patients.

At the 57.3% of GP clinics that private bill (charge an out-of-pocket fee to) patients, the **average out-of-pocket cost** for a standard, 15-minute consultation is **\$40.25**.

Of the GP clinics surveyed, **8.8% (369) were not taking on new patients**, limiting Australians' options for clinics near them.

<sup>1</sup> Clinics that were not taking on new patients at the time of listing. The Australian Capital Territory and Greater Perth are excluded from this dataset.

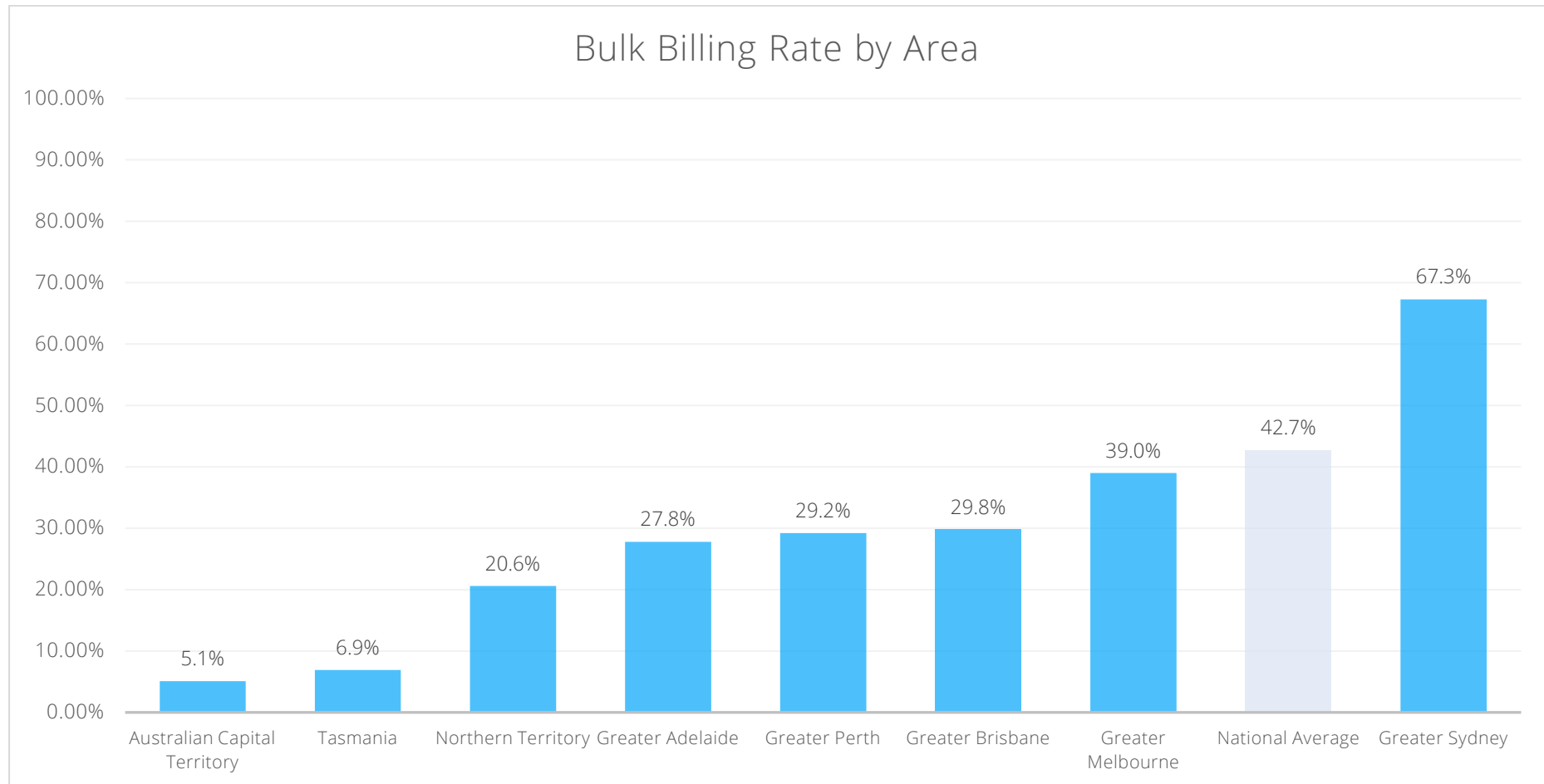
<sup>2</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>3</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

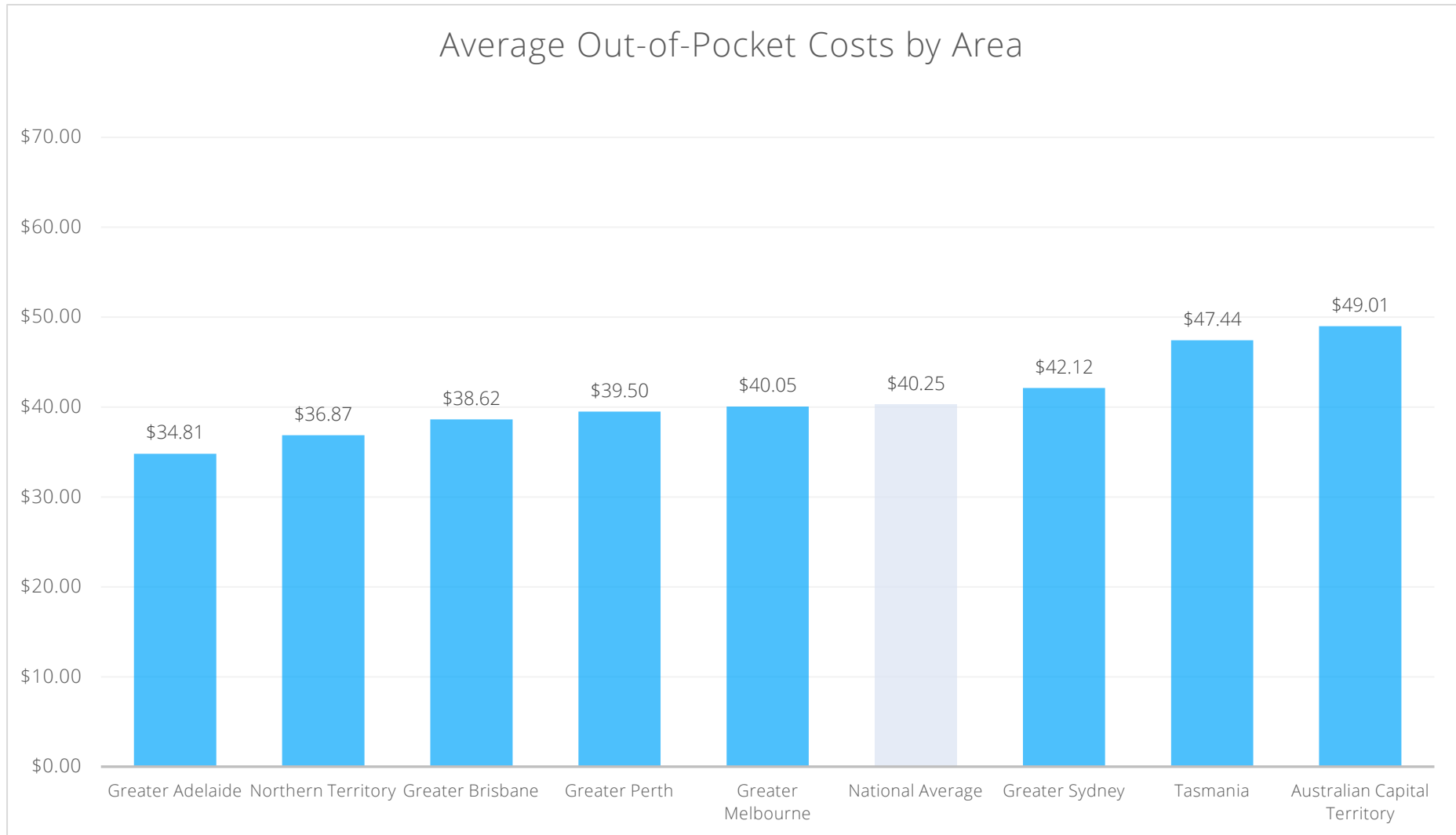
<sup>4</sup> Buk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

# Breakdown of Statistics - National

## Bulk Billing Rate



## Out-of-Pocket Costs



# Area-by-area Breakdown

## Key Statistics – The Australian Capital Territory

GP Clinics	100
No new patients <sup>5</sup>	N/A
<b>Available GP Clinics</b>	<b>100</b>

Available GP Clinics	100
No quote provided <sup>6</sup>	1
Quoted GP Clinics	99
Buk Billing <sup>7</sup>	5
<b>Bulk Billing Rate<sup>8</sup></b>	<b>5.1%</b>

Average Total Cost (Standard Consultation)	\$88.76
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$49.01</b>

<sup>5</sup> Clinics that were not taking on new patients at the time of listing. The Australian Capital Territory is excluded from this dataset.

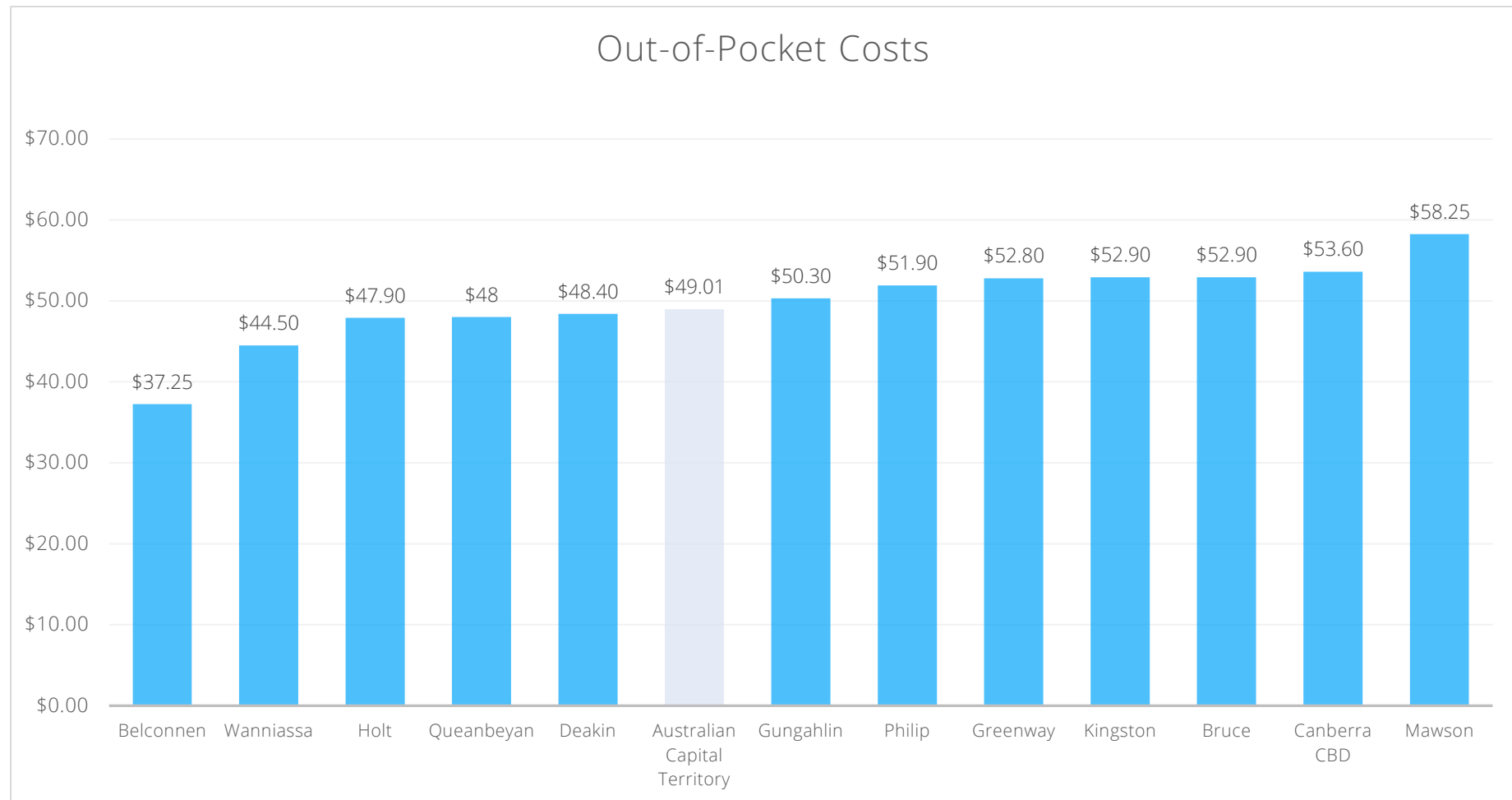
<sup>6</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>7</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

<sup>8</sup> Buk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

## Out-of-pocket Costs – The Australian Capital Territory

Below are the average out-of-pocket costs of a standard consultation with GPs in each suburb across the Australian Capital Territory and Queanbeyan, split by the average out-of-pocket cost for the entire area.





## Key Statistics – Greater Adelaide

GP Clinics	318
No new patients <sup>9</sup>	27
<b>Available GP Clinics</b>	<b>291</b>

Available GP Clinics	291
No quote provided <sup>10</sup>	0
Quoted GP Clinics	291
Buk Billing <sup>11</sup>	81
<b>Bulk Billing Rate<sup>12</sup></b>	<b>27.8%</b>

Average Total Cost (Standard Consultation)	\$74.56
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$34.81</b>

<sup>9</sup> Clinics that were not taking on new patients at the time of listing.

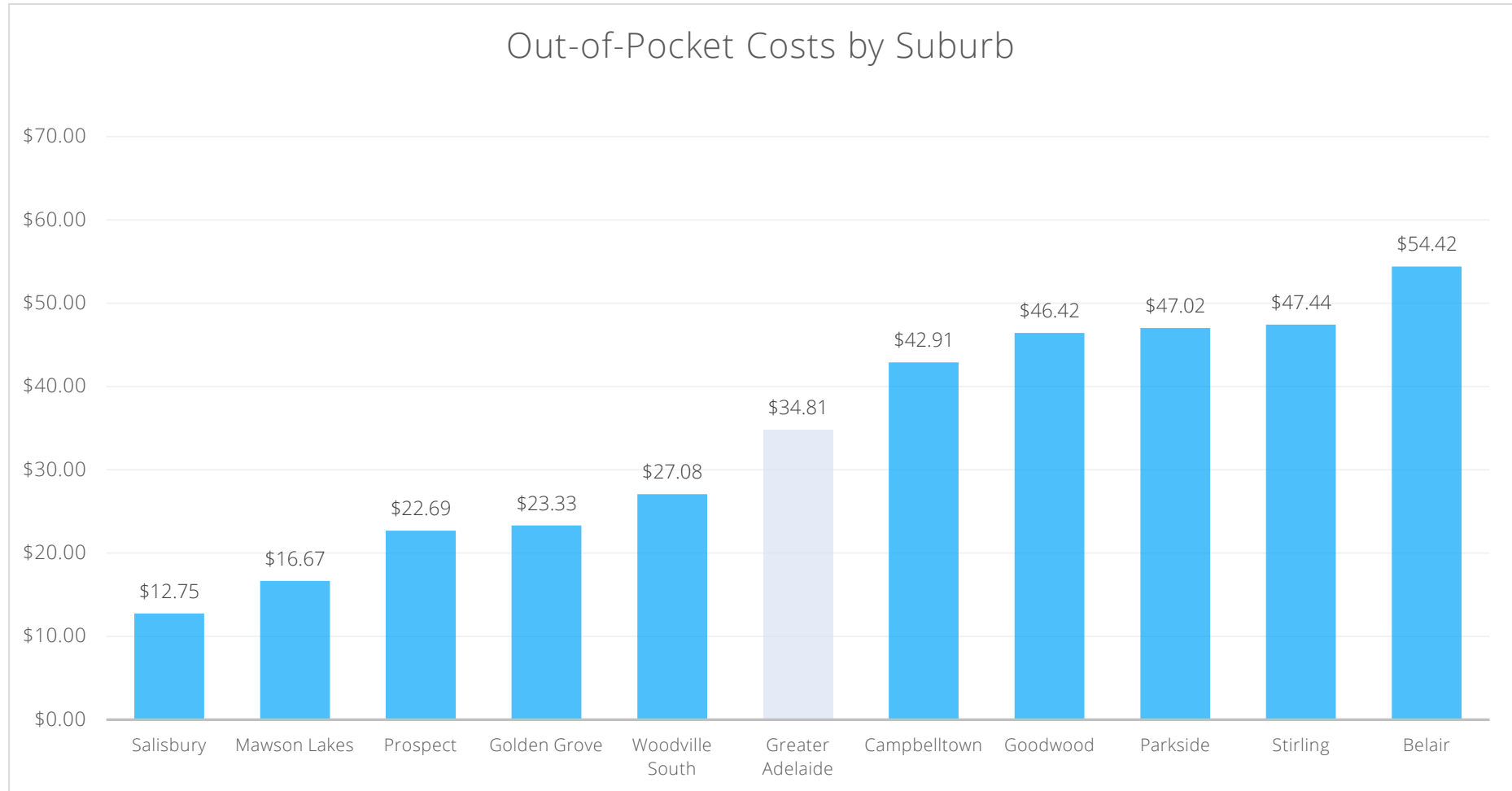
<sup>10</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>11</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

<sup>12</sup> Bulk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

## Out-of-pocket Costs – Greater Adelaide

Below are the five suburbs with the highest and lowest average out-of-pocket costs for a standard consultation, split by the average out-of-pocket cost for a standard consultation in Greater Adelaide.



## Key Statistics – Greater Brisbane

GP Clinics	645
No new patients <sup>13</sup>	72
<b>Available GP Clinics</b>	<b>573</b>

Available GP Clinics	573
No quote provided <sup>14</sup>	3
Quoted GP Clinics	570
Buk Billing <sup>15</sup>	170
<b>Bulk Billing Rate<sup>16</sup></b>	<b>29.8%</b>

Average Total Cost (Standard Consultation)	\$78.37
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$38.62</b>

<sup>13</sup> Clinics that were not taking on new patients at the time of listing.

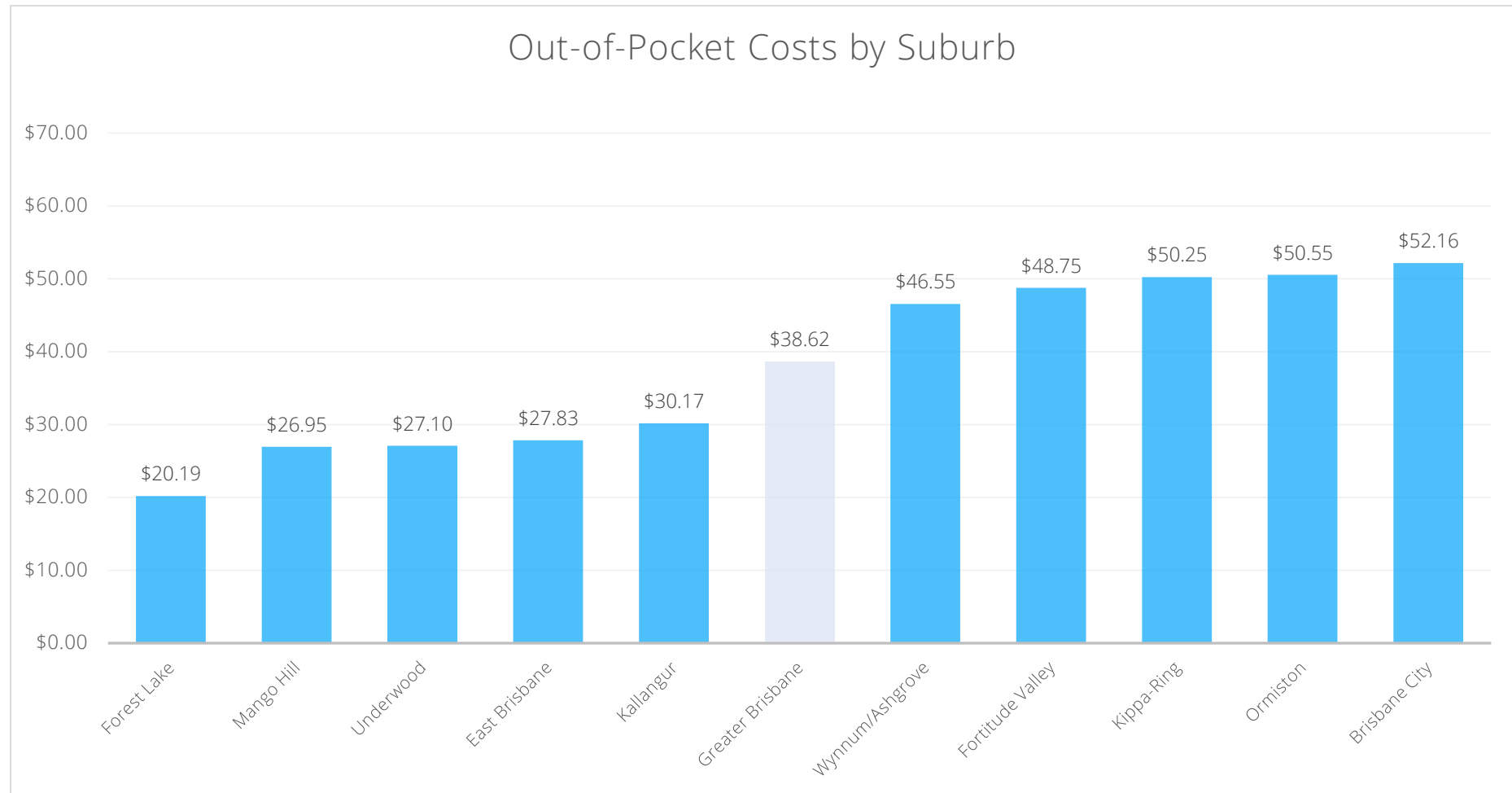
<sup>14</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>15</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

<sup>16</sup> Buk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

## Out-of-pocket Costs – Greater Brisbane

Below are the five suburbs with the highest and lowest average out-of-pocket costs for a standard consultation, split by the average out-of-pocket cost for a standard consultation in Greater Brisbane.



## Key Statistics – Greater Melbourne

GP Clinics	1,182
No new patients <sup>17</sup>	125
<b>Available GP Clinics</b>	<b>1,057</b>

Available GP Clinics	1,057
No quote provided <sup>18</sup>	49
Quoted GP Clinics	1,008
Buk Billing <sup>19</sup>	393
<b>Bulk Billing Rate<sup>20</sup></b>	<b>39.0%</b>

Average Total Cost (Standard Consultation)	\$79.80
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$40.05</b>

<sup>17</sup> Clinics that were not taking on new patients at the time of listing.

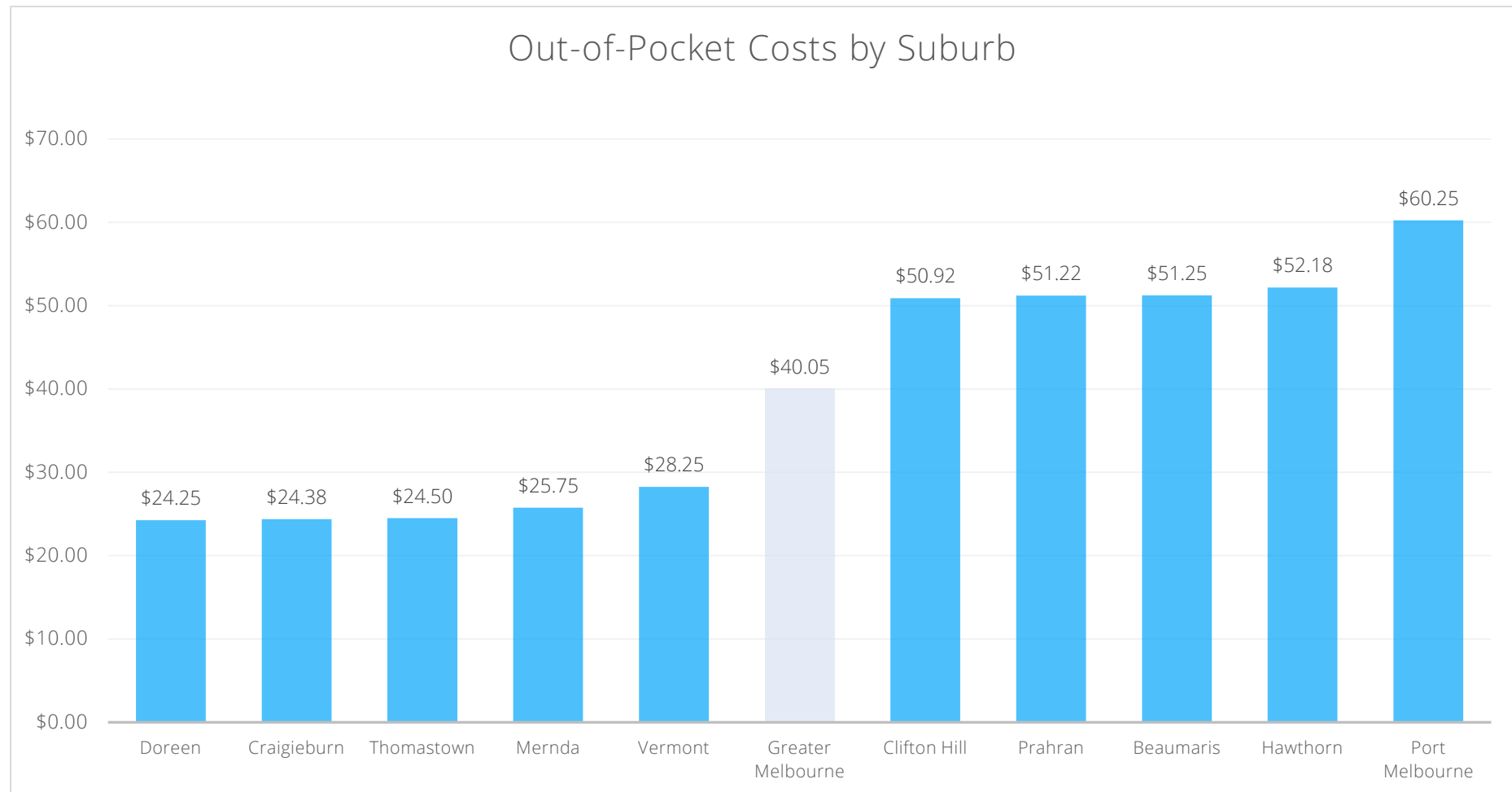
<sup>18</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>19</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

<sup>20</sup> Buk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

## Out-of-pocket Costs – Greater Melbourne

Below are the five suburbs with the highest and lowest average out-of-pocket costs for a standard consultation, split by the average out-of-pocket cost for a standard consultation in Greater Melbourne.



## Key Statistics – Greater Perth

GP Clinics	463
No new patients <sup>21</sup>	N/A
<b>Available GP Clinics</b>	<b>463</b>

Available GP Clinics	463
No quote provided <sup>22</sup>	24
Quoted GP Clinics	439
Buk Billing <sup>23</sup>	128
<b>Bulk Billing Rate<sup>24</sup></b>	<b>29.2%</b>

Average Total Cost (Standard Consultation)	\$79.25
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$39.51</b>

<sup>21</sup> Clinics that were not taking on new patients at the time of listing. Greater Perth is excluded from this dataset.

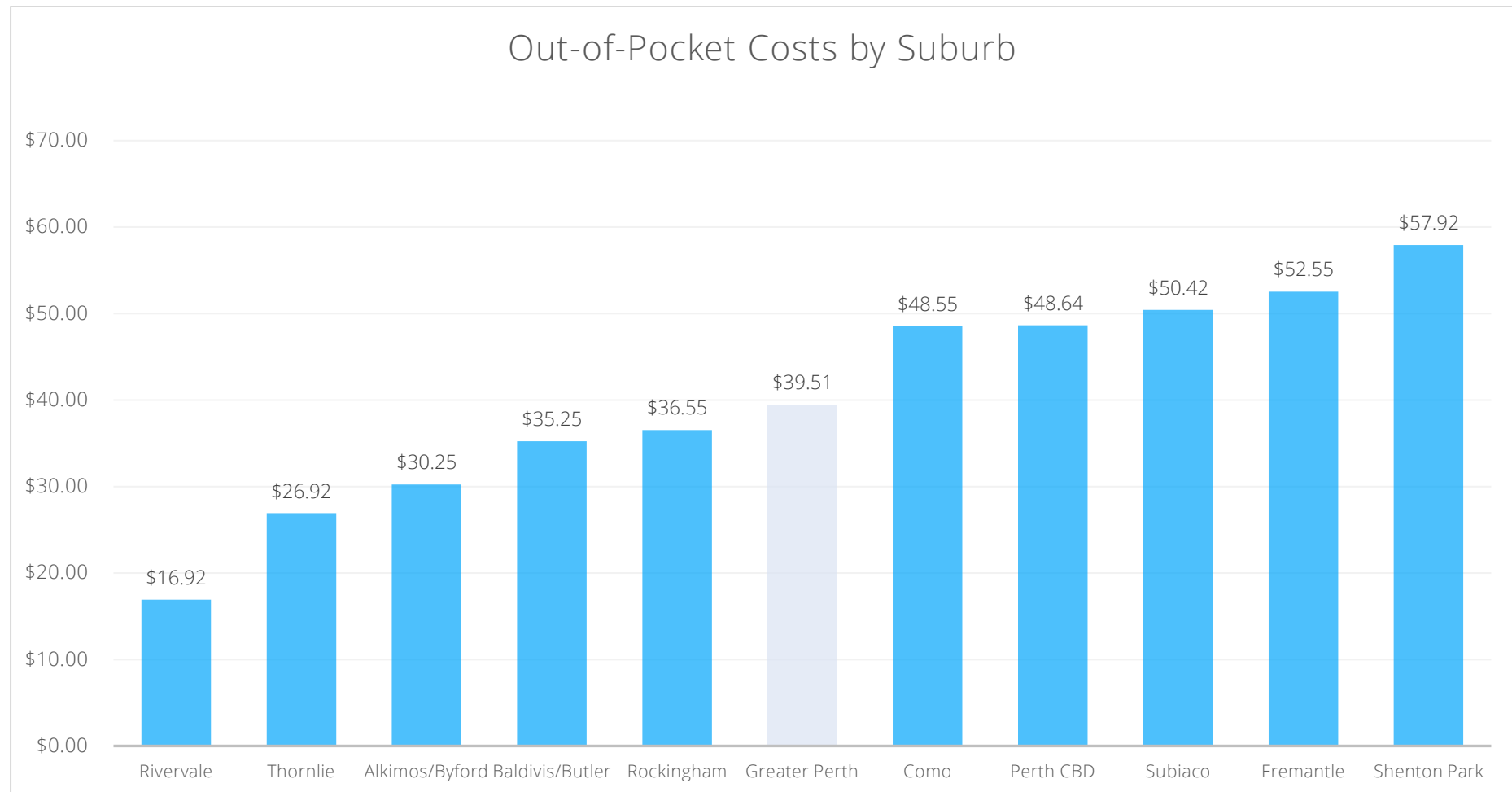
<sup>22</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>23</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

<sup>24</sup> Buk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

## Out-of-pocket Costs – Greater Perth

Below are the five suburbs with the highest and lowest average out-of-pocket costs for a standard consultation, split by the average out-of-pocket cost for a standard consultation in Greater Perth.





## Key Statistics – Greater Sydney

GP Clinics	1,315
No new patients <sup>25</sup>	117
<b>Available GP Clinics</b>	<b>1,198</b>

Available GP Clinics	1,198
No quote provided <sup>26</sup>	3
Quoted GP Clinics	1,195
Buk Billing <sup>27</sup>	804
<b>Bulk Billing Rate<sup>28</sup></b>	<b>67.3%</b>

Average Total Cost (Standard Consultation)	\$81.87
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$42.12</b>

<sup>25</sup> Clinics that were not taking on new patients at the time of listing.

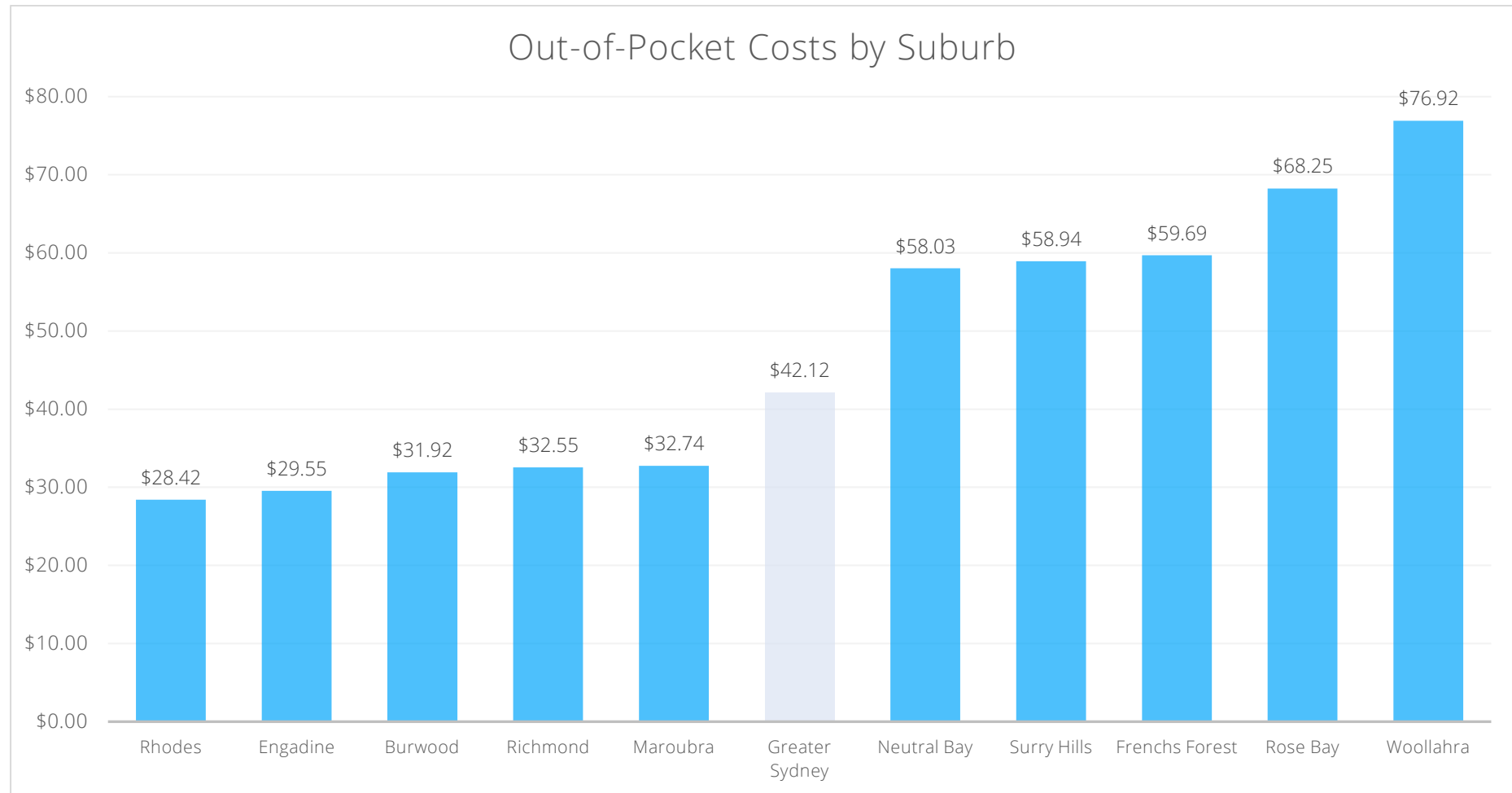
<sup>26</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>27</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

<sup>28</sup> Bulk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

## Out-of-pocket Costs – Greater Sydney

Below are the five suburbs with the highest and lowest average out-of-pocket costs for a standard consultation, split by the average out-of-pocket cost for a standard consultation in Greater Sydney.



## Key Statistics – The Northern Territory

GP Clinics	37
No new patients <sup>29</sup>	3
<b>Available GP Clinics</b>	<b>34</b>

Available GP Clinics	34
No quote provided <sup>30</sup>	0
Quoted GP Clinics	34
Buk Billing <sup>31</sup>	7
<b>Bulk Billing Rate<sup>32</sup></b>	<b>20.6%</b>

Average Total Cost (Standard Consultation)	\$76.62
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$36.87</b>

There are too few GP clinics in the Northern Territory to provide any further breakdown.

<sup>29</sup> Clinics that were not taking on new patients at the time of listing.

<sup>30</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>31</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

<sup>32</sup> Bulk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

## Key Statistics – Tasmania

GP Clinics	128
No new patients <sup>33</sup>	25
<b>Available GP Clinics</b>	<b>103</b>

Available GP Clinics	103
No quote provided <sup>34</sup>	1
Quoted GP Clinics	102
Buk Billing <sup>35</sup>	7
<b>Bulk Billing Rate<sup>36</sup></b>	<b>6.9%</b>

Average Total Cost (Standard Consultation)	\$87.19
<b>Average Out-of-pocket Cost (Standard Consultation)</b>	<b>\$47.44</b>

<sup>33</sup> Clinics that were not taking on new patients at the time of listing.

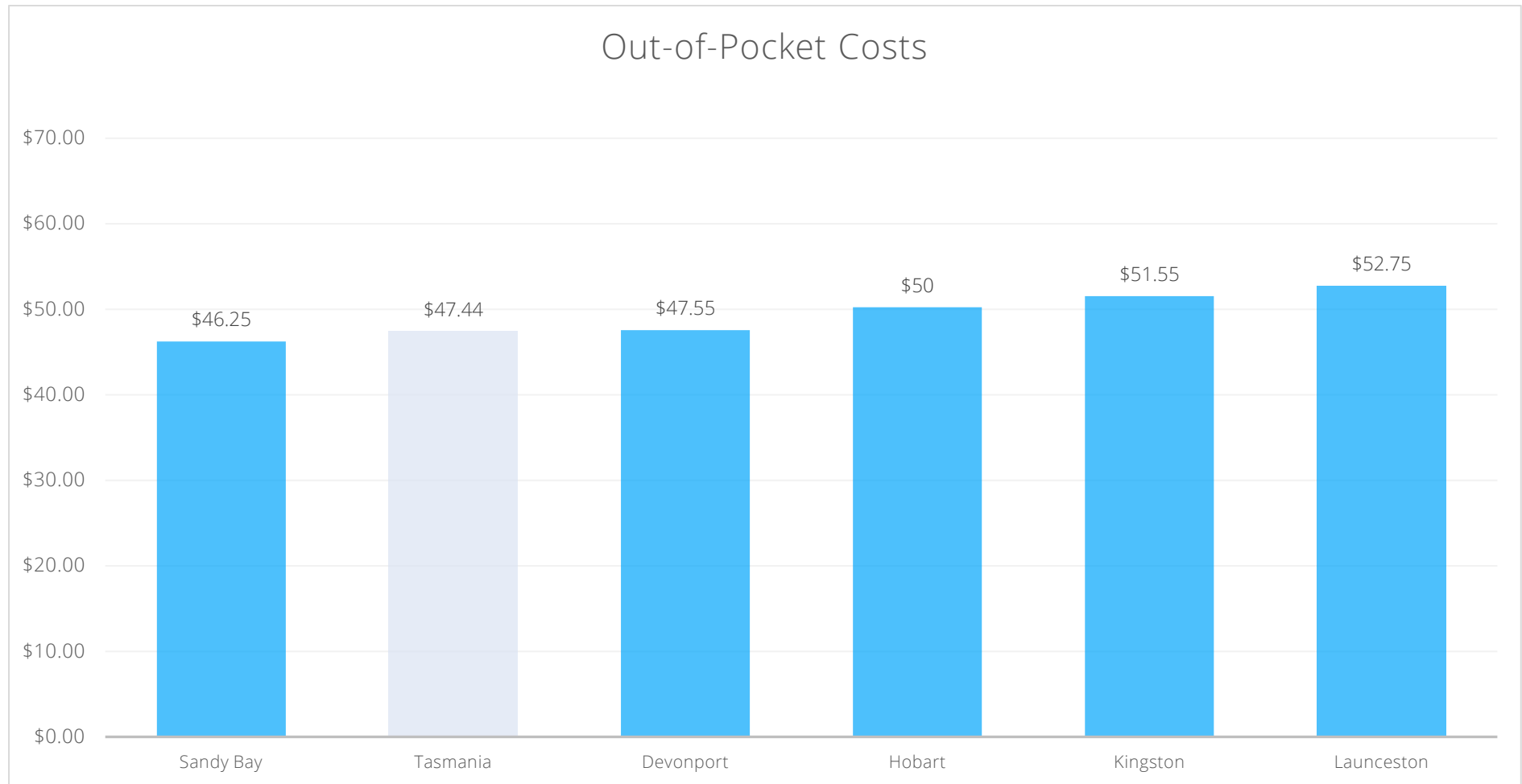
<sup>34</sup> Clinics that either refused to provide a quote when contacted or could not be reached during their listed business hours.

<sup>35</sup> Clinics that do not charge an out-of-pocket fee to an adult who presents to the clinic with a Medicare card during regular business hours.

<sup>36</sup> Buk billing rate = No. of bulk billing clinics/No. of quoted GP clinics.

## Out-of-pocket Costs – Tasmania

Below are the average out-of-pocket costs of a standard consultation with GPs in each suburb across Tasmania, split by the average out-of-pocket cost for the entire State,



## Conclusion

Our listing of GP clinics serving approximately 70% of the Australian population represents the most comprehensive survey yet undertaken on the [state of primary care accessibility](#) in Australia.

The outcome is [broadly concerning](#).

[Significantly fewer than 50%](#) of Australian GP clinics offer bulk billing to adults through Medicare. Outside of Sydney and Melbourne, Australian adults can only access free primary care at [fewer than 1 in 3](#) GP clinics. And in Tasmania and the Australian Capital Territory bulk billing has become an [exceedingly rare practice](#).

At the [over 50%](#) of clinics that do not offer bulk billing to adults through Medicare, patients face [average out-of-pocket costs of between \\$30 and \\$50](#) for a standard, 15-minute consultation. This is on top of a Medicare rebate of \$39.75.

If out-of-hospital primary healthcare is to remain accessible for all Australians, services that help people find doctors who they can afford will become increasingly critical.

Without Cleanbill, no such service exists.