



## Blue Report

### National General Practitioner Listings

January 2024

## Who we are

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, availability, 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

On 16 April 2023, Cleanbill released its 2023 Health of the Nation Report. The 2023 Health of the Nation Report outlined the aggregate pricing and availability data we gathered from calling and listing every GP clinic we were able to find across Australia.

It was a groundbreaking report.

It represented the most comprehensive survey of general practitioners to date and enabled a completely new, data-driven understanding of the state of primary care accessibility in Australia.

But prices and availabilities change.

So, following the final indexation of Medicare rebates for 2023 on 1 November, we decided to re-find and re-call every clinic we could to get updated pricing and availability information.

All 6,818 of them.

Naturally, we used the individual clinic data to update our listings on Cleanbill but, when compared to our 2023 figures, this data offered the opportunity to track year-on-year changes in availability and billing practices on an Australia-wide scale.

And we couldn't let that opportunity pass us by.

So, this Report outlines the aggregate national billing and availability data we've collected since 1 November 2023, before comparing that data to the same data for the same GP clinics collected up until April 2023.

## What the data means

Cleanbill's data reflects its listings; it aims to provide the best understanding of what every GP clinic around you would say if you, as an adult without concessions, asked for their pricing and availability information for a standard consultation during regular, weekday business hours. With this in mind, the definitions of the terms in this Report are as follows:

- Clinics listed – this is the total number of clinics that Cleanbill lists in its database for the given jurisdiction. Cleanbill goes to every length to ensure that this is every single clinic in that jurisdiction, and we estimate it to have an accuracy above 99%. But there is no publicly available list of every single clinic across the country to compare it to, so we may inadvertently miss some. If you are a clinic that isn't listed, please reach out so that we can update our database with your details.
- Availability rate – this is the total number of clinics in the jurisdiction who were taking on new patients when we called, divided by the total clinics for which we were able to get a quote (this is slightly less than the total clinics listed – refer to Note i).<sup>i</sup>
- Bulk Billing Rate – this is the number of clinics that will bulk bill all adult patients without concessions who attend for a standard consultation (MBS Item 23) during regular, weekday business hours, divided by the total number of available clinics in the jurisdiction (refer to Note ii for a full list of inclusions and exclusions).<sup>ii</sup>

- Average Out-of-pocket Cost – this is the average cost of a standard consultation (MBS Item 23) for an adult patient without concessions who attends during regular, weekday business hours, amongst all clinics in the jurisdiction not listed as bulk billing.

These definitions are true for both the 2024 Overview data and the Historical Overview data. Our methodology for collecting pricing and availability data has not materially changed between data collection points.

## Why 6,091 clinics for the Historical Overview?

For our Historical Overview, we only wanted to compare billing data on a same-clinics basis. We found data for 6,818 clinics in November 2023, but only 6,091 of these could be matched to clinics that we had data for at the start of 2023. This is because:

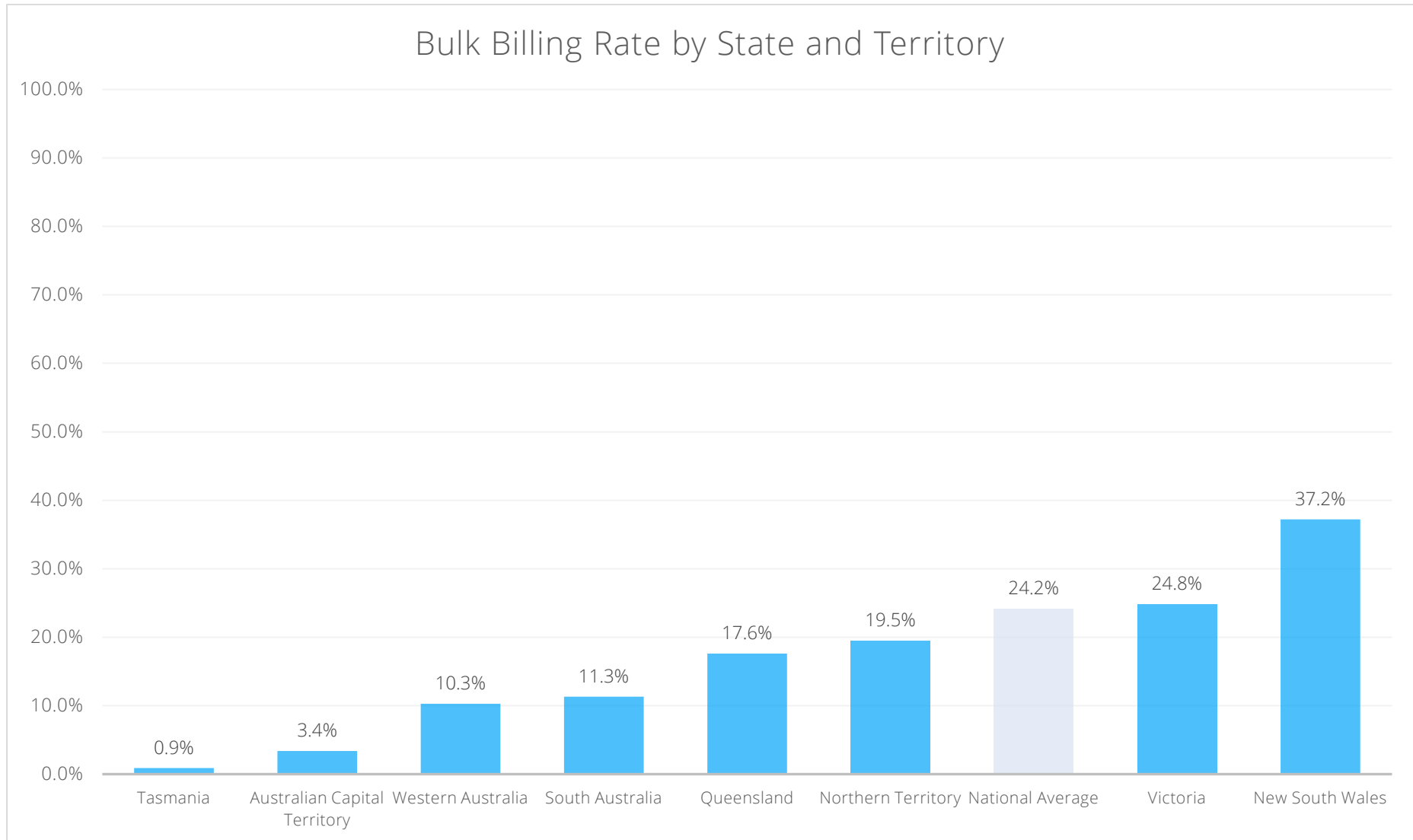
- Clinics closed during 2023;
- Clinics opened during 2023;
- Cleanbill incorporated community feedback to include new clinics throughout 2023 that our initial research had missed; and
- Cleanbill refined its researching processes throughout 2023 to improve the reach of its research. This had no impact on our pricing collection methodology, which did not materially change between collections.

These 6,091 clinics are the ones for which the Historical Comparison is conducted.

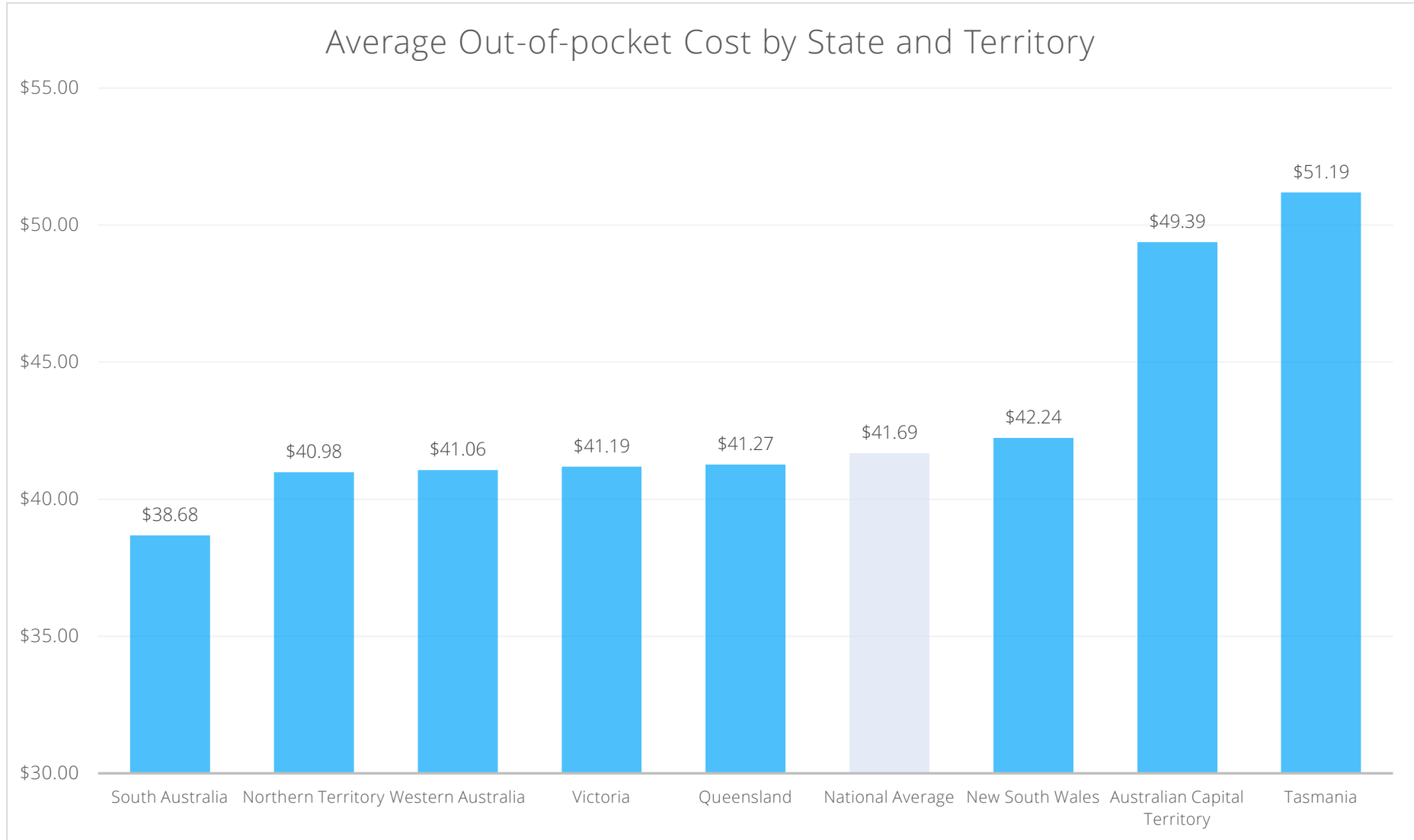
## 2024 Overview

Area	Clinics Listed	Availability Rate	Bulk Billing Rate	Average Out-of-pocket Cost
National	6,818	88.8%	24.2%	\$41.69
New South Wales	2,331	86.2%	37.2%	\$42.24
Victoria	1,669	88.6%	24.8%	\$41.19
Queensland	1,426	92.6%	17.6%	\$41.27
Western Australia	658	92.1%	10.3%	\$41.06
South Australia	462	85.6%	11.3%	\$38.68
Tasmania	130	86.8%	0.9%	\$51.19
Australian Capital Territory	98	90.8%	3.4%	\$49.39
Northern Territory	44	93.2%	19.5%	\$40.98

## 2024 Breakdown – Bulk Billing Rate



## 2024 Breakdown – Average Out-of-pocket Cost

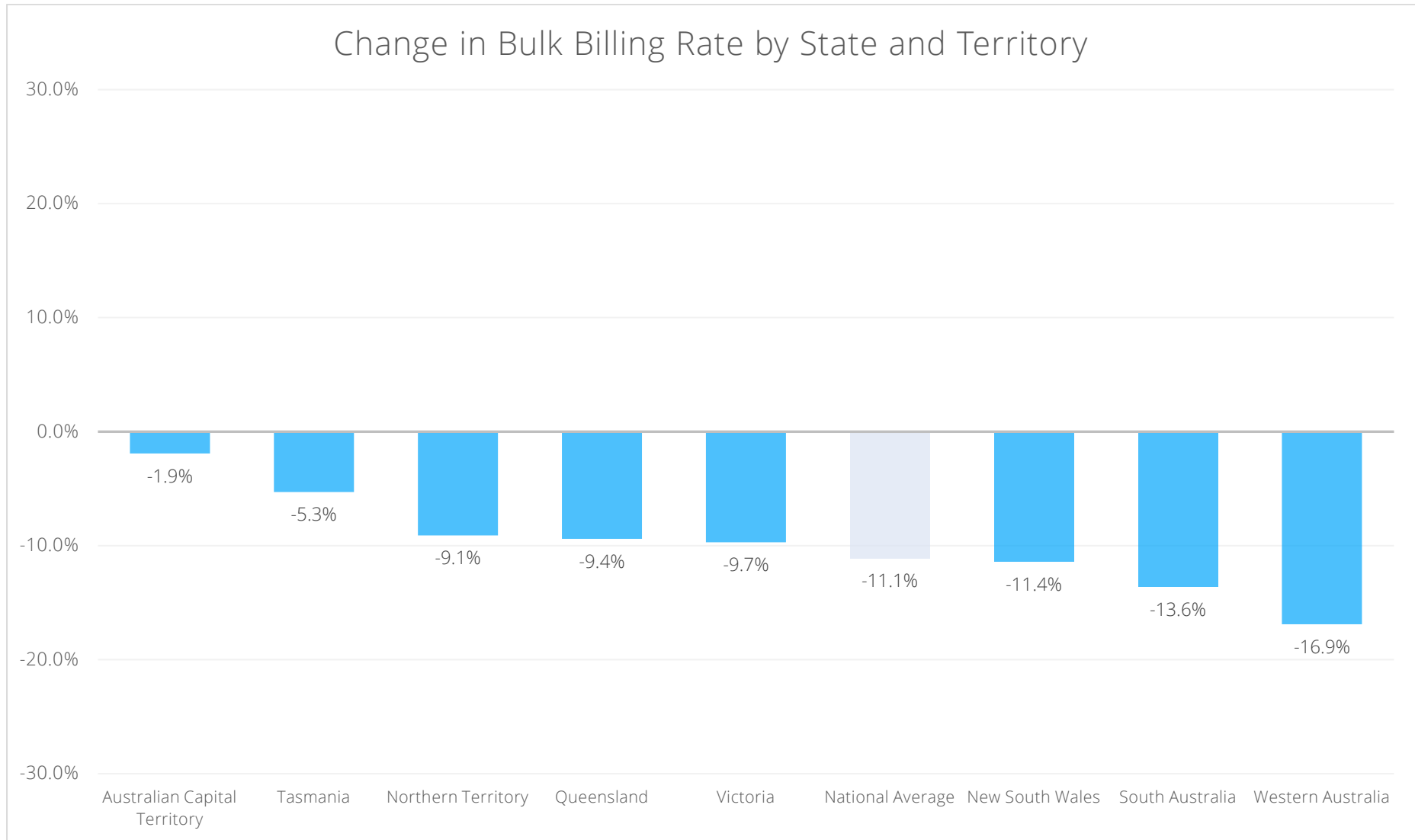




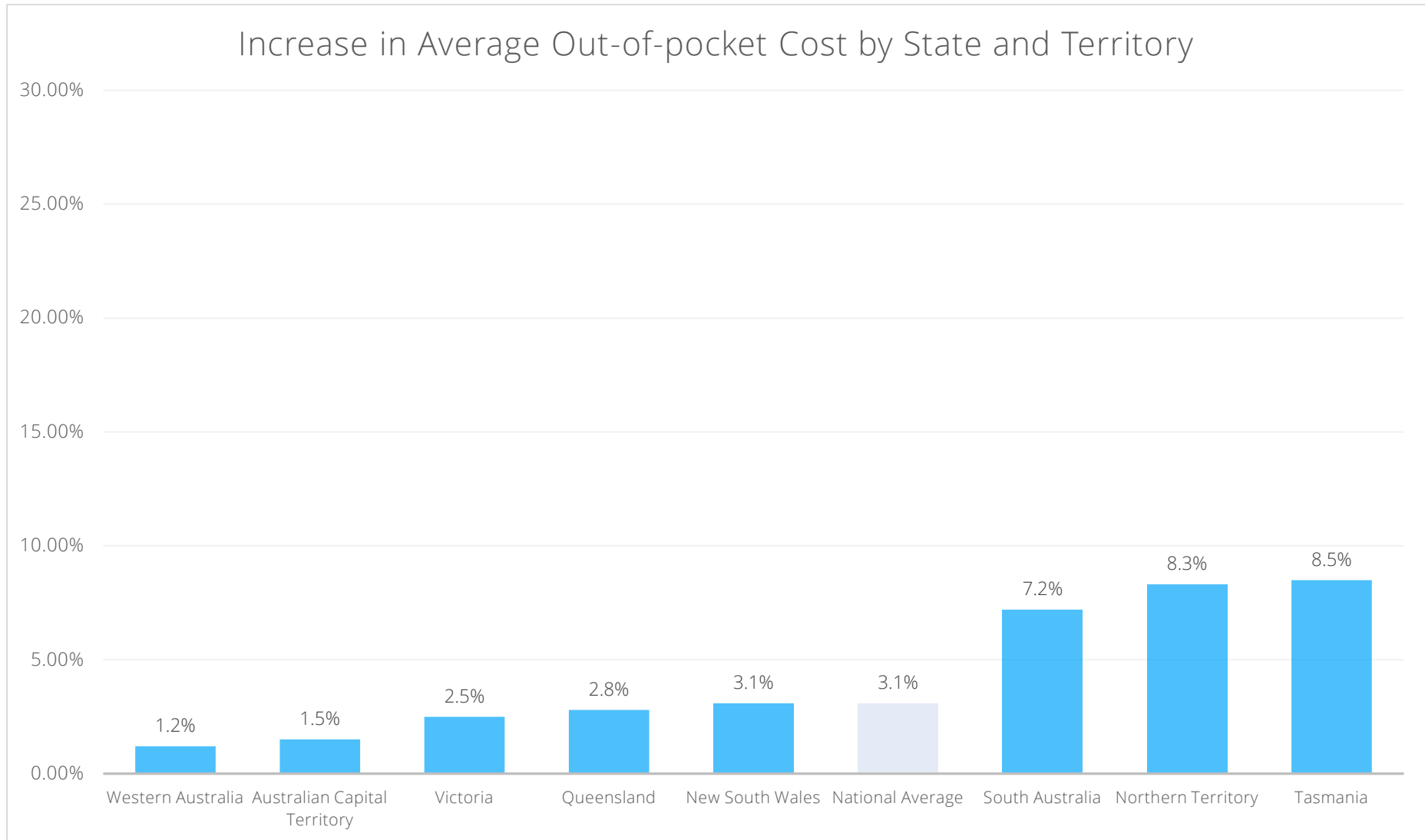
## Historical Overview

Area	Clinics Surveyed	Bulk Billing Rate			Average Out-of-pocket Cost		
		2023	2024	Change	2023	2024	Change
National	6,091	34.7%	23.6%	-11.1%	\$40.45	\$41.68	+3.1%
New South Wales	2,098	48.6%	37.2%	-11.4%	\$41.10	\$42.37	+3.1%
Victoria	1,488	34.1%	24.4%	-9.7%	\$40.17	\$41.19	+2.5%
Queensland	1,264	26.0%	16.6%	-9.4%	\$40.00	\$41.13	+2.8%
Western Australia	593	26.1%	9.2%	-16.9%	\$40.56	\$41.04	+1.2%
South Australia	408	23.1%	9.5%	-13.6%	\$35.97	\$38.57	+7.2%
Tasmania	117	6.3%	1.0%	-5.3%	\$47.63	\$51.67	+8.5%
Australian Capital Territory	87	5.7%	3.8%	-1.9%	\$49.05	\$49.79	+1.5%
Northern Territory	36	21.2%	12.1%	-9.1%	\$36.55	\$39.59	+8.3%

## Historical Breakdown – Bulk Billing Rate



## Historical Breakdown – Average Out-of-pocket Cost



## Conclusion

This Report is the first in Australian history to provide a [nationwide insight](#) into GP clinic billing arrangements on a [year-by-year basis](#).

The trend it outlines is [catastrophic](#).

[Fewer than 1 in 4](#) Australian GP clinics offer bulk billing to non-concession adult patients for standard consultations in 2024, and this number has fallen by [over 11 percentage points](#) on a clinic-by-clinic basis in just the last year. [514 clinics](#) which bulk billed these patients at the start of the year [had stopped by November 2023](#).

And, at the [over 75%](#) of clinics that do not offer bulk billing to non-concession adults, patients now face [average out-of-pocket costs in excess of \\$40](#) almost uniformly across the country. This is paid on top of the \$41.40 Medicare rebate already provided for a standard, 15-minute consultation.

In these circumstances, it's easy to see why [over 1.2 million Australians](#) didn't go to see a GP in 2022-23 because of [concerns surrounding cost](#); twice as many as in 2021-22.

This [should not be happening](#).

If out-of-hospital primary healthcare is to be accessible for all Australians, a service that helps people find available doctors who they can afford around them is no longer a luxury; [it's a necessity](#).

Without Cleanbill, no such service exists.

## Notes

---

<sup>i</sup> Occasionally Cleanbill calls clinics and is not provided with pricing or availability information. This is because:

- The clinic refuses to provide any pricing or availability information when called; or
- Cleanbill can confirm the clinic exists but has not been able to reach it despite multiple calls during regular business hours.

Clinics that fall into this group are taken to have not provided a quote and are indicated as such on their Cleanbill listing. For data aggregation purposes, these clinics are removed from the total clinics in a jurisdiction before calculating that jurisdiction's availability rate. In our listing data collection at the end of 2023, there were 69 clinics nationally (~1%) that fell into this group.

<sup>ii</sup> Under the above definition of bulk billing, the following clinics are considered bulk billing for the purposes of this Report:

- Clinics with at least one doctor who is taking on new patients and established as bulk billing in accordance with the above definition, even if the clinic has other doctors that do not bulk bill in accordance with the above definition.
- Clinics that bulk bill in accordance with the above definition during regular, weekday business hours, but which do not bulk bill in accordance with the above definition outside of these hours.
- Clinics that do not charge a one-off, yearly, or monthly fee to access bulk billing in accordance with the above definition.