



**RACGP**

Royal Australian College of General Practitioners

# *RACGP Digital tools in general practice survey*

**Survey results 2021**

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Healthy Profession.  
Healthy Australia.

## About this survey

The use of digital technology in Australian general practices is constantly evolving. The COVID-19 pandemic has catapulted technology into Australian general practice and the past two years has seen widespread uptake of tools to support remote care of patients including telehealth, and electronic prescribing.

Since 2015, the RACGP has surveyed members to gain insights and opinions on the use of technology and digital tools in their practice to understand what systems are being used, where future investment is needed, and key technology challenges faced by GPs and their teams.

Through December 2021 the RACGP invited GPs and GPs in training across Australia, to once again have their say through an online survey lasting approximately 15-20 minutes.

In total, 94 GPs participated in the survey, and 78 responses were considered for analysis. It is acknowledged that since this is an online survey, results may be skewed towards GPs with higher digital literacy.

The response rate to the 2021 survey was significantly lower than in previous years. The RACGP attributes this to the increased workload of GPs during the COVID-19 pandemic and vaccine rollout, along with 'survey-fatigue' in a period of great change in the profession and in Australia's healthcare environment, where GP insights have been in high demand.

The RACGP therefore believe that the low response rate means comparisons cannot be made to previous survey results, nor data extrapolated to represent the digital health landscape of Australian general practice. However, feedback provided by members in the survey will be useful the RACGP when developing and updating resources and education activities for members and their teams.

We thank all members who provided their time and insights in completing this survey. It is greatly appreciated.

Members and their practice teams are welcome to contact us freely with issues or queries they may have regarding digital tools and technology in general practice, and we welcome further feedback. Please email <mailto:ehealth@racgp.org.au> at any time.

## Survey results

### Respondent information:

All considered responses were from GPs currently working or training in Australia

n = 78

I am...

Answer	%	Count
a GP	92%	72
a GP in training (including IMG)	8%	6
Total	100%	78

**Length working as a GP:**

Answer	%	Count
less than 12 months	3%	2
1 - 5 years	12%	8
6 - 10 years	14%	10
11 - 20 years	27%	19
21 - 30 years	19%	13
more than 30 years	25%	17
Total	100%	69

**Age:**

Answer	%	Count
< 35 years	8%	6
35 - 44 years	24%	18
45 - 54 years	35%	26
55 - 64 years	24%	18
65 years or older	9%	7
Total	100%	75

**Practice ownership:**

Answer	%	Count
Owner	37.5%	27
Non-owner	62.5%	45
Total	100%	72

**Confidence using technology in personal life:**

Answer	%	Count
Very confident	40.3%	27
Quite confident	38.8%	26
Somewhat confident	16.4%	11
Not very confident	4.5%	3

Not at all confident	0%	0
Total	100%	67

**Confidence using technology in personal life:**

Answer	%	Count
Very confident	38.8%	26
Quite confident	41.8%	28
Somewhat confident	14.9%	10
Not very confident	3%	2
Not at all confident	1.5%	1
Total	100%	67

**About the practice**
**Practice location:**

Answer	%	Count
Metropolitan	67.6%	48
Regional	16.9%	12
Rural	11.3%	8
Remote	4.2%	3
Total	100%	71

**Practice size (number of GPs practising):**

Answer	%	Count
Solo	7.1%	5
2 - 5	32.4%	23
6 - 10	35.2%	25
11 - 15	19.7%	14
Over 15	5.6%	4
Total	100%	71

**Practice accreditation status:**

Answer	%	Count
Accredited practice	90.1%	64
Non-accredited practice	8.5%	6
Unsure of practice's accreditation status	1.4%	1
Total	100%	71

**Medicare services**
**Are you registered for PRODA?**

Answer	%	Count
Yes	94.3%	66
No	1.4%	1
Unsure	4.3%	3
Total	100%	70

**Which of the following services does your practice access using PRODA? (Select all that apply)**

n = 66

Answer	% Of respondents who access this service using PRODA
Health Professional Online Services (HPOS)	83%
Australian Immunisation Register (AIR)	80%
Medicare Online	61%
Pharmaceutical Benefits Scheme Online (PBS Online)	44%
Practice Incentives Program (PIP)	42%
My Health Record National Provider Portal	29%
Practice Nurse Incentives Program (PNIP)	26%
DVA Webclaim	12%
Aged Care Provider Portal	11%
None of the above / Unsure	11%
Disability Medical Assessment Online service	3%

**Does your practice participate in the Practice Incentives Program eHealth Incentive (ePIP)?**

Answer	%	Count
Yes	63.8%	44
No	7.2%	5
Unsure	29%	20
Total	100%	69

**Clinical Information Systems**

**In your practice, do you currently use an electronic clinical information system (CIS) for patient records (either entirely or in combination with paper/hardcopy records)?**

Answer	%	Count
Yes	97%	66
No	3%	2
Total	100%	68

**What are the barriers that prevent you from adopting an electronic clinical information system (CIS) for patient records?**

Nil responses

**What is the name of the clinical information system (CIS) your practice currently uses?**

Answer	%	Count
Best Practice	68.2%	45
Genie	3%	2
Medical Director	18.2%	12
Medtech Evolution	1.5%	1
Pracsoft	3%	2
Other	6.1%	4
Total	100%	66

Other =

- Profie by Intrahealth
- Medirecords

**In your practice, what do you use the clinical information system (CIS) for? Choose all that apply**

n = 66

Answer	% Of respondents who use this function in their CIS
Creating patient health records and maintaining consultation notes	86%
Generating prescriptions	86%
Managing test results	86%
Managing recalls and reminders	85%
Generating diagnostic imaging requests	85%
Receiving information from other providers (specialist letters, discharge summaries, diagnostic reports)	80%
Generating pathology requests	80%
Sending referrals to other practitioners	74%
Accessing patients My Health Record	74%
Sending recalls and reminders	70%
Patient education	59%
Data extraction and analysis for quality improvement activities i.e., QI PIP	52%
Transferring patient records to other general practices	50%
Conducting telehealth consults	39%
Using clinical decision support tools	35%
Consulting clinical terminology to code diagnoses	32%
Other	8%
Social prescribing	6%

Other =

- SMS & email function for patient communication
- Electronic care plans via third party software
- Monitoring preventative health and screening

**Are there any additional features that would improve your current CIS?**

Themes included:

- Better integration of:
  - My Health Record
  - Australian Immunisation Register
  - PRODA and other online services
  - real time prescription monitoring systems

- telehealth platforms, including payments for telehealth
- hospital and residential aged care facilities (i.e., RACF medication charts)
- patient forms and questionnaires
- Improvements to:
  - clinical feedback
  - decision support tools
  - accessibility and intuitive workflow (less clicks)
  - internal practice messaging functionality
  - practice to practice transfer of patient records
- Embedding of:
  - authority scripts
  - MBS information
  - chronic disease templates
  -
- Addition of:
  - auto-population of patient details when accessing PRODA
  - ability to send pathology and diagnostic imaging reports to My Health Record
  - preventative health screening monitoring i.e., mammograms, bowel screening
- Expansion of:
  - email functionality for communication with health professionals and patients
- Improved visibility of:
  - COVID-19 vaccination status
  - Cervical screening results
- Other:
  - separation of online and offline digital records for patients who are accepting of digitisation of records, but who cannot access them personally
  - ability to directly import coded data (i.e., ability to update medicines list and problems list from My Health Record records)
  - ability to show patients a comprehensive summary of their preventive care status and enabling them to indicate any preventive activities that they wish to discuss or are refusing, with their responses automatically becoming part of their clinical record

**Do you also maintain any records on paper/hardcopy?**

Answer	%	Count
Yes	10.2%	6
No	89.8%	53
Total	100%	59

**What records do you keep on paper/hardcopy and why?**

n = 5

- Patient supplied hardcopy records
- Personal preference – feel more organised using paper records than digital
- Personal log of significant results to follow up
- Legacy records from previous practice owner
- Back up of significant reports (i.e., workers compensation) in case computer crashes
- Maintains trust with patients who distrust the use of digitised records

## Secure Electronic Communications

**Do you use secure electronic communication (SEC) in your practice?**

Answer	%	Count
Yes	83%	48
No	7%	4
Unsure	10%	6
Total	100%	58

**What do you use secure electronic communications for? (Select all that apply)**

n = 48

Answer	% Of respondents who use SEC for this function
Receive discharge summaries	83%
Receive specialist reports	67%
Receive pathology result reports	67%
Receive diagnostic imaging result report	64%
Send referrals	53%
Send pathology requests	27%
Send pathology requests	19%
other	8%

Other =

- Sending diagnostic imaging requests

**Does your practice ever send health information to other health professionals via email?**

Answer	%	Count
Yes	62%	37

No	33%	20
Unsure	5%	3
Total	100%	60

**Does you practice use encrypted or password protected email when sending health information to other professionals via email?**

Answer	%	Count
Yes	40%	15
No	60%	22
Total	100%	37

**Does your practice use fax to send and receive health information?**

Answer	%	Count
Yes, we send and receive some health information using fax	82.4%	47
Yes, but we only send some health information using fax	5.3%	3
Yes, but we only receive some health information using fax	5.3%	3
No	7%	4
Unsure	0%	0
Total	100%	57

**What is your preferred method to SEND clinical information i.e., to other healthcare providers?**

Answer	%	Count
Secure electronic communications	68.5%	39
Fax	21%	12
Email	7%	4
Post	3.5%	2
Phone	0%	0
Total	100%	57

**What is your preferred method to RECEIVE clinical information from other healthcare providers?**

Answer	%	Count
Secure electronic communications	86%	49

Email	7%	4
Post	3.5%	2
Fax	3.5%	2
Phone	0%	0
Total	100%	57

**What do you see as a solution for securely and efficiently exchanging sensitive data with other health professionals and organisations?**

Themes include:

- Interoperability
- Integration in clinical information systems
- Integration with other providers (hospitals, RACFs)
- Single platforms
- Universal digital protocol across vendors
- User friendly and intuitive products
- Education and awareness
- Incentives for other sectors to adopt similar practices
- All healthcare practitioners searchable on secure messaging platform
- Improvements to NBN
- Legislation
- Patient consent and control

## My Health Record

**When was the last time you used My Health Record?**

Answer	%	Count
Today	31.5%	17
This week	27.8%	15
Within the last two weeks	7.4%	4
Within the last month	5.6%	3
In the last three months	7.4%	4
This year	9.2%	5
More than a year ago	3.7%	2
I have never used My Health Record	7.4%	4
Total	100%	54

**Which of the following functions have you used in My Health Record and how frequently?**

Question	Frequently		Occasionally		Rarely		Never		Total
Upload Shared Health Summaries	35.2%	19	33.3%	18	11.1%	6	20.4%	11	54
Upload Event Summaries	9.3%	5	29.6%	16	20.4%	11	40.7%	22	54
View discharge summaries	33.3%	18	22.2%	12	20.4%	11	24.1%	13	54
Review the Medicines Information View	25.9%	14	35.2%	19	18.5%	10	20.4%	11	54
Review the Immunisations View	42.6%	23	22.2%	12	14.8%	8	20.4%	11	54
Review pathology that has been eRequested	22.3%	12	11.1%	6	22.2%	12	44.4%	24	54
Review diagnostic imaging that has been eRequested	22.3%	12	11.1%	6	20.4%	11	46.2%	25	54
Review Advanced Care Planning documents	5.6%	3	5.6%	3	24%	13	64.8%	35	54
Assist patients to upload Advanced Care Planning documents	5.5%	3	5.6%	3	22.2%	12	66.7%	36	54

**Have you accessed a patient's health information via My Health Record that may not have otherwise been available to you (e.g., discharge summaries, diagnostic reports, medicines information)?**

Answer	%	Count
Yes	67%	36
No	33%	18
Total	100%	54

**Since My Health Record moved from an opt-in to an opt-out system in 2019, have you noticed any changes in how patients use My Health Record?**

Answer	%	Count
Yes, patients are using or discussing My Health Record more	33.3%	18
Yes, patients are using or discussing My Health Record less	7.4%	4
No, I have not noticed any change	59.3%	32
Total	100%	54

### Do you have any ideas on how My Health Record can be improved?

Themes include:

- Better integration with CIS
- Improved data format – atomic data downloadable into CIS
- Uptake by other specialists and healthcare providers
- Improve usability and workflow design. Simplified interface design
- Greater upload of pathology and diagnostic imaging result
- Mandating hospitals and laboratories to upload reports
- Identify the patient's usual GP and usual general practice, based on Medicare data or patient reporting
- Improved quality of written reports by contributors
- Ability to record COVID-19 vaccination status (major relevance lever)
- Patient education of its existence and potential benefit
- Scrap and start again

### Adoption of technology in a COVID-19 environment

The impact of COVID-19 and the increasing normality of smartphones has resulted in not just increased acceptance of digital ways to deliver healthcare, but also digital ways to manage healthcare.

Which, if any, of the following would most assist you in providing healthcare? (Select all that apply)

n = 37

Answer	% Of respondents who feel this would assist
Patient-completed self-assessments that you can review before the appointment	73%
Symptom trackers	59%
Medication adherence trackers	51%
Other (please specify)	11%

Other =

- More patient friendly access to telehealth - frequently fails due to people failing to login into Healthdirect site
- Integration with other clinical systems
- Patient centred apps with chronic health information

Has your practice integrated new digital technologies into your workflow since COVID-19 started? (i.e., March 2020)

Answer	%	Count
Yes	65%	35

No	26%	14
Unsure	9%	5
Total	100%	54

**Which technologies were integrated?**

Themes included:

- Telehealth (18)
- Electronic prescribing (9)
- eRequesting – pathology and diagnostic imaging (3)
- Online appointments (3)
- Use of email (3)
- Linking of online systems through HPOS/PRODA (2)
- Remote access and internal messaging (1)

**How easy or difficult was it to integrate digital health technologies into your workflow?**

Answer	%	Count
Somewhat easy	43.3%	13
Somewhat difficult	36.7%	11
Extremely difficult	10%	3
Extremely easy	10%	3
Unsure	0%	0
Total	100%	30

**And after they were integrated, how have they impacted your clinical workflow?**

Answer	%	Count
They made my workflow easier	55.9%	19
My workflow stayed the same	17.7%	6
They made my workflow harder	20.6%	7
I have not fully integrated digital health technologies into my workflow	5.8%	2
Total	100%	34

## Electronic prescribing

Have you used ePrescribing to prescribe medicines?

Answer	%	Count
Yes	84.6%	44
No	15.4%	8
Total	100%	52

How is ePrescribing integrated into your workflow?

Answer	%	Count
I only use ePrescribing when prescribing medicines for my patients (I don't prescribe any medicines using paper prescriptions)	9.4%	5
I use a combination of ePrescribing and paper prescriptions when prescribing medicines for my patients	77.4%	41
I would like to use ePrescribing, but my software is not currently conformant	5.7%	3
I would like to use ePrescribing, but I am unsure how to prescribe an electronic prescription in my software	1.8%	1
I do not use ePrescribing and prefer prescribing medicines via paper prescriptions	5.7%	3
Total	100%	53

What percentage of medicines do you prescribe using ePrescribing? (Slide the bar)

Mean = 33%  
 Count = 41

Please rate your level of confidence using ePrescribing

Answer	%	Count
Very confident	67.9%	36
Confident	7.6%	4
Somewhat confident	13.2%	7
Not very confident	1.9%	1
Not at all confident	9.4%	5
Total	100%	53

## Telehealth

**Do you conduct telehealth consultations in your practice?**

Answer	%	Count
Yes	96%	51
No	4%	2
Total	100%	53

**What are the barriers that prevent you from conducting telehealth consultations? Please comment**

n = 1

- Patient acceptance

**Please provide an estimate of the percentage of consultations you have provided in the last month that were conducted via telehealth (either via telephone or video)?**

Mean = 27%

Count = 51

**When conducting telehealth consultations what format are you using?**

Answer	%	Count
Video only	2%	1
Telephone only	41.1%	21
Both video and telephone	56.9%	29
Total	100%	51

**Of the telehealth consultations you conduct, what percentage use video (rather than telephone with voice only)?**

Mean = 26.5%

Count = 29

**When conducting telehealth consultations using video, why have you chosen to use video rather than telephone with voice only? (Choose all that apply):**

n = 27

Answer	%	Count
I find it more personal	15.4%	10
It helps me build rapport	15.4%	10
It helps me to assess the patient	16.9%	11

It helps me undertake a physical examination of the patient	12.3%	8
The patient has requested a consult via video	10.8%	7
Other (please comment)	4.6%	3
Because there is no equivalent telephone rebate available	24.6%	16
Total	100%	65

Other =

- Medicare 30/20 rule
- Initiated by other specialists involved in the consult

**Please complete this sentence. Prior to the COVID-19 pandemic and the introduction of MBS item numbers for telehealth, I...**

Answer	%	Count
had never consulted via telehealth	48%	24
rarely consulted via telehealth (a few times per year)	18%	9
occasionally consulted via telehealth (a few times per month)	14%	7
frequently consulted via telehealth (a few times per week)	20%	10
Total	100%	50

**If MBS item numbers for telehealth consultations are extended beyond 2021, do you intend to continue providing telehealth consultations (either via video or phone)?**

Answer	%	Count
Yes, I would like to maintain a similar rate of consultations using telehealth	50%	25
Yes, but I will primarily consult face-to-face	30%	15
Yes, but only for patients who have difficulty accessing the practice for face-to-face consultations	4%	2
Yes, but only for regular patients of the practice	16%	8
No, I want to cease consulting via telehealth	0%	0
Total	100%	50

**Overall, do you prefer consulting via telehealth or face-to-face?**

Answer	%	Count
Via telehealth	4%	2
Face-to-face	84%	42

I have no preference	12%	6
Total	100%	50

## Communicating with patients

**How do you use technology and digital tools to communicate with your patients? Choose all that apply:**

n = 52

Answer	% Of respondents who use technology and digital tools for this function
by text messaging or emailing reminders for appointments	56%
by providing forms and general information on the practice website	54%
by using standard email	44%
via social networking (Facebook, Twitter, blog, LinkedIn)	29%
I don't use technology to communicate with my patients	17%
via videoconferencing	10%
Other (please comment)	10%
via the practice portal for them to view medical records	8%
by allowing patients to text me questions	8%

Other =

- Emailing practice news
- SMSing patients for normal results
- SMS to patients (with no reply possible)
- Whatever the patient is comfortable with

**Does your practice send health information to patients via email?**

Answer	%	Count
Yes	50%	26
No	42.3%	22
Unsure	7.7%	4
Total	100%	52

**Does your practice use encrypted or password protected email when sending health information to patients using email?**

Answer	%	Count
Yes	34.6%	9
No	61.5%	16
Unsure	3.9%	1
Total	100%	26

## Health apps

**Do you use health apps in your practice?**

Answer	%	Count
Yes	28.85%	15
No	59.62%	31
Not sure	11.54%	6
Total	100%	52

**Which health apps do you use to assist you in your role as a GP (i.e., not apps you recommend to patients)?**

- Therapeutic guidelines
- Medicines management
- Mental health
- ePrescribing
- HealthPathways
- MBS search
- Opiate calculators
- Pain
- Cardiovascular risk factor calculator
- Clinical results

**How often do you recommend the use of health apps to patients?**

Answer	%	Count
daily	7.14%	1
weekly	57.14%	8
monthly	0.00%	0
rarely	28.57%	4
never	7.14%	1
Total	100%	14

**Please share with us which health apps you have recommended to patients recently and why you recommend these particular apps:**

- Mental health and mindfulness:
  - Smiling mind
  - Mind Gym
  - Breathe
  - Headspace
  - Calm
  - Kinderling
- Exercise and fitness:
  - Couch to 5km
- Dietary:
  - My fitness Pal
- Medication management:
  - NPS MedicineWise
- Cancer/Sun protection
  - Cancer Aid
  - Cancer Council SunSmart

**What are features you like in apps that might make you recommend them?**

Themes include:

- Low cost or free (no in-app purchases)
- Scientifically validation/evidence-based information
- Accredited or endorsed by a reputable organisation
- Ease of use
- Provides feedback to GP
- Provides feedback to user (individualised information)
- Confidential/privacy protected

**Please rate the following barriers for health app integration into your daily clinical practice - where 1 is the most important barrier and 10 is the least important (drag responses to preferred order):**

n = 50

Option	Mean
lack of knowledge of effective apps	4.98
lack of recommendations from credible source	4.92
lack of integration with GP clinical software	5.3
lack of patient digital literacy	5.6
lack of time to explain apps to patients	5.7
lack of apps specific to a general practice/primary care setting	5.04
concerns regarding privacy and security	6.92
lack of understanding about benefits	6.92
lack of patient interest	6.96

lack of access to mobile devices	7.44
lack of practice incentives	7.92
other	10.3

## Social media

**Do you have any professional use for social media tools (i.e., Twitter, Facebook, Instagram, LinkedIn)?**

Answer	%	Count
Yes	50%	25
No	50%	25
Total	100%	50

**What platforms do you use? (Select all that apply)**

n = 25

Answer	% Of respondents who use this platform
Facebook	80%
Twitter	44%
LinkedIn	36%
Blogs	20%
Instagram	16%
Other	12%

**What do you use these platforms for? (Select all that apply)**

n = 25

Answer	% Of respondents who use the platforms for this purpose	Count
Sharing information with colleagues	64%	16
Professional development	64%	16
Staying informed of clinical updates	64%	16
Sharing information with patients	48%	12
Other (please comment)	8%	2

Other =

- Balint group

## Adoption of digital tools

**Please select how much you agree with the following statement:**

**Overall, I am using technology and digital tools during patient-oriented work as much as I would like to.**

Answer	%	Count
Strongly agree	18%	9
Agree	46%	23
Neither agree nor disagree	14%	7
Disagree	18%	9
Strongly disagree	4%	2
Total	100%	50

**As new technologies become available for use in general practice, which of the following describes how you feel?**

Answer	%	Count
I feel comfortable experimenting with new technology.	58%	29
I like technology, but I need more training on how to use it.	28%	14
To date, I have avoided the use of technology in my role as a GP	0%	0
It can be overwhelming to keep up with new developments	8%	4
None of the above (please comment)	6%	3
Total	100%	50

Comments:

- It comes down to patient consent and trust first and foremost
- New technologies need to fit into workflow and meet unmet needs of doctors and patients
- They are not funded, requiring GPs to use their own personal devices

**Please rank how the following items have influenced your adoption of technology in your day-to-day practise (1=highest influence, 8=least influence) - drag responses to preferred order:**

n = 50

Option	Mean
Ease of use of a technology	2.96
Availability of technical resources in my practice	3.16
Other clinicians/practice managers sharing practical examples of how to use technology in healthcare	3.70
General advancements and adoption of technology in society	4.28
Professional development activities	4.66
Funding support from Medicare and/or other third parties	4.76
Formal integration into career curriculum	4.96
Other	7.52

Other =

- Interest in using technology day to day
- Patient demand
- Self-directed learning
- Use case for the technology/tool
- Cost

**Please indicate how much you agree with the statements below:**

Digital tools...

Question	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total
improve my practice's efficiency	47.9%	23	35.4%	17	12.5%	6	2.1%	1	2.1%	1	48
improve continuity of care	35.4%	17	39.6%	19	14.6%	7	10.4%	5	0%	0	48
improve my ability to collaborate with other healthcare providers	37.5%	18	43.8%	21	10.4%	5	8.3%	4	0%	0	48
increase my patient's engagement in managing their health	20.8%	10	33.3%	16	29.2%	14	10.4%	5	6.3%	3	48
broaden the scope of services offered by my practice	25%	12	39.6%	19	27.1%	13	6.3%	3	2%	1	48

improve relationships with patients	14.5%	7	39.6%	19	31.3%	15	8.3%	4	6.3%	3	48
increase the number of referrals to my practice	14.5%	7	6.3%	3	60.4%	29	10.4%	5	8.3%	4	48

**To what degree do you feel the application of technology and digital tools in the health system are taught across the career continuum? Please address this for each career step.**

Question	Very well		Well		Not very well		Total
Undergraduate studies	14.71%	5	11.76%	4	73.53%	25	34
Post-graduate studies	7.89%	3	15.79%	6	76.32%	29	38
Early medical career	10.81%	4	18.92%	7	70.27%	26	37
Specialty training	5.41%	2	21.62%	8	72.97%	27	37
Post Fellowship	5.00%	2	25.00%	10	70.00%	28	40

## Future works

**What are the main barriers that restrict you from using technology and digital tools in your practice? Choose all that apply**

n = 48

Answer	% Of respondents who identified this as a barrier
Time costs to learn new technologies	63%
Lack of funding from Medicare and/or other third-party funding	63%
Implementation costs	58%
Integration with current IT systems	58%
Integration with current processes/procedures	52%
Issues related to patient confidentiality and privacy breaches	50%
Lack of input from clinicians and practice staff into technology decisions	33%
Lack of clinician literacy in the use of health technologies	29%
Lack of leadership related to technology in my practice	23%
Other (please comment)	19%
I prefer to wait for technology to be more established	4%

Other =

- Lack of awareness of what is worth having
- Time needed to research and choose right tool
- Lack of patient consent – some experiences with digitisation have eroded patient trust
- Poor internet access in rural areas
- Losing sight of clinical role, particularly when overloaded by numerous significant changes during the pandemic
- Lack of benefit when the use of digital tools detracts from the patient experience with little benefit (i.e., with elderly, less digital patients)

**What professional development activities are available through your practice relating to digital tools for supporting healthcare? Choose all that apply:**

n = 48

Answer	% Of respondents for whom this is available in their practice
Conferences	92%
Online or web-based professional development	44%
Mentor/colleagues	42%
Workshops and seminars run by external organisations (including RACGP)	40%
In-house training	38%
None	23%
Other (please comment)	8%
University seminar/short courses	6%
Practice sponsored courses	6%

Other =

- Social media i.e., GP's Down Under

## RACGP resources

**Which of the following RACGP resources have you used to assist you in your practice? Choose all that apply:**

n = 46

Answer	% Of respondents who have used this resource
Electronic prescribing resources	41%
Information security in general practice	39%
None of the above	37%
Telehealth guides	33%

My Health Record resources	30%
Using email in general practice	28%
Social media resources	24%
Notifiable data breaches resources	22%
Guide to information backup in general practice	20%
Using personal mobile devices for clinical photos	20%
Privacy and managing health information in general practice	17%
mHealth in general practice toolkit	11%
Hardware and software resources	9%
Health apps resource	7%
Other	4%

**Do you have comments you would like to share with us, or suggestions about how the RACGP can help you to make the best use of technology and digital tools in your practice?**

Themes include:

- Advocacy supporting:
  - government incentives for research and development, implementation, and use – along with appropriate policy making
  - the disentanglement of use of technology, practice financial incentives and subsequent government control of data
  - enforced interoperability - support platform agnostic interoperable solutions and be a forceful block to individuals or regional self-interests of monopoly oligopoly commercialism
  - culture change to breakdown silos in the Australian healthcare system with the aid of digital tools
  - centring the patient and their experience – use of digital tools must be by patient consent
- Access to:
  - training for general practice staff
  - therapeutic guidelines – eTG (to be free for members)
- Communications of:
  - new technologies and digital tools that make GP life easier
  - potential environmental benefits to increasing the use of technology (over paper and consumables)
- Assistance with:
  - the cost of technology
- Avoidance of:
  - dictating or supporting individual products but rather processes and standards that are robust, user friendly and interoperable
- Review and endorsement of:
  - Apps for GPs
  - Apps for patients
  - General practice software