

# RACGP

## Census summary

April 2021

### What you told us

You made it clear you want more value from your RACGP membership. While 68% said you value your membership and it's important to you, just over eight in 10 GPs said you'd like us to make some improvements.

#### The top three areas on which you'd like us to focus our efforts:

- Being a strong advocate for GPs
- Ensuring the work of the RACGP is guided by member views
- Supporting training, education for GPs in training, and managing Fellowship exams

#### There are several areas in which you think we're doing well:

- Providing clinical information, guidelines and resources to support the work of GPs
- Setting clinical guidelines and standards for the profession (including for CPD)
- Keeping GPs informed about the latest happenings in the profession

#### There are four areas from a list of 12 you felt were not as important for the RACGP to focus on at this time:

- Funding and supporting research into the development of the profession
- Better informing the public about the value of GPs
- Providing individual support to GPs
- Facilitating knowledge-sharing and networking among GPs

#### When asked about specific challenges you want the RACGP to better help you address as a GP, two areas stand out:

- Fair remuneration for your skills and the services you provide (around two-thirds of members identified this as a top challenge)
- Understanding and adhering to regulatory and policy changes (just over half of members identified this as a top challenge)

#### You think the RACGP is providing good support on two key challenges:

- Dealing with the COVID-19 pandemic
- Accessing professional development

#### Regarding advocacy issues you most want us to take on, your top five in order of importance:

1. Increasing government funding for the primary health system
2. Medicare Benefits Schedule (MBS) issues
3. Improving the primary health system for better patient outcomes
4. Encroachment of other health professionals on GP services
5. Reducing bureaucracy in the health system

**You're mostly very satisfied with our products and services on offer. Those who've used the following products or services in the past 12 months are particularly satisfied:**

- Accessing the *check* program (85% satisfied)
- Print copies of the *Australian Journal of General Practice* (75% satisfied)
- recruitGP online recruitment portal (71% satisfied)
- RACGP Plus, our member benefits program (63% satisfied)
- Research support (71% satisfied)
- GP support program for GPs and their families (89% satisfied)
- Our member contact centre (66% satisfied)

**You're also highly satisfied with our professional information resources. Along with the *AJGP*, you highly regard our quality care clinical guidelines and our *Standards for general practices*.**

The one service on which you think we could definitely lift our game is our complaints handling process. While few GPs have used this service in the past 12 months, only 23% of those who've used it were satisfied with the service. And it's clear that awareness levels of our Human Research Ethics support, RACGP–NACCHO resources, and career pathway guides is currently too low to determine if these are of value. So we'll definitely take the opportunity to increase visibility of these services ahead of future surveys.

CPD is an area with which you were also relatively satisfied, particularly regarding the provision of high-quality educational content. The individual components of the program are all comparatively well regarded among those who have used the resources. In particular, you identified the following as priorities for us to maintain:

- myCPD dashboard (74% satisfied)
- *gplearning* – *check* program (84% satisfied)
- RACGP events and webinars (83% satisfied)
- *gplearning* – other online courses (83% satisfied)

**Your top three preferred modes of delivery for CPD activities:**

1. Face-to-face courses or workshops
2. Self-paced online learning, like *gplearning*
3. Webinars

In terms of how you want to receive information, it's clear you prefer the RACGP website, direct RACGP email and getting your information via *newsGP*. You're also keen to update your details and make payments directly via the RACGP member portal, which is something we're investigating.

### Research and survey sample details

The RACGP Census was undertaken between 11 February and 2 March 2021. A link to the survey was emailed to 39,910 members and CPD participants, and we're satisfied with membership representation.

A total of 2799 respondents yields a margin of error of 1.79% at the 95% level of confidence. This means if we ran the survey 100 times over, we'd get the results within  $\pm 1.79\%$  of this census 95 times.

To account for potential non-response skews in the sample, the data was weighted according to the member type and length of membership.

The respondent profile is also within 2% of the actual member distribution for each state, without location-based weights being applied, a further indication the sample is a reasonable representation of the member base.

### How we'll respond to the census results

It's clear you want serious, concerted and visible effort to address the issues which are of greatest concern to you. [The table on the following page](#) outlines the immediate actions we plan to take based on your feedback. We'll keep you regularly updated on the outcomes of the actions we're taking and make clear any new actions we adopt.

## What you said

### Improving advocacy

You told us you want stronger and more public advocacy, with your most commonly held concern the issue of fair compensation/remuneration and issues with the MBS. Protecting the profession from encroachment by other health professions is another sore point for many, and you wish to see the RACGP do more to represent your interests and those of people who require access to primary healthcare.

### Improving consultation with GPs

This census was a first step in understanding your current expectations of the RACGP. You've made it clear you want ongoing, active listening from leadership, transparency of decision-making and meaningful engagement and input on the actions we take on your behalf.

### Improving training, education and exams for Fellowship

At a minimum, you want rock-solid, reliable management of the exam process, and improved quality and consistency in the training that leads to Fellowship.

## What immediate actions we'll take to respond

Getting RACGP Board approval of the advocacy strategy for the coming 12 months and sharing the big picture with you, so you know what to expect from our advocacy.

Ensuring our newly appointed Canberra-based Government Engagement and Stakeholder Advisor is further building key political and stakeholder relationships to advance your interests.

Working with every faculty council, we're training interested GPs in grassroots advocacy to amplify our voice on the issues that matter to you.

Continue the work of the Federal Election Committee, which was formed in February 2020 as an RACGP Board sub-committee, to take forward our advocacy strategy ahead of the next election.

No longer hiding our light under a bushel. You can expect us to more proudly share our wins (even if that sometimes means just seeing a least bad option move forward) and more unapologetically fight for the issues that matter to you. Keep reading [newsGP](#) for evidence of this action.

Better partner with stakeholders on advocacy priorities, including both consumer groups and grassroots consumers.

New monthly member engagement forums launching from May 2021 will feature transparent updates from the President, CEO and key RACGP decision-makers, and will include a Q&A forum for members.

[Publicly sharing](#) the Chair report after each RACGP Board meeting to give you greater insight to what's being discussed at the highest levels.

Scoping an appropriate consultation platform that will allow you to bring ideas to the table for solving some of the biggest challenges for general practice, while enabling greater input on RACGP submissions and strategic work, including advocacy efforts.

Committing to an annual RACGP Census so we can track your expectations and our performance on the most important issues.

Polling members regularly via [newsGP](#) on issues/products/services, so we're using your insights to inform our actions.

Establishing a member panel of 500-plus GPs who will provide direct feedback on RACGP campaigns, messaging, products and services in exchange for member rewards.

Continuing the rollout of the [RACGP educational framework](#) that will underpin all our efforts to deliver world-class education.

Improving the education and assessment experience by working closely with the GPs in Training faculty, implementing recommendations from internal and external reviews, and listening closely to candidate feedback.

Undertaking an open tender process to contract a new online exam platform that's robust and can pivot to remote delivery in response to environmental factors.

Developing and socialising a profession-based, community-led training model for the future of general practice training to resolve inefficiencies and distribution challenges of the current AGPT program.