

Appendix 1: Survey about closed books or limited enrolments in primary care in Aotearoa New Zealand

Start of Block: Information and Consent

Q1 The survey will take only 10–15 minutes to complete. Please read the Information Sheet for survey participants for more details.

Do you consent to take part in this survey? By consenting to take part in this survey you agree to the following: You have read the information sheet for survey participants, You understand that you can contact the research team to ask questions and You understand that your information will be kept confidential.

- Yes (3)

End of Block: Information and Consent

Start of Block: Closed books Experience

Q2 What is your role in the practice?

(If you work in more than one practice, or own more than one practice, please answer all the questions based on the information from the practice that you last worked).

- GP (1)
- Practice owner (2)
- Practice manager (3)
- Other, please specify (4) _____

Q3 Have you closed or limited enrolments any time in your practice since 2019?

*(By **closed enrolment** we mean not able to enrol any new patients in your practice. By **limited enrolment** we mean enrolling only some selected new patients in your practice).*

- Yes (1)
- No (2)
- I don't know (4)

Skip To: End of Block If Have you closed or limited enrolments any time in your practice since 2019? (By closed enrolment w... = No

Skip To: End of Block If Have you closed or limited enrolments any time in your practice since 2019? (By closed enrolment w... = I don't know

Page Break

Q4 In which of the following years did your practice have closed or limited enrolments for new enrolees?

	Fully open (1)	Limited enrolment (2)	Fully closed (3)
2019 (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix 1 (continued): Survey about closed books or limited enrolments in primary care in Aotearoa New Zealand

2020 (35)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2021 (36)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2022 until 10 August (37)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5 Is your practice able to enrol new patients at the moment?

- Yes (2)
- Yes, but limited enrolment (5)
- No (1)

Q6 If you have/had limited enrolment in your practice currently or in the past, how did you decide whether to enrol a patient or not? *Please select all that apply.*

- We enrol those who live or work in close proximity to the practice (1)
- We enrol those who are family members of already enrolled patients (2)
- We enrol those with chronic or long-term health needs (3)
- We enrol those with immediate or acute health needs (4)
- We enrol those with few health needs (5)
- Other (6) _____
- Not applicable (7)

Q7 What are/were the reasons for not accepting new enrollees currently or in the past?

Please select all that apply:

	Yes (1)	No (2)
Too much workload at the time (14)	<input type="radio"/>	<input type="radio"/>
GP retired (9)	<input type="radio"/>	<input type="radio"/>
GP resigned (10)	<input type="radio"/>	<input type="radio"/>
GP moved overseas (13)	<input type="radio"/>	<input type="radio"/>
Nurse left practice (17)	<input type="radio"/>	<input type="radio"/>
Other staff left practice (18)	<input type="radio"/>	<input type="radio"/>
We couldn't recruit GPs (6)	<input type="radio"/>	<input type="radio"/>
We couldn't recruit nurses (7)	<input type="radio"/>	<input type="radio"/>
We couldn't recruit other staff (8)	<input type="radio"/>	<input type="radio"/>
Inadequate capitation funding (3)	<input type="radio"/>	<input type="radio"/>
Insufficient physical space/consultation rooms (4)	<input type="radio"/>	<input type="radio"/>

Appendix 1 (continued): Survey about closed books or limited enrolments in primary care in Aotearoa New Zealand

Impacts of COVID-19 (20)	<input type="radio"/>	<input type="radio"/>
Other (19)	<input type="radio"/>	<input type="radio"/>
Please specify (23)	<input type="radio"/>	<input type="radio"/>

Q8 Did you resolve the issue of closed or limited enrolment in your practice by employing new staff?
Please select all that apply:

	Yes (1)	No (2)
Employed new GP (6)	<input type="radio"/>	<input type="radio"/>
Employed new nurse (7)	<input type="radio"/>	<input type="radio"/>
Employed new pharmacist (9)	<input type="radio"/>	<input type="radio"/>
Employed new manager (15)	<input type="radio"/>	<input type="radio"/>
Employed more administrative staff (10)	<input type="radio"/>	<input type="radio"/>
Other, please specify (4)	<input type="radio"/>	<input type="radio"/>
The issue of closed or limited enrolment still exists (5)	<input type="radio"/>	<input type="radio"/>
The issue of closed or limited enrolment has been resolved partially (20)	<input type="radio"/>	<input type="radio"/>

Q9 Did you resolve the issue of closed or limited enrolment in your practice by any other changes?
Please select all that apply:

	Yes (1)	No (2)
Acquired more funding (1)	<input type="radio"/>	<input type="radio"/>
Increased fees (2)	<input type="radio"/>	<input type="radio"/>
Decreased consultation time (3)	<input type="radio"/>	<input type="radio"/>
Offered more telehealth services (4)	<input type="radio"/>	<input type="radio"/>
Developed more space/physical consultation rooms (8)	<input type="radio"/>	<input type="radio"/>

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Developed alternative work processes to allow more enrolments (9)	<input type="radio"/>	<input type="radio"/>
Rearranged staff work roles (10)	<input type="radio"/>	<input type="radio"/>
Other, please specify (5)	<input type="radio"/>	<input type="radio"/>
The issue of closed or limited enrolment still exists (6)	<input type="radio"/>	<input type="radio"/>
The issue of closed or limited enrolment has been resolved partially (7)	<input type="radio"/>	<input type="radio"/>

Q10 What type of support would your practice need to manage the problem of closed or limited enrolment?

End of Block: Closed books experience

Start of Block: Practices who have not closed or limited enrolments to new patients

Display This Question:

If Have you closed or limited enrolments any time in your practice since 2019? (By closed enrolment w... = No

Q11 Has your practice put any strategies in place to avoid closed or limited enrolments?

- Yes. If so, what were they (4) _____
- No (5)

End of Block: Practices who have not closed or limited enrolments to new patients

Start of Block: Questions for Practice Managers

Q12 In your opinion, which AGE groups may have been **more** affected by closed or limited enrolments in your practice?

Please select all that apply.

- 0–17 years old (1)
- 18–24 years old (2)
- 25–49 years old (3)
- 50–64 years old (4)
- 65–75 years old (5)
- 75+ years old (6)
- All groups are equally affected (7)

Q13 In your opinion, which ETHNIC groups may have been **more** affected by closed or limited enrolments in your practice?

Please select all that apply.

- Māori (1)
- Pacific Peoples (2)

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- European New Zealander/Pākehā (4)
 - Indian (3)
 - Chinese (6)
 - Other Asian (10)
 - Other (9)
 - All groups are equally affected (11)
-

Q14 In your opinion, which INCOME groups may have been **more** affected by closed or limited enrolments in your practice?

Please select all that apply.

- Low income (Up to \$25,000 per annum) (1)
 - Below middle income (\$25,001–\$50,000 per annum) (2)
 - Above middle income (\$50,001–\$75,000 per annum) (4)
 - High income (\$75,001 or more per annum) (3)
 - All groups are equally affected (5)
 - Patient's income unknown (6)
-

Q15 In your opinion, which NEEDS groups may have been **more** affected by closed or limited enrolments in your practice?

Please select all that apply.

- High needs population (many or complex chronic diseases) (1)
- Moderate needs population (few or easily managed chronic diseases) (2)
- Low needs population (regular check-ups and occasional ailments) (3)
- Very low needs population (occasional ailments) (4)
- All groups are equally affected (5)

End of Block: Questions for Practice Managers

Start of Block: Impact of COVID-19 on patient enrolments

Q16 Has COVID-19 impacted on your practice's capacity to enrol new patients?

- Yes. Please explain how: (1) _____
 - No (2)
-

Q17 What COVID-19 related services that you provide to enrolled patients in your practice were inaccessible to unenrolled patients?

	Accessible to unenrolled (1)	Not accessible to unenrolled (2)
Vaccination (1)	<input type="radio"/>	<input type="radio"/>
Telehealth (2)	<input type="radio"/>	<input type="radio"/>
Eligibility for antivirals (4)	<input type="radio"/>	<input type="radio"/>
COVID-19 related follow ups (6)	<input type="radio"/>	<input type="radio"/>

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Free consultations for people with COVID-19 (7)	<input type="radio"/>	<input type="radio"/>
Other (3)	<input type="radio"/>	<input type="radio"/>

End of Block: Impact of COVID-19 on patient enrolments

Start of Block: Recommendations

Q18 What would you recommend to the Ministry of Health and new authorities to address closed or limited enrolments?

Please select all that apply:

	Yes (1)	No (2)
Increase the number of GP training practices (15)	<input type="radio"/>	<input type="radio"/>
Recruit more overseas trained GPs (9)	<input type="radio"/>	<input type="radio"/>
Make the registration pathways simple for overseas trained doctors (21)	<input type="radio"/>	<input type="radio"/>
Support pay equity for GPs (20)	<input type="radio"/>	<input type="radio"/>
Increase the number of trainee nurses/nurse practitioners (6)	<input type="radio"/>	<input type="radio"/>
Recruit more nurse/nurse practitioners in practices (13)	<input type="radio"/>	<input type="radio"/>
Support pay equity for primary care nurses compared to hospital nurses (7)	<input type="radio"/>	<input type="radio"/>
Place more medical students in primary care (8)	<input type="radio"/>	<input type="radio"/>
Increase the number of medical students (14)	<input type="radio"/>	<input type="radio"/>
Re-orient the curriculum for medical students (10)	<input type="radio"/>	<input type="radio"/>
Increase the number of health improvement practitioners (19)	<input type="radio"/>	<input type="radio"/>
Employ more staff to support admin work of GPs (5)	<input type="radio"/>	<input type="radio"/>
Provide more funding for primary care (17)	<input type="radio"/>	<input type="radio"/>
Provide more government investment in building/resource (18)	<input type="radio"/>	<input type="radio"/>
Provide more software support to do admin work of GPs and practices (11)	<input type="radio"/>	<input type="radio"/>
Provide more telehealth support and infrastructure (16)	<input type="radio"/>	<input type="radio"/>
Other (12)	<input type="radio"/>	<input type="radio"/>

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Q19 Do you have any other comments/thoughts about closed or limited enrolments?

End of Block: Recommendations

Start of Block: Practice Profile

Q20 Former DHB your practice belonged to:

(Please select from the list)

- Auckland DHB (4) ... Whanganui DHB (23)

Q21 PHO your practice belongs to:

(Please select from the list)

- Alliance Health Plus Trust (4) ... Other (34)

Q22 What type of population does your practice typically serve?

Your answer to this question doesn't need to be based on your eligibility for rural funding support.

- Urban (1)
- Suburban (4)
- Provincial (5)
- Semi-rural (6)
- Rural (2)
- Other, please specify (3) _____

Q23 How many patients are enrolled in your practice?

- Up to and including 3,000 (1)
- 3,001–5,000 (2)
- 5,001–7,000 (3)
- 7,001–9,000 (5)
- 9,001–11,000 (6)
- 11,001–13,000 (7)
- 13,001–15,000 (8)
- 15,001 or more (9)

Q24 How many GPs work in your practice?

- 1 (8)
- 2 (11)
- 3 (12)
- 4 (13)
- 5 (14)
- 6 (15)
- More than 6, please specify the number (10) _____

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Q25 How many FTE GPs work in your practice?

- 1 (1)
 - 2 (2)
 - 3 (3)
 - 4 (4)
 - 5 (5)
 - 6 (6)
 - More than 6, please specify the number (7) _____
-

Q26 What is the ownership model of your practice?

- GP owned (1)
 - Community owned or owned by a charity or trust (2)
 - Fully or partially corporate owned (3)
 - Fully or partially owned by a PHO or a GP organization (4)
 - Fully or partially owned by a DHB (5)
 - Fully or partially owned by an iwi (6)
 - Owned by a university (7)
 - Other, specify (8) _____
-

Q27 Is your practice:

- VLCA (1)
 - Non-VLCA (2)
-

Q28 What is the fee for a standard GP consultation in your practice for an enrolled non-Community Service Card holding adult (18–64 years) during standard opening hours?

- Free (1)
 - Up to \$20 (2)
 - \$21–\$40 (3)
 - \$41–\$60 (4)
 - \$61–\$74 (5)
 - \$75–\$89 (6)
 - More than \$90 (7)
-

Q29 How soon can a typical ENROLLED patient get an appointment with a GP in your practice?

- Usually the same day/next day (1)
 - Usually within a week (2)
 - Usually more than a week (3)
 - We have walk-in consultations only (4)
 - Other (5) _____
-

Q30 How soon can a NON-ENROLLED patient get an appointment with a GP in your practice?

- Usually the same day/next day (1)
 - Usually within a week (2)
-

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- Usually more than a week (3)
- We have walk-in consultations only (4)
- Other (5) _____

Q31 What is the ethnicity profile of the population served by your practice?

	0–15% (1)	16–30% (2)	31–60% (3)	61–100% (4)
Māori (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pacific Peoples (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European New Zealander/ Pākehā (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indian (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chinese (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Middle Eastern (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latin American (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
African (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Practice Profile

Start of Block: Prize Draw

Q32 Would you like to enter into the prize draw or receive summary of the findings?

If you select yes, you will be directed to a separate site where you can enter your contact details. You will have a chance to win a \$100 voucher as a token of appreciation for your time. None of those identification details will be linked to the answers you have provided for the survey questions.

- Yes (25)
- No (24)

End of Block: Prize Draw