

Inquiry into the provision of primary, allied and private health care, aged care and NDIS care services and its impact on the Queensland public health system

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Submitter Comments:

My husband and I have lived in Banksia Beach on Bribie Island for over 17 years. For the first 12 or 13 years of that time I had a good GP in Bongaree. He was in practice with other GPs, and moved to a different surgery a couple of times, but I was able to continue seeing him. Unfortunately, he withdrew from full-time practice; I understand he now only conducts home visits. I then changed my GP to a practice in Banksia Beach, which my husband attended, because I was able to see a female doctor. This practice was closed down by the Federal Government, and I commenced using my husband's GP at a new practice in Bongaree. He was a good practitioner, but I was uncomfortable and embarrassed seeing a male doctor as my ailments were of a female nature. I eventually found a female doctor in another practice in Bongaree and wasted with her for three or four months. I eventually lost confidence in her: I was suffering bladder infections, and she sent me to a gynaecologist, which was totally inappropriate for my condition. When I asked for a referral to a urologist, because my condition was deteriorating, and becoming very uncomfortable, she told me I could not see a urologist because I did not have a penis. Several of my lady-friends recommended I see a urologist at North Lakes, and a female GP at Banksia Beach who would refer me to him. When I approached this GP, she was concerned I was "doctor shopping", which was distressing to me, but eventually referred me to the specialist. The urologist was unable to diagnose a problem, although he was concerned at the recurring urinary tract infections. As a result, the GP referred me to a kidney specialist at North Lakes, because I have had kidney stones for many years, and wanted to eliminate that as a cause of the ongoing infections. The kidney specialist has prescribed several urine sample tests, the most recent of which were 24-hour urine collection tests, which have showings up yet another urinary tract infection. Her practice phoned me to advise this, and recommended I get a prescription from my GP to treat the infection. In the meantime, I have been waiting for results of an Ultrasound and X-Rays on my shoulder and knee. My GP's practice rang to advise they had these results and could arrange a phone consultation to discuss them as my GP was no longer taking appointments for in-person consultations. I advised that phone consultations were not acceptable to me and that I considered a personal relationship with my GP was fundamental to a reasonable health care programme. My GP's practice is part of 3-practice group on Bribie Island, and they referred me to one of their other practices to establish an in-person GP relationship. This did not work out as none of the doctors are taking new patients - and I am considered a new patient despite an ongoing relationship with the group spanning 15 years. I am now between a very large rock and an extremely hard place - refer back to the kidney specialist's recommendation that I get a prescription from my GP - I don't have and can't find a GP on Bribie Island. My husband and I are pensioners, but have retained Private Health Insurance, and yet we cannot find basic health care.