

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SECURITY
BY DEPUTY M. TADIER OF ST. BRELADE
ANSWER TO BE TABLED ON TUESDAY 22nd OCTOBER 2019**

Question

Does the Minister have any means of estimating the number of people who do not visit the G.P. due to the cost involved and, if so, will he provide that estimate; will he state whether the issue of an inability to access a G.P. due to cost is a matter under current consideration and, if so, what steps will he take to address this situation?

Answer

There is no reliable method of estimating the number of people who do not visit a GP due to the cost of the visit. However, previous work* has shown that cost is only one of many factors incentivising patients to attend the Hospital Emergency Department instead of a GP practice.

The reasons for attending the Emergency Department with a primary care problem also include:

- needed to see a doctor today
- worried condition would worsen
- no appointment available
- further tests thought necessary
- best way to access health care (50% of those surveyed were unaware of the out of hours GP service)
- no registered GP

**“Patients presenting to the Emergency Department (ED) / Jersey Doctors on Call (JDOC) with Primary Care Problems”
N Minihane, P Le Gresley*

The Government Plan for 2020 includes a commitment under CSP2 to deliver new models of primary care including the development of a model to support access to primary care for financially vulnerable individuals. This includes considering support for individuals who see cost as a barrier to accessing GP services.

As part of the preparatory work under this commitment, a working group has been established to support the design and delivery of a scheme or service to improve support for agreed groups of people with a low income.

In addition, the longer term plans for the new Jersey Care Model will include a review of the options for a sustainable funding model to ensure a comprehensive, accessible primary care system.