

Western NSW - After Hours Primary Health Care

2019/20 - 2020/21

Activity Summary View



[AH - 1 - AH 1 - After Hours GP Clinics in Bathurst and Dubbo and the After Hours Phone Service]



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

AH 1 - After Hours GP Clinics in Bathurst and Dubbo and the After Hours Phone Service

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The aim of the After-Hours GP Clinics and phone services is to:

- Provide after hour medical services for Bathurst and Dubbo, and the surrounding communities and visitors to these regions that meet the needs of those who require after hours health care.
- Provide a quality focused service.
- Support local General Practice in the ongoing care of patients.
- Reduce unnecessary ED presentations for urgent but non-emergency care.

The aim of the After-Hours phone services is to:

- Provide clinical advice/treatment to the participating practice population outside of regular practice hours.
- Provide clinical services which facilitates continuity of care with the person's regular GP.

- Facilitate access to a quality after hours medical service.
- Provide service visits to RACF's who contact the after-hours phone service.
- Reduce unnecessary ED presentations for urgent but non-emergency care.

Description of Activity *

The clinics provide consultations by local GPs to patients who have an urgent medical condition and are unable to wait to see their regular GP during normal surgery hours. The clinics are staffed by a GP, a Registered Nurse and a receptionist. This model supports local GPs to provide after- hours services where there is minimal coverage and details regarding the Clinics are promoted within the community.

The After Hours GP Clinics are located at Bathurst and Dubbo. Both clinics are located on the Local Health District hospital campus' near the Emergency Departments.

Both clinics operate on Saturdays and Sundays and public holidays (excluding Christmas Day and Good Friday), with clinics opened for 4 hours. The clinic operational times are 3pm to 7pm in Bathurst and 2pm to 6pm in Dubbo.

The Clinics offer bulk billing and are a walk-in model so no appointments are necessary. All patients are triaged by a Registered Nurse prior to seeing the GP. Patient consultation notes are sent to their usual GP/practice to keep the patients doctor informed and in case there is any follow up required during the week.

The After Hours phone service (operated by Marathon Health) is provided by local GPs for Bathurst, Dubbo and surrounding regions.

The phone service is provided using an on call phone system with the doctor deciding at the time if the person needs to be referred to the Emergency Department or if medical advice over the phone is sufficient. The service supports people in the primary care setting and residential aged care facilities, who have an urgent non-emergency medical condition requiring attention, or who are seeking reassurance or medical advice over the phone. The service also offers after hour's service visits to Residential Aged Care Facilities (RACFs) when the after-hours on call doctor is called. The phone service is available:

- Mondays to Fridays from 6pm to 8am the following day
 - Saturdays from 12pm to 8am the following day in Bathurst; and 8am to 8am the following day in Dubbo
- Sundays and Public Holidays (including Christmas Day and Good Friday), the service operates 24 hours.

Needs Assessment Priorities *

WNSW PHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Digital Health	128
Service Access	122
Workforce and service access	124



Activity Demographics

Target Population Cohort *

After Hours patients who would otherwise present at ED in Dubbo & Bathurst Hospitals.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments ***Coverage *****Whole Region**

No

SA3 Name	SA3 Code
Bathurst	10301
Dubbo	10503

**Activity Consultation and Collaboration****Consultation ***

Consultation with Dubbo and Bathurst GPs and the Western NSW Local Health District (WNSW LHD).

Collaboration *

Marathon Health partnership with WNSW Local Health District at Dubbo and Bathurst Hospitals.

**Activity Milestone Details/Duration****Activity Start Date ***

30 Jun 2019

Activity End Date *

29 Jun 2021

Service Delivery Start Date**Service Delivery End Date****Other Relevant Milestones**



[AH - 2 - AH 2 - RACF Telehealth and ISBAR support/ training]



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

AH 2 - RACF Telehealth and ISBAR support/ training

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

- Improve multi-disciplinary access to health professionals in aged care facilities and establish linkages to required services, provide care coordination and advisory services.
- Reduced low acuity transfers from Residential Aged Care Facilities to ED.
- Enhance in-reach services to aged care recipients through education and implementation of care pathways.
- Increase the use of telehealth to support service delivery.
- Review the region's after hours requirements and undertake a regional service mapping exercise for aged care services.
- Ensure data metrics relating to outcomes associated with after-hours requirements are collected, monitored, reviewed and reported for quality improvement purposes.
- Increase the use of effective clinical handovers in aged care settings (Residential Aged Care Facilities and Multi Purpose Services) utilising ISBAR (Introduction, Situation, Background, Assessment and Recommendation) methodology.

Description of Activity *

Telehealth in Residential Aged Care Facilities Program (TRAC)

- Provision of general practitioner (GP) services to aged care residents in management of chronic health issues, episode and event-based care and other ongoing clinical service needs through a video consultation model via Healthdirect secure clinics.
- Service is available during after hours, weekends and public holidays and in business hours where impractical to deliver services but likely to result in afterhours presentations in ER.

- WNSW PHN provides GP/ RACF training, technical support, billing support (clinical service payments funded by the NSW Rural Doctors Network) and ongoing service liaison and delivery.
- ISBAR – Effective Clinical Handover Education Program
- Continue to rollout a framework for effective clinical handovers in aged care settings (Residential Aged Care Facilities and Multi-Purpose Services) utilising ISBAR (Introduction, Situation, Background, Assessment and Recommendation) methodology.
 - Training outcomes include:
 - a. Key principles of effective clinical handovers
 - b. Tools and techniques
 - c. Barriers to effective clinical handovers and practical strategies to overcome these
 - d. Understanding of the National Safety and Quality Health Service Standard 6
 - e. ISBAR tool to manage effective clinical handovers
 - Online Learning is provided through customised eLearning modules for all RACF and MPS clinical staff (Cert IIIs and above) in the region.
 - Administration, training, monitoring, reporting and evaluation by Western NSW PHN Aged Care Programs Coordinator.
 - Regional service mapping exercise for RACFs and MPSs to determine gaps and service needs.

WNSW PHN is targeting this education to RACF aged care nursing staff with an emphasis on after hours handovers as these are vital to ensure where treatment is required clinicians (who might not always be the regular GP, particularly when occurring after hours) have timely, relevant and structured information to safely manage the care of the aged care resident.

RACF Aged Care staff are completing this training online outside of their normal working hours in a self-paced manner.

Needs Assessment Priorities *

WNSW PHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Aged Care and Older People	129
Digital Health	128
Workforce and service access	124



Activity Demographics

Target Population Cohort *

Residential Aged Care Facilities and Multi-Purpose Services (Western and Far West LHDs), GPs and Residents.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

Coverage *

Whole Region

Yes

SA3 Name	SA3 Code
Bathurst	10301
Lachlan Valley	10302
Lithgow - Mudgee	10303
Orange	10304
Bourke - Cobar - Coonamble	10501
Broken Hill and Far West	10502
Dubbo	10503
Lower Murray	10902
Blue Mountains - South	12402



Activity Consultation and Collaboration

Consultation *

WNSW PHN Advisory Councils, Western NSW LHD, Far West LHD, NSW RDN, Healthdirect, GPs, Altura Learning Australia Pty Ltd, Aged Care Channel, Region-wide Residential Aged Care Facilities and Multi-Purpose Services Health Service Managers.

Collaboration *

Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Clinical Teams in General Practice, Allied Health Professionals, Specialists (within and outside WNSW PHN geography) and RACFs across the region.



Activity Milestone Details/Duration

Activity Start Date *

30 Jun 2019

Activity End Date *

29 Jun 2021

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: *

Not yet known: No

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

activity is managed directly by WNSW PHN

Open tender : No

Expression of interest (EOI): No

Other approach (please provide details) : Yes

Activity is managed directly by WNSW PHN

Is this activity being co-designed? *

No

Is this activity the result of a previous co-design process? *

No

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? *

No

Has this activity previously been co-commissioned or joint-commissioned? *

No

Decommissioning *

No

Decommissioning Details? *

NA

Co-design or co-commissioning details *

NA



[AH - 3 - AH 3 - Regional After Hours services]



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

AH 3 - Regional After Hours services

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

- Alignment of supply of after hours services with demand for after hours services.
- Increase the use of telehealth to support service delivery.
- Improved public awareness of existing after hours services.
- Enable timely access to relevant clinical data to support remote
- Reduced low acuity transfers from residential aged care facilities to ED.
- Improved patient access to after hours services.
- Reduce mental health ED presentations and hospitalisations.

Description of Activity *

- Implement an Electronic Health Record (EHR) solution to enable timely access to relevant clinical data and to support remote clinical service delivery – WNSW PHN will continue to develop and procure a solution to enable access and sharing of clinical data for improved patient care, particularly after hours. This solution will not overlap with My Health Record or other strategic eHealth initiatives. Rather, the solution should provide core medical information to clinicians and be real time, interoperable and fit for purpose.
- Implement new approaches to resourcing after hours services in key locations - Assess the total available health workforce in each geographic location and feasible service models for the best use of these resources after hours services. Collaborate with the LHDs and General Practice to pool resources for a solution to reduce low-acuity ED presentations after hours. Activities to be managed directly by WNSW PHN through dedicated After Hours Coordinator Role
- Develop a regional response to after-hours GP services – Bring together key individuals to oversee stakeholder consultation processes, and the design of new place-based after-hours models for the region. The WNSW PHN will collaborate with key stakeholders such as the Western and Far West NSW LHDs, the Aboriginal Health Advisory Council, and

the WNSW PHN Clinical and Community Councils. It will be important to engage stakeholders early in the process to ensure the appropriate after-hours models are developed taking into consideration location, vulnerable groups and workforce.

- Implement a targeted strategy for strengthening primary care workforce and new workforce models for the region - GP recruitment and retention are significant issues as there are a limited number of doctors in the region who are already overworked and are not able to do additional work after-hours. WNSW PHN will work with stakeholders to increase workforce, including retention and succession planning as well as the development of new models of care. The strategy will leverage and be complementary to any existing resources and initiatives. Activities to be managed directly by WNSW PHN through dedicated After Hours Coordinator Role
- Raise awareness of existing after hours services among communities where usage is low and/or there are high volumes of low acuity ED presentations - The program should extend to both community and provider awareness, with a focus on reaching vulnerable groups including Aboriginal people. awareness and engagement, as well provider awareness. This activity will be conducted by WNSW PHN.
- Integrated Remote GP telehealth solution to support access to health services (both in-hours and after hours) - While recognising the current high-level use of telephone on its own, this model would make available a reliable, cost effective, user friendly videoconferencing platform to expand the technological capacity of the service. This activity leverages on WNSW PHN's success with the Telehealth in Residential Aged Care Facilities Program (see AH2).
- Improved patient access to after hours service by increasing cultural awareness and building capability for first responders providing after-hours mental health support in Aboriginal communities – develop training modules for first responders and Aboriginal communities to bring together mental health first aid, cultural safety and trauma-informed to be delivered as a collective suite. It is anticipated the WNSW PHN will partner with relevant organisations to ensure the most appropriate training package is developed. First responders that will benefit from this training module may include NSW Police, NSW Ambulance, Western NSW LHD and Far West LHD. This activity will increase access to culturally safe services after-hours.

Needs Assessment Priorities *

WNSW PHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Aboriginal Health (including chronic disease)	139
Aged Care and Older People	129
Digital Health	128
Health System Coordination	124
Health Workforce	123
Mental Health	132
Service Access	122
Workforce and service access	124



Activity Demographics

Target Population Cohort *

Areas with high emergency department category 4-5 patients, rural and remote communities, disadvantaged groups, RACF residents.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

Coverage *

Whole Region

Yes

SA3 Name	SA3 Code
Bathurst	10301
Lachlan Valley	10302
Lithgow - Mudgee	10303
Orange	10304
Bourke - Cobar - Coonamble	10501
Broken Hill and Far West	10502
Dubbo	10503
Lower Murray	10902
Blue Mountains - South	12402



Activity Consultation and Collaboration

Consultation *

WNSW PHN Community, Clinical and Aboriginal Health Councils, general practitioners, Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Bila Muuji, HealthDirect, RaRMS.

Collaboration *

Western NSW LHD, Far West LHD, NSW Rural Doctor's Network, Bila Muuji, HealthDirect, RaRMS, GP/VMOs, Marathon Health, ODGP, LiveBetter, RDA (NSW), RFDS, NSW Ambulance, RFDS, eHealth NSW, Pharmaceutical Society



Activity Milestone Details/Duration

Activity Start Date *

30 Jun 2019

Activity End Date *

30 Jun 2021

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: *

Not yet known: Yes

Continuing service provider / contract extension: Yes

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

other activities to be managed directly by WNSW PHN

Open tender : No

Expression of interest (EOI): No

Other approach (please provide details) : Yes

- Not yet known - Increasing access to mental health services after hours; Integrated Remote GP telehealth solution
- Continuing service provider / contract extension - Regional Electronic Health Record; After Hours GP Clinics in Bathurst and Dubbo and the After Hours Phone Service
- Other activities to be managed directly by WNSW PHN

Is this activity being co-designed? *

Yes

Is this activity the result of a previous co-design process? *

No

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? *

No

Has this activity previously been co-commissioned or joint-commissioned? *

No

Decommissioning *

No

Decommissioning Details? *

NA

Co-design or co-commissioning details *