

Nepean Blue Mountains - After Hours Primary Health Care 2019/20 - 2023/24 Activity Summary View



AH - 1 - AH1: After Hours Activities 2023-2024



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

AH1: After Hours Activities 2023-2024

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 aims of this activity are to:

1. Maintain access to existing after-hours primary health care services across the region.
2. Improve access to after-hours primary health care services in priority populations.
3. Reduce inappropriate emergency department presentations during the after-hours period through provision of appropriate after-hours primary health care services.
4. Increase community awareness of the primary health care services available and improve health literacy around use of the appropriate service in the after-hours period.
5. Increase the capacity and capability of the primary care workforce to address the health needs of consumers during both the

normal business hours and after-hours periods.

6. Address GP workforce gaps to improve the capacity of general practices in managing the ongoing health needs of consumers during in-hours period and responding to urgent health needs during the after-hours periods.

Description of Activity *

1. Continue to commission the delivery of After-Hours GP services in Penrith and Lithgow LGAs.
2. Support general practices in the utilisation of medical deputising services where available and/or provision of their own after-hours services through the After-Hours Practice Incentive Program.
3. Continue to commission a Medical Deputising Service (MDS) to extend its coverage to the lower Blue Mountains region, where a known After-Hours service gap exists and where it is commercially unviable for an MDS to operate without funding from the PHN.
4. Continue to commission an existing pharmacy in Penrith to extend its opening hours to provide 24-hour coverage, seven days a week within proximity of Nepean Hospital and the Penrith After Hours Doctors clinic to provide dispensing services for prescription medicine, over the counter medicines, and pharmacist-provided health advice.
5. Continue to commission the provision of a telehealth doctor service for RACH residents needing urgent medical care and assessment during the after-hours period.
6. Continue to deliver the Doctor Closed community awareness campaign and website developed by NBMPHN to direct people to the right level of care/information/advice in the after-hours period. Continued promotion of this website is necessary, particularly in locations where there is poor access to a physical after-hours doctor service (clinic or home-based).
7. Continue to address workforce sustainability through activities to attract and retain GPs to work in the region including:
 - a. Promotion of a video featuring local health professionals.
 - b. Engaging training providers to upskill existing workforce in management of medical emergencies.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2021/22 - 2023/24

Priorities

Priority	Page reference
Improve Access to after-hours primary care	239
Continue ongoing education and training to build capacity	242
Enhance video Telehealth uptake	243
Continue to support consumer awareness	262
Address gaps in systems that could support improved communication, transfers of care and conjoint care between service providers across sectors including initial assessment for service matching e-referral	285
Address the need to improve access to primary healthcare services	306
Encourage stronger linkages and collaboration between PHN and LHD	312



Activity Demographics

Target Population Cohort

Adults aged 16–44-year-olds and families with children 0-15. In this region, these groups are known to have the highest number of

presentations to ED for non-urgent or semi-urgent care in the After Hours period; CALD populations; and older persons.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Blue Mountains - South	12402
Dural - Wisemans Ferry	11502
Fairfield	12702
Penrith	12403
Bathurst	10301
Lithgow - Mudgee	10303
Rouse Hill - McGraths Hill	11504
Richmond - Windsor	12404
St Marys	12405
Hawkesbury	11503
Blue Mountains	12401



Activity Consultation and Collaboration

Consultation

Consumers are consulted via the Consumer Advisory Committee, service feedback forms, social media and surveys. A formal evaluation was undertaken on the telehealth pilot for after-hours medical care for RACH residents. This evaluation process involved formal interviews with GPs, RACH staff, carers and residents.

Collaboration

Consultation regarding the delivery of the after-hours clinics occurs on a regular basis with key stakeholders including Nepean Blue Mountains LHD, GP Advisory Groups, and relevant consumer and carer groups. The key specific consultation activities are outlined below:

- NBMPHN's GP Clinical Advisor was engaged to provide guidance and clinical advice for the Hawkesbury After Hours GP Clinic.
- Nepean Blue Mountains Local Health District: Improve communication and integration between the hospital and the After Hours clinic and advise on co-design elements of after-hours services.
- Residential Aged Care Providers: implementation of an after-hours doctor telehealth services in residential aged care facilities.
- Older Persons Consortium: co-design of services in aged care facilities
- NBMPHN's GP Clinical Council was consulted for input on the service model design, including barriers and enablers of the above

RACF initiative.

Ongoing consultation will continue with the following stakeholders regarding the telehealth service option in residential aged care facilities:

- Aged Care GP Advisor
- General Practitioners
- Residential Aged Care Facilities
- Older Persons Consortium
- Nepean Blue Mountains LHD Aged Care Team
- GP Clinical Council



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

30/12/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

December 2023

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: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

Yes

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

Yes

Decommissioning details?

Hawkesbury After Hours Service was decommissioned in February 2022. Consultation occurred with all Stakeholders in the Hawkesbury LGA and communication was provided to consumers through social media channels, local newspaper, community organisations and general practices providing additional pathways in the after-hours period. This was decommissioned as the provider no longer wanted to continue due to reduce in demand and increased resource constraints. Additional options for commissioning were considered however the funding uncertainty and year by year funding restricts the ability to commission a viable new service.

Co-design or co-commissioning comments

These activities were co-designed and informed by the General Practitioner Clinical Council, Primary Care Advisory Committee and the Consumer Advisory Committee.