

Nepean Blue Mountains - Urgent Care Clinics Program 2023/24 - 2027/28 Activity Summary View



UCC - PHNUCC - 1 - 2026-2028 Windsor Medicare Urgent Care Clinic



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

1

Activity Title *

2026-2028 Windsor Medicare Urgent Care Clinic

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The aim of the activity is to commission a Medicare Urgent Care Clinic in Windsor within the Nepean Blue Mountains PHN Region. Medicare Urgent Care Clinics (UCCs) are aimed at reducing the pressure on hospitals enabling consumers to have more options available to them when they have an urgent but not life-threatening condition requiring care. Medicare UCCs provide services free of charge including imaging, are open extended hours and accept patients without an appointment.

Description of Activity *

Establish the Windsor Medicare Urgent Care Clinic and work with the commissioned provider to deliver services in accordance with the Medicare UCCs subsection 19(2) direction, the Medicare UCC Operational Guidance and Design Principles as outlined in the Medicare UCC on-boarding pack. The Medicare UCC is required to provide:

- access 14 hours per day, 365 days per year
- access to imaging, at no cost to the patient
- timely treatment for urgent non-life-threatening conditions
- deliver safe and quality treatment to patients
- enable coordinated care for patients ensuring that communication and safe transfer of care is provided back to the patients usual GP
- work closely with partner EDs (Hawkesbury and Nepean Hospitals) and local GP practices
- be cost effective including the delivery of a free service to patients.

NBMPHN will continue to work with our established Urgent Care Steering Committee in the NBM region to support the implementation and integration of the new Medicare UCC in Windsor. The Steering Committee will continue to provide a forum to address any concerns or areas that require a system approach. NBMPHN will continue to work closely with the Commonwealth and State governments to promote an alignment and support the establishment of referral pathways that support the patient journey.

Consumer and stakeholder awareness will continue through a range of localised communication campaigns aimed at consumer education to promote behaviour change and assist consumers to determine the right place to receive care.

Needs Assessment Priorities *

Needs Assessment

NBMPHN_Needs Assessment 2024

Priorities

Priority	Page reference
Integrated models of care across primary and acute care in conjunction with NBM Local Health District	125



Activity Demographics

Target Population Cohort

All residents in the Nepean Blue Mountains region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

2 February 2026

Service Delivery End Date

30 June 2028

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: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No

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?

Co-design or co-commissioning comments



UCC-MUCC - 1 - 2025-26 Penrith Medicare UCC



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1

Activity Title *

2025-26 Penrith Medicare UCC

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 activity is to commission a Medicare Urgent Care Clinic in Penrith within the Nepean Blue Mountains PHN Region. Medicare Urgent Care Clinics (UCCs) are aimed at reducing the pressure on hospitals enabling consumers to have more options available to them when they have an urgent but not life-threatening condition requiring care. Medicare UCCs provide services free of charge and are open extended hours and accept patients without an appointment.

Description of Activity *

Continue to work with the Penrith Medicare Urgent Care Clinic commissioned provider to deliver the Medicare Urgent Care Clinic in accordance with the Medicare UCCs subsection 19(2) direction, the Medicare UCC Operational Guidance and Design Principles as outlined in the Medicare UCC on-boarding pack. The Medicare UCC is required to provide:

- timely treatment for urgent non-life-threatening conditions
- deliver safe and quality treatment to patients
- enable coordinated care for patients ensuring that communication and safe transfer of care is provided back to the patients usual GP
- work closely with partner EDs (Nepean Hospital) and local GP practices
- be cost effective including the delivery of a free service to patients.

NBMPHN will continue to work with the Urgent Care Steering Committee in the NBM region to support the delivery and integration of the Medicare UCC in Penrith. The Steering Committee will continue to provide a forum to address any concerns or

areas that require a system approach. NBMPHN will continue to work closely with the Commonwealth and State governments to promote an alignment and support the establishment of referral pathways that support the patient journey. Consumer and stakeholder awareness will continue through a range of localised communication campaigns aimed at consumer education to promote behaviour change and assist consumers to determine the right place to receive care.

Needs Assessment Priorities *

Needs Assessment

NBMPHN_Needs Assessment 2024

Priorities

Priority	Page reference
Integrated models of care across primary and acute care in conjunction with NBM Local Health District	125
Reduce potentially avoidable general practitioner (PAGP) type presentations to ED.	132
Reduce potentially avoidable general practitioner (PAGP) type presentations to ED.	153
Address the need to improve access to primary healthcare services.	128



Activity Demographics

Target Population Cohort

People who are experiencing urgent but non-life threatening conditions.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consumer Advisory Committee; NBM Local Health District, General Practices, GP Clinical Council and Allied Health Clinical Council, Aboriginal Health Service; Hawkesbury Hospital, NSW Ambulance.

Collaboration

NSW Health - Urgent Care Services and the Integrated Care team at Ministry of Health to ensure consistency and alignment across NSW.

NBMLHD - Head of the Emergency Department; Hospital in the Home, Fracture Clinic and Plastics and antenatal for early pregnancy - engagement and development of pathways across the region to improve the patient journey and to ensure engagement, partnership and integration of services with the UCC.

NSW Ambulance - development of diversion to UCC pathways based on appropriate urgent but non-life threatening conditions.

Consumers - NBMPHN Health Literacy Working Group to review and provide advice on consumer directed communication to drive behaviour change.

General Practice - engagement and awareness of the role of UCC and partnership with the usual GP.



Activity Milestone Details/Duration

Activity Start Date

30/05/2023

Activity End Date

29/06/2026

Service Delivery Start Date

14/08/2023

Service Delivery End Date

30/06/2026

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): No

Other Approach (please provide details): No

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

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



UCC - PSC - 2 - 2026-2028 Windsor MUCC PHN Support Funding



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PSC

Activity Number *

2

Activity Title *

2026-2028 Windsor MUCC PHN Support Funding

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

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: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

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Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



UCC -CSS - 3 - 2026-2028 Windsor MUCC Capital, Signage, Specialist Equipment



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

3

Activity Title *

2026-2028 Windsor MUCC Capital, Signage, Specialist Equipment

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

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Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



UCC-PSF - 2 - 2025-26 PHN Support Funding - Penrith Medicare UCC



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-PSF

Activity Number *

2

Activity Title *

2025-26 PHN Support Funding - Penrith Medicare UCC

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



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Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



UCC-SE - 3 - 2025-26 Specialist Equipment Funding - Penrith Medicare UCC



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-SE

Activity Number *

3

Activity Title *

2025-26 Specialist Equipment Funding - Penrith Medicare UCC

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

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
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Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
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Decommissioning

Decommissioning details?

Co-design or co-commissioning comments