

Nepean Blue Mountains - After Hours Primary Health Care

2024/25 - 2027/28

Activity Summary View



AH-HAP - 3 - 2025-26 Homelessness Access



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

3

Activity Title *

2025-26 Homelessness Access

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 access to primary health care services for people who are experiencing or at risk of homelessness in the Penrith LGA.

Description of Activity *

The activity will be delivered through a collaborative model in partnership with homelessness services in the Penrith LGA and the 24-hr Pharmacy located in High Street Penrith to support access to required medication. The funding will support an RN and a GP for 5 hours per week, and administration time to deliver the service. In addition a Homelessness Service will be funded to support the service with a care coordinator who will support the integration of the service, patient access and follow up requirements. The service will be delivered from Penrith PCYC next door to a homeless meals service location to leverage the benefits of co-

location with related homelessness services. Referral pathways will be established with the Medicare Mental Health Centre in Penrith through the intake line for patients that would benefit from mental health support. A formalised partnership with the 24-hr pharmacy will also be established to support pharmaceutical services, opioid replacement therapy, take home Naloxone and safe injecting support. The Penrith carefinder service will also support this service for older people requiring assistance to access the aged care service system. Escalation pathways to both the Medicare Urgent Care Centre and Nepean Hospital Emergency Department will be established and formalised. Patient follow up and communication back to the patients usual GP (noting that many of these patients do not have a usual GP) will occur through My Health Record if the patient has a MHR, secure messaging or paper-based if required. If GP management is clinically indicated and the patient does not have a usual GP then the patient will be supported to either see the GP as part of the service or another local GP. Due to the population group that is being targeted it will take time to establish the clinic, as building of trust and consistency in provider will be critically important.

Needs Assessment Priorities *

Needs Assessment

NBMPHN_Needs Assessment 2024

Priorities

Priority	Page reference
Commission services to improve coordination of care.	139
Address the need to improve access to primary healthcare services.	128



Activity Demographics

Target Population Cohort

People who are homeless or at risk of homelessness in the Penrith LGA

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Penrith	12403



Activity Consultation and Collaboration

Consultation

Needs assessment was undertaken consulting with people with lived experience; primary care providers; homelessness services; those that work with people who are homeless including Dept of Communities and Justice and other key community service providers.

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

31/12/2024

Activity End Date

29/06/2025

Service Delivery Start Date

15/06/2025

Service Delivery End Date

30/06/2025

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

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?

Co-design or co-commissioning comments

Co-design or co-commissioning comments Model was developed with primary care practitioners and providers, pharmacy, GPs, DCJ, homelessness service providers.



AH-MAP - 5 - 2025-2026 Multicultural Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

5

Activity Title *

2025-2026 Multicultural Access Program

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 access to primary health care services for multicultural communities in the Nepean Blue Mountains region through the delivery of a CALD Navigator Service.

Improve the cultural competency of primary health care providers in the Nepean Blue Mountains Region.

Description of Activity *

The CALD Navigator service will be provided through a local multicultural and refugee community service provider. The full-time navigator will support CALD community members to understand the Australian Health System, access primary health care services including access to mental health services if required and provide warm referrals when needed. The navigator will also provide cultural support to general practices and allied health providers when required to improve cultural safety.

Provide access to online accredited cultural competency and inclusion training through the SBS Diversity and Inclusion training portal. Primary care providers will be provided with access to a licence to complete the training and will receive a certificate on completion. This training has been previously made available in 2018, in our region with strong outcomes.

Needs Assessment Priorities *

Needs Assessment

NBMPHN_Needs Assessment 2024

Priorities

Priority	Page reference
Facilitate navigation of people to match needs and care requirements to appropriate service provision.	174
Address the need to improve access to primary healthcare services.	128
Address the need to improve access to culturally appropriate health services	128

**Activity Demographics****Target Population Cohort**

CALD communities across the NBM region

In Scope AOD Treatment Type ***Indigenous Specific ***

No

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

Yes

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

Multicultural needs assessment process engaged with Multicultural Health, Refugee Health, CALD community members and key CALD organisations in the region.

Collaboration**Activity Milestone Details/Duration**

Activity Start Date

31/12/2024

Activity End Date

29/06/2025

Service Delivery Start Date

28/04/2025

Service Delivery End Date

30/06/2025

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: Yes

Open Tender: No

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



AH - 1 - 2025-26 After Hours Activities



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

2025-26 After Hours Activities

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. To 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.

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 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).

Needs Assessment Priorities *

Needs Assessment

NBMPHN_Needs Assessment 2024

Priorities

Priority	Page reference
Reduce potentially avoidable general practitioner (PAGP) type presentations to ED.	132
Maintain and promote utilisation of a health needs prioritisation framework incorporating social disadvantage and equity	134
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

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



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 RACF residents. This evaluation process involved formal interviews with GPs, RACF 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, and 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

24/06/2015

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2015

Service Delivery End Date

30/06/2025

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

Is this activity being co-designed?

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?

Yes

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments