

Nepean Blue Mountains - Urgent Care Clinics Program 2022/23 - 2026/27 Activity Summary View



UCC-MUCC - 1 - 2023-2024 Activity 1: Penrith Medicare UCC



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1

Activity Title *

2023-2024 Activity 1: Penrith Medicare UCC

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 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 *

Commission the Penrith Medicare Urgent Care Clinic through an EOI and Request for Tender process to selected eligible general practices who meet the criteria through the EOI process.

NBMPHN will work closely with the 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 establish an Urgent Care Steering Committee in the NBM region to support the development, implementation and integration of the Medicare UCC in Penrith. The Steering Committee will enable the opportunity to develop relationships and 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 be achieved through local 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

Needs Assessment 2021/22 - 2023/24

Priorities

Priority	Page reference
Develop and review local referral pathways and guidelines	269
Address service System Integration and interoperability	291
Facilitate service Integration	296
Local knowledge and coordination.	312
Address the need to improve access to primary healthcare services	306
Address the need to improve access to culturally appropriate health services	306



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

31/05/2023

Activity End Date

29/06/2026

Service Delivery Start Date

14 August 2023

Service Delivery End Date

30 June 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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): Yes

Other Approach (please provide details): Yes

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