



Get to know Wentworth Healthcare

phn
NEPEAN
BLUE MOUNTAINS

An Australian Government Initiative

 **Wentworth
Healthcare**

Blue Mountains | Hawkesbury | Lithgow | Penrith

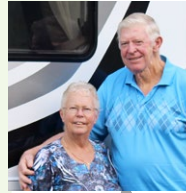
*Working with GPs & health professionals
for better health in our community.*

Each year, nearly every person in our community will come in contact with some of our work...



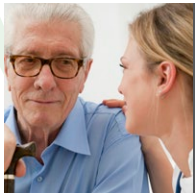
Unexpected hospital visit with GP follow-up:

PHN is helping make Hospital Discharge Summaries easier for GPs to access.



GP uploads latest Shared Health Summary to My Health Record:

The My Health Record opt-out trial in our region was supported by the PHN.



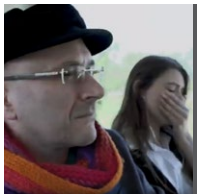
GP discusses Advance Care Planning:

PHN provides educational events for GPs on end-of-life care.



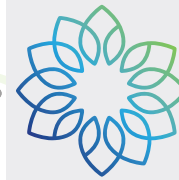
Visits a mental health service to help them cope:

PHN funds a range of local mental health services.



Visits GP for winter flu vaccine:

PHN provides GPs and practice staff with the latest immunisation guidelines and resources.



Finds local services and connections:

For people who are isolated, in need of support or looking for health services, PHN created MyHealthConnector.com.au



GP sends reminder of annual cycle of care check up:

PHN supports practices to utilise patient data to better manage health.



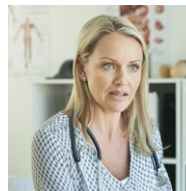
COVID-19 testing and vaccination:

PHN helped establish 3 GP-led Respiratory Clinics and supports general practices to provide vaccinations.



Visits local After Hours clinic when sick at night:

PHN funds healthcare services which are available if doctors are closed, including a 24/7 pharmacy.



GP refers to a specialist or local support group:

PHN provides HealthPathways – a clinical guidance and referral database for GPs.

How our work helps the community

Every time you see your GP, or use a local health service, there is a good chance we have played a role in supporting them.

Wentworth Healthcare is a local not-for-profit organisation striving to improve the health and wellbeing of people in the Blue Mountains, Hawkesbury, Lithgow and Penrith. We are the provider of the Nepean Blue Mountains Primary Health Network (NBMPHN).

We work in three ways; and always try to put the voice of our community and stakeholders at the centre of what we do.

1
Supporting
general
practice

2
Funding
local health
services

**LISTENING
TO OUR
STAKEHOLDERS**

**Improving
connections
between
local health
services**

Learn more about us at www.nbmphn.com.au

Supporting general practice

Working with health providers to improve the healthcare journey is central to our work.

Our Practice Support Team works closely with local practices to implement models of care that reflect best-practice.

We provide practices with support in accreditation, clinical audit programs, immunisation resources, as well as guidance in how to use patient data to improve patient outcomes. We also run educational programs for local health providers.



Dr Enas Youssef – Penrith Family Medical Practice

Did you know...?



Over 90% of eligible practices work with us on quality improvement initiatives



500+ health professionals attend our educational events each year



415+ localised Pathways available to health professionals in our region through HealthPathways

- online clinical tool for health providers
- local referral options
- latest clinical guidelines



100,000+ health update emails sent to health professionals each year

Designing and funding local health services

We design and fund a wide range of local health services for the people in our community.

These services span areas such as Aboriginal Health, Mental Health, Addiction Support for Alcohol and Other Drugs, After Hours healthcare and services supporting people living with ongoing health conditions, such as diabetes.

We also support local health initiatives to improve the health systems that help the patient, such as My Health Record.

Our Healthy Ageing initiatives have provided practical resources and information to improve how 'end-of-life' care is managed in our region.

Programs for Immunisation, Cancer Screening, Respiratory Health and Antenatal Care have improved the way general practices manage high-needs patients.

Did you know...?

In our region each year we fund or commission:



Over 140
service contracts



25,000+
Closing the Gap Care
Coordination sessions



32,000+
after hours
consultations



70,000+
occasions of service
through our mental
health funded services



Improving connections between local health services

The health system can be complex and it may be easy for someone to get lost or fall through the cracks as they pass from one health provider to another.

We work with GPs, allied health, hospitals and other local providers to streamline the health system, and improve the way services connect with each other.

We talk to providers and the people affected to look into issues and work together to put in place solutions.

Ensuring patients receive the right care, the right place, at the right time.

Did you know...?

One of our goals is to keep people out of hospital wherever possible. To achieve this, we have funded initiatives designed to better support health providers and people with complex health issues. Some of these initiatives include:



Expert Orthopaedic and Psychiatry support for GPs



My Health Record



After Hours medical and pharmacy services



The My Health Connector local health and lifestyle services directory
MyHealthConnector.com.au



Suicide Aftercare service to support people after they've left hospital due to suicide attempt

Listening to our stakeholders

Engaging with stakeholders in primary care, such as GPs and allied health professionals, and the people in our community, is central to our work and beliefs.

Local healthcare providers give us valuable insights into how we can make a difference to the health and wellbeing of our community. They guide us on improving health systems and share the issues they face as providers of primary health services. Their input has resulted in new:

- services being established
- ways to work with key health stakeholders, like hospitals
- approaches to providing information to health professionals
- educational programs for local health providers.

Who are some of our Stakeholders?

- GPs and General Practices
- Allied Health
- Community
- Non-Government Organisations
- Local Health District
- Community and Health Organisations

Community input making a difference

We have been working with consumers since 2012 to understand the local health-related issues they face, such as gaps in health services or poor coordination between different points of care. Our Community Advisory Committee champions the opinions and experiences of patients in the broader community. This perspective helps shape our strategic objectives and activities.



Wentworth Healthcare

Level 1, Suite 1,
Werrington Park
Corporate Centre,
14 Great Western Highway
Kingswood NSW 2747

T 4708 8100

POSTAL ADDRESS

Wentworth Healthcare,
Blg BR, Level 1, Suite 1,
Locked Bag 1797,
Penrith NSW 2751

For more information about
Wentworth Healthcare visit:

www.nbmphn.com.au

*Statistics in this document are based on
average annual data from 2017-2021.*

*This artwork was created by local Aboriginal
Artist Vicki Thom specifically for our
Reconciliation Action Plan. It depicts the
relationship between local Aboriginal
people and how they interact with the land
and the PHN, describing the journey to
understanding each other.*

*We acknowledge the traditional custodians
of the lands on which we work and pay our
respect to Aboriginal Elders, past, present
and emerging. The Dharug, Gundungurra and
Wiradjuri people are acknowledged as the
traditional owners of the land in our region.*

Supporting
general
practice

Funding
local health
services

Improving
connections
between local
health services

phn
NEPEAN
BLUE MOUNTAINS
An Australian Government Initiative

**Wentworth
Healthcare**

Blue Mountains | Hawkesbury | Lithgow | Penrith

Wentworth Healthcare Limited (ABN 88 155 904 975) provider of the Nepean Blue Mountains PHN.

While the Australian Government contributed funding for this material, it has not reviewed the content and is not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided herein. 312_0522