

Western Sydney - After Hours Primary Health Care 2019/20 - 2023/24 Activity Summary View



AH - 3000 - Collaborative Commissioning across the Western Sydney region (Third horizon of Integrated Care)



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3000

Activity Title *

Collaborative Commissioning across the Western Sydney region (Third horizon of Integrated Care)

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 main aims of this activity are:

1. To collectively deliver 'one Western Sydney health system' which is value-based and patient-centred
2. To deliver the right care, at the right time and in the right place – in community and primary care wherever possible
3. To improve equity in health, reduce health risks, promote healthy lifestyles and respond to social determinants
4. Program that reduces Emergency Department presentations in the after-hours period and other times relating to Specific conditions that could be addressed by a Medical Deputising Service or regular GP.
5. The service aims to provide an integrated model of care that improves efficiency and health outcomes, improves the healthcare

journey for children, parents, and carers, and reduces ED presentation of children. This service will continue to improve patient outcomes through working collaboratively with health professionals and services to integrate and facilitate a seamless patient experience.

6. Increase consumer and healthcare provider awareness in relation to the available After Hours services.

7. Maximise the utilisation of the After Hours Primary Health Care service and will support efforts in reducing low acuity Emergency Department presentations.

Description of Activity *

Western Sydney Care Collective (Collaborative Commissioning initiatives)

This activity and transformation will be underpinned by:

- A core partnership between the PHN/LHD to lead change at the local level, focusing health care around local priority population health needs with local resources
- Trial an After Hours model with a neighbourhood health setting and the support of better primary care through (for example) incorporation of the usual care GP, nursing and pharmacy services
- Delivery of after hours programs as an alternative to ED with the aim of improving health outcomes
- To develop and implement a Western Sydney After-Hours service delivery framework which will focus on improving access and addressing gaps in afterhours service provision and improving service integration in communities.
- Engage more directly with consumers and community organisations to develop patient-centred and effective after hours services, for example, develop workshops within a Community Assembly model with diverse consumers and organisations
- New care pathways that are designed to create greater integration of care in the community and across providers to deliver the right care, in the right place at the right time

The After Hours Consumer Awareness Campaign will increase consumer and healthcare provider awareness of After Hours services available in their community and improve patient health literacy on the appropriate health services to access in the after hours period through:

- Participation in local community events and awareness activities to provide educational resources relating to health care access
- Engaging with various community groups, frontline service providers, General Practitioners, and Allied Health providers
- Opportunities to strategically deploy existing resources already delivering care in the community and embed these into integrated care pathways while allowing local decision making to ensure identified gaps in service delivery can be commissioned.
- Continue to provide referral pathways with primary health providers, after hours medical services and NSW Ambulance for stable patients requiring acute support in their home setting or familiar environment, including Residential Aged Care Facilities (RACFs) as an alternative to hospital admission.
- Facilitate after-hours seminars, workshops and online moderated forums with an aim to identify gaps in after-hours services
- Wellbeing and Resilience Program/guided support for individuals and families available after hours

This service is beneficial to more vulnerable groups such as older people and RACF residents by improving the capacity of RACFs and other organisations to work collaboratively with general practice and primary health care organisations to foster innovation and local models of care to support patient access to appropriate health care and avoid unnecessary transfer to the Emergency Department (ED).

The project will include the expanded version of After Hours coverage to include all WSLHD hospital facilities (n=4) and ALL RACFs (n=62) and General Practices across Western Sydney. Scope for NSW will be increased so that referral is available to all paramedics/extended care paramedics operating within the WSLHD LGA boundaries. This work amplifies system-wide improvement initiatives occurring across the LHD/PHN partnership, ensuring After Hours coverage is considered within the change model.

The After Hours service is beneficial to vulnerable population groups that face existing barriers limiting access to healthcare. Designed to alleviate the burdens faced by vulnerable communities, primary healthcare services are accessible to clients at multiple locations, with no personal cost. The project will also look at opportunities for service expansion, increased engagement from medical subspecialties and allied health professionals.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72
Population health	74
Aged Care	69



Activity Demographics

Target Population Cohort

The target population will be the vulnerable and at risk population in the community which could potentially benefit from services such as community-based response teams and mobile imaging. The program will enable increased access for general practices and our Patient Centred Medical Homes (PCMH) network to utilise these services and provide the support required for patients in their place of residence where possible.

The activity models and enablers have been deliberately chosen to: reduce Emergency Department category 4 & 5 presentations; reduce siloes of care in the community; and increase the breadth of services provided by PCMHs. This will integrate care and alleviate ED and hospital demand for these patients while accelerating the transformation of primary care to take on additional models of care in the future.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Auburn	12501
Merrylands - Guildford	12503
Dural - Wisemans Ferry	11502
Baulkham Hills	11501
Rouse Hill - McGraths Hill	11504
Carlingford	12502
Pennant Hills - Epping	12601
Ryde - Hunters Hill	12602
Blacktown	11601
Parramatta	12504
Blacktown - North	11602
Mount Druitt	11603



Activity Consultation and Collaboration

Consultation

Consultation and Co-design (in the form of workshops) are regularly conducted with clinicians, allied health, consumer representatives, General Practitioners, and other key stakeholders to develop processes that will support the care of patients in the community setting.

Collaboration

Below is a list and description of the role of each stakeholder that will be involved in designing and/or implementing the activity;-

- Western Sydney Local Health District: Strategic Governance and coordination of hospital clinicians and services participation
- Local Primary Healthcare Providers: Participation in working groups, pathway feedback and reviews
- National and State Peak Bodies: Peak bodies are often engaged in the development of pathways providing up to date research, condition-specific management guidelines, and national and state health programs.
- Local community health groups
- WS Partnership Committees: These committees will play a key role in helping to shape and design the services to be commissioned based on their experiences and needs. Representatives from these committees may also form part of the independent tender evaluation panel which evaluates successful applicants.
- NSW Ambulance: Development of referral pathways to the service through NSW Ambulance
- Community services: These services provide ongoing advice and feedback.
- Consumers: Organisations are required to obtain consumer input into the design of their proposed projects. A consumer representative will also be present as part of the independent tender evaluation panel.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2024

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: Yes
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?

Yes

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

Yes

Decommissioning

No

Decommissioning details?

Not Applicable

Co-design or co-commissioning comments

This activity will be commissioned by WSPHN across Western Sydney region

