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MEDIA RELEASE

Two Urgent Care Clinic Opens in Western Sydney

We are proud to announce the opening of two Urgent Care Clinics (UCCs) in Western Sydney, bringing the total of urgent care initiatives to six. The two new clinics are located at Rooty Hill Medical and Dental Centre and Wentworthville Medical and Dental Centre. This brings our urgent care service capacity to an estimated 17,000 per year in Western Sydney which equates to half of the non-life-threatening presentations to Western Sydney emergency departments.

Already, Wentworthville and Rooty Hill UCC have seen over 300 patients since opening on the 26 July and 7 August respectively.

Ray Messom, CEO of Western Sydney Primary Health Network commented, *“We’re excited to see further investment into urgent care initiatives in Western Sydney. We have worked closely with Western Sydney Local Health District since 2019 on localising international best practice models of care which have been proven to treat low-acuity conditions within community, ensuring that patients with minor illnesses and injuries are treated quickly. After the success of the state-funded Urgent Care Services in our region under our Western Sydney Care Collective partnership, it’s great to see these types of initiatives expanding in our community.”*

The six urgent care services are embedded within existing general practices and connected to a patient's usual care GP, we have been able to improve access while maintaining continuity of care. Our urgent care phone line is able to book an appointment for each of the services which are supported by other commissioned services by WSPHN and rapid access services supported by WSLHD.”

In the 2023-24 May Budget, the Australian Government announced \$358.5 million over five years to establish 58 Medicare UCCs, and Western Sydney is privileged to be opening two UCCs. The Commonwealth’s additional investment into community-based models of urgent care acknowledges that the existing state-funded Urgent Care Services are a success and will help strengthen and expand access to urgent care in Western Sydney. By working together

to align urgent care funding streams, the State and Commonwealth are ensuring the best outputs for the community.

On Friday 15 August, Rooty Hill UCC was proud to welcome Ed Husic, Federal Member for Chifley, Edmond Atalla, State Member for Mt Druitt, and Stephen Bali, State Member for Blacktown, out to their new site to showcase the urgent care model of care.

Ed Husic MP, Federal Member for Chifley stated, *“I’ve heard the community concerns about difficulties in accessing urgent medical care. This new Medicare Urgent Care Clinic will give our community members access to critical care at short notice. This clinic will take pressure off the Mount Druitt and Blacktown hospital emergency departments freeing up hospital doctors and nurses to deal with only the most serious cases. The Albanese government is delivering for Australians and strengthening our Medicare services”.*

Similar thoughts were shared by Edmond Atalla, State Member for Mount Druitt, *“As you are aware, our emergency departments are at capacity at the moment, and people have long wait times to receive treatment. That’s why these urgent care initiatives, which are being funded by both state and federal governments, are critical. Not only can a person be seen urgently for minor things such as cuts and fractures, but they can come here and be seen within 20 minutes rather than wait six hours in an emergency department. I wish to see more of these clinics popping up across the state to help take the pressure off our hospitals.”*

Stephen Bali, State Member for Blacktown commented, *“If you need urgent, quick treatment for a minor injury or ailment, you can come straight down to Rooty Hill to receive care. There are a wide range of services linked to the UCC facility, including pathology, dental and x-ray facilities, to deliver the best health care within community. UCCs are open 8am-8pm seven days a week so that you can get treated on time as quickly as possible”.*

The new Urgent Care Clinics are available to provide urgent care treatment 8am to 8pm seven days a week and on public holidays. This includes low-acuity presentations such as minor fractures, sprains, wound management, mild burns and cuts requiring stitches. With a team of highly-skilled clinicians, patients can expect quality, local care for a range of urgent, but not life-threatening, conditions. This service is free to patients, fully bulk-billed and available via walk-in or appointment.

As urgent care initiatives continue to expand, more patients than ever will be able to have access to community-based, coordinated urgent care in our region.

For more information, visit our website: wentwest.com.au/community/western-sydney-urgent-care