

Western Sydney - After Hours Primary Health Care

2019/20 - 2020/21

Activity Summary View



[AH-Op - 1 - After Hours Operational]



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-Op

Activity Number *

1

Activity Title *

After Hours Operational

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Needs Assessment Priority	Page Reference
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Activity Demographics

Target Population Cohort *

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments *

Coverage *

Whole Region

SA3 Name	SA3 Code
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Activity Consultation and Collaboration

Consultation *

Collaboration *



Activity Milestone Details/Duration

Activity Start Date *

Activity End Date *

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: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: 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? *

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? *

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

Decommissioning *

Decommissioning Details? *

Co-design or co-commissioning details *



Activity Planned Expenditure

Planned Expenditure

Funding Stream	2019/20	2020/21
After Hours Operational		
Interest - After Hours		

Totals

Funding Stream	2019/20	2020/21	Total
After Hours Operational			
Interest - After Hours			
Total			

Funding from Other sources - Financial Details

Funding from Other sources - Organisational Details



[AH - AH 11 - AH11 Collaborative Commissioning with WSLHD and WSPHN (Third horizon of Integrated Care)]



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

AH 11

Activity Title *

AH11 Collaborative Commissioning with WSLHD and WSPHN (Third horizon of Integrated Care)

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 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, reducing health risks, promote healthy lifestyles and respond to social determinants

Description of Activity *

People with urgent health concerns in parts of western Sydney will be able to access GP Urgent Care clinics after hours. The GP clinics will be equipped to provide urgent care instead of going to an emergency department. Clinic appointments are accessed via a dedicated central intake line

This activity brings together government, GPs and the private sector to facilitate easier access to treatment for urgent health concerns including cuts, some fractures and sports injuries and offer radiology and pathology services. It is designed to offer patients more choice and ease the pressure on busy hospital emergency departments by treating patients with non-life-threatening conditions by GPs instead.

The GP Urgent Care Clinics will enhance capacity within general practice to care for patients with urgent but non-life-threatening conditions.

This activity will be underpinned by:

- A core partnership between the PHN/LHD to lead change at the local level, focussing health care around local priority population health needs with local resources

- New care pathways that are designed to create greater integration of care in the community and across providers to address the issue of rising demand for acute hospital care
- 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 drive the quantum and timing of realignment of resources.

Needs Assessment Priorities *

WSPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Coordination and Integration of Services	2
After Hours	16
Service Capacity	31



Activity Demographics

Target Population Cohort *

The target population will be people with low acuity conditions who would have otherwise gone to a western Sydney ED.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

Coverage *

Whole Region

Yes

SA3 Name	SA3 Code
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Activity Consultation and Collaboration

Consultation *

Western Sydney Local Health District, General Practitioners in western Sydney

Collaboration *

- Western Sydney Local health District – provision of support for patients, carers and families frequently presenting to Westmead Hospital ED

- General Practitioners– Feedback and input on project processes and resources



Activity Milestone Details/Duration

Activity Start Date *

31 Dec 2019

Activity End Date *

29 Jun 2020

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: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender: No

Expression of interest (EOI): Yes

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? *

Yes

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

No

Decommissioning *

No

Decommissioning Details? *

Not applicable

Co-design or co-commissioning details *

Not applicable



Activity Planned Expenditure

Planned Expenditure

Funding Stream	2019/20	2020/21
After Hours Funding		
Interest - After Hours		

Totals

Funding Stream	2019/20	2020/21	Total
After Hours Funding			
Interest - After Hours			
Total			

Funding from Other sources - Financial Details

Funding from Other sources - Organisational Details

Ministry of Health, Western Sydney Local health District



[AH - 3 - AH3 Strategic Expansion of Hospital in the Home-Acute Care Access Project]



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

AH3 Strategic Expansion of Hospital in the Home-Acute Care Access Project

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

Collaboratively with the Western Sydney Local Health District (WSLHD) and NSW Ambulance, the Hospital in the Home (HITH) expansion will deliver on the following collective partnership aims:

- Improved quality and health of populations
- Health care sustainable cost reductions through hospital bed substitution
- Enhanced patient experience with care delivered as close as possible to home
- Equitable, voluntary and integrated care
- Better support for health professionals specifically western Sydney GPs and staff in Aged Care facilities (ACFs)

Description of Activity *

The project will continue to provide referral pathways with primary health providers, after hours medical deputising services and NSW Ambulance for stable patients requiring acute support in their home setting or familiar environment, including Residential Aged Care Facilities (RACF) as an alternative to hospital admission.

This service is beneficial to more vulnerable groups such as older people and RACF residents by improving the capacity of RACFs 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 new proposed expanded HITH WoW model will continue to interface with existing models in place to support older persons in 60 RACF across the broader WSLHD local government areas.

The expanded version of this model is to include ALL WSLHD hospital facilities (n=4) and ALL RACFs (n=61) and General Practices across western Sydney. Scope for NSW will also be increased so that referral to the HITH SOS Service is available to all paramedics/extended care paramedics operating within the WSLHD LGA boundaries.

Needs Assessment Priorities *

WSPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Aged Care	14
After Hours	16



Activity Demographics

Target Population Cohort *

General Practitioners and RACF Residents and older people in the community

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

Coverage *

Whole Region

Yes

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



Activity Consultation and Collaboration

Consultation *

- Western Sydney Local Health District (WSLHD) - consultations have already occurred
- NSW Ambulance - consultations have already occurred
- General Practitioners (GPs)- consultations have already occurred
- After Hours Advisory Committee - consultations have already occurred

Collaboration *

- Western Sydney Local Health District – collaboration with “Hospital in the Home project”.
- NSW Ambulance – development of referral pathways to the service through NSW Ambulance
- General Practices – collaboration with GPs who work with RACFs in western Sydney PHN catchment
- HealthPathways– development of referral pathways for commissioned services



Activity Milestone Details/Duration

Activity Start Date *

30 Jun 2019

Activity End Date *

29 Jun 2021

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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

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? *

Yes

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

Yes

Decommissioning *

No

Decommissioning Details? *

Not Applicable

Co-design or co-commissioning details *

This activity will be a commissioned activity between WSPHN and the WSLHD for the period of 2019-21



Activity Planned Expenditure

Planned Expenditure

Funding Stream	2019/20	2020/21
Interest - After Hours		
After Hours Funding		

Totals

Funding Stream	2019/20	2020/21	Total
Interest - After Hours			
After Hours Funding			
Total			

Funding from Other sources - Financial Details

Funding from Other sources - Organisational Details

Western Sydney Local Health District



[AH - 2 - AH2 Linking Kid's Care Project]



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

AH2 Linking Kid's Care Project

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The Linking Kids Care Project was the pilot project and evolved into the Linking Kids Asthma Care Project - the start of this project has been delayed. Below is an overview of the pilot project.

The Linking Kid's Care Project (The Project) is a collaborative pilot project involving Western Sydney Primary Health Network (WSPHN) and The Sydney Children's Hospitals Network (SCHN).

Co-designed in partnership with the Sydney Children's Hospitals Network (Westmead) and Western Sydney Local Health District, the Linking Kid's Asthma Care Project (the project) will continue to identify and support people, families and children who frequently present to Emergency Departments in western Sydney with non-complex asthma or viral-induced wheeze.

The service aims to provide an integrated model of care that improves efficiency and health outcomes, improve the healthcare journey for children, parents and carers, and reduce ED presentation of children with non-complex asthma.

Description of Activity *

The project will focus on providing support and appropriate alternatives to Emergency Department presentations in the after-hours period and other times relating to:

- Non-complex asthma or viral wheeze conditions that could be addressed by a Medical Deputising Service or regular GP
- Attendance by Aboriginal and Torres Strait Islander families

In addition, as a part of the sustainability plan, this project will build the capacity and improve the competency of healthcare providers (GPs and ED staff) by providing comprehensive asthma management education.

Coordination of care through the project will encourage and ensure that patients receive the right care in the right place at the right time. Also, it is anticipated that pathways and improved system processes will be developed and enhanced between general practitioners, local health districts, schools and preschools to reduce the number of children and young people who frequently present to ED for asthma and viral-induced wheeze and allow the children to spend more time at home and less time in hospital.

This service will continue to improve patient outcomes through working collaboratively with WSLHD and health professionals and services to integrate and facilitate a seamless patient experience

Needs Assessment Priorities *

WSPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
After Hours	16



Activity Demographics

Target Population Cohort *

Children, young people and families

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

Coverage *

Whole Region

Yes

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



Activity Consultation and Collaboration

Consultation *

- Sydney Children's Hospitals Network and General Practitioners (GP's)

Collaboration *

- Sydney Children's Hospitals Network – provision of support for children and families frequently presenting to Westmead Children's Hospital ED
- General Practitioners– Feedback and input on project processes and resources



Activity Milestone Details/Duration

Activity Start Date *

30 Jun 2020

Activity End Date *

29 Jun 2021

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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: 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? *

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? *

No

Decommissioning *

No

Decommissioning Details? *

Not Applicable

Co-design or co-commissioning details *

Not Applicable



Activity Planned Expenditure

Planned Expenditure

Funding Stream	2019/20	2020/21
Interest - After Hours		
After Hours Funding		

Totals

Funding Stream	2019/20	2020/21	Total
Interest - After Hours			
After Hours Funding			
Total			

Funding from Other sources - Financial Details

Funding from Other sources - Organisational Details



[AH - 1 - AH1 After Hours - Community Awareness Campaign]



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

AH1 After Hours - Community Awareness Campaign

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 aim of this activity is to increase the consumers' awareness as well as the healthcare providers in relation to the available afterhours services.

This will help to maximising the utilisation of the After Hours Primary Health Care service and will support the efforts in reducing low acuity Emergency Department presentations.

Description of Activity *

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 afterhours period through:

Participation in local community events and awareness activities to provide educational resources relating to health care access in the after-hours period

Engaging with various community groups, frontline service providers, General Practitioners and Allied Health providers

Online social media campaigns promoting locally available after hours health care services

Stakeholders engagement activities and events

Ongoing engagement with the After Hours Advisory Committee formed with local representatives from various disciplines such as Aged Care, Medical Deputising Services, WSLHD, NSW Ambulance Service, Mental Health Services and Primary Care

Needs Assessment Priorities *

WSPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
After Hours	16
Health Workforce	17



Activity Demographics

Target Population Cohort *

Entire WSPHN region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

Coverage *

Whole Region

Yes

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



Activity Consultation and Collaboration

Consultation *

- Health Consumers – consultations have already occurred

- After Hours Advisory Committee – consultations have already occurred
- General Practitioners – consultations have already occurred
- Commissioned Service Providers – consultations have already occurred

Collaboration *

- Western Sydney Local Health District – collaboration and distribution of resources developed
- Sydney Children’s Hospitals Network (Westmead) – collaboration and distribution of resources developed
- Healthdirect Australia – advice on resource content in relation to Healthdirect Australia
- General Practitioners – distribution of resources in general practices across the region



Activity Milestone Details/Duration

Activity Start Date *

30 Jun 2019

Activity End Date *

29 Jun 2021

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: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender: No

Expression of interest (EOI): Yes

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? *

Not applicable

Co-design or co-commissioning details *

Not applicable



Activity Planned Expenditure

Planned Expenditure

Funding Stream	2019/20	2020/21
After Hours Funding		
Interest - After Hours		

Totals

Funding Stream	2019/20	2020/21	Total
After Hours Funding			
Interest - After Hours			
Total			

Funding from Other sources - Financial Details

Funding from Other sources - Organisational Details