

Central and Eastern Sydney - After Hours Primary Health Care

2019/20 - 2020/21

Activity Summary View



AH 1 - Addressing After Hours Health Service Needs of Priority Groups



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

Addressing After Hours Health Service Needs of Priority Groups

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

To increase access to after hours primary health care services for priority groups.

Description of Activity *

Outreach primary health care will be provided to at risk populations, focusing on supporting individuals experiencing or at risk of experiencing homelessness. Services provided will include but are not limited to:

- Outreach health clinics and mobile outreach
- Patient/client management

- Care co-ordination and client triage
- Telehealth services
- Patient service navigation
- Referral pathway and network development.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Regional priority populations	137
Access, integration and coordination	138



Activity Demographics

Target Population Cohort *

Priority groups (individuals experiencing or at risk of homelessness)

Indigenous Specific *

No

Indigenous Specific Comments *

However, activity includes the staffing of an Aboriginal Health worker and Aboriginal Peer Support worker to support Aboriginal and/or Torres Strait Islander peoples who present to St Vincent's Hospital (SVHN) emergency department (ED) to access and navigate services, co-ordinate support and ensure care is provided in a culturally safe and acceptable way.

Coverage *

Whole Region

Yes



Activity Consultation and Collaboration

Consultation *

SESLHD, SLHD, SVHN, homelessness specialist organisations and Aboriginal and Torres Strait Islander leadership at SVHN.

Collaboration *

SVHN department (ED, Acute Care Team and Homeless Health Team) support delivery of service navigation and care co-ordination. SESLHD Kirkton Road Centre (KRC) and SVHN work in partnership with homelessness services to determine outreach locations and deliver outreach health care. SVHN and KRC also refer and work in partnerships with local GPs, health services and social service to provide holistic care to patients.



Activity Milestone Details/Duration

Activity Start Date *

1 July 2019

Activity End Date *

30 June 2021

Service Delivery Start Date

1 July 2019

Service Delivery End Date

30 June 2021

Other Relevant Milestones

CESPHN will meet quarterly with service providers to review progress including qualitative and quantitative data.



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? *

No

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

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

N/A



AH 2 - Residential Aged Care Facility (RACF) and Community Based Service Improvement Projects



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

Residential Aged Care Facility (RACF) and Community Based Service Improvement Projects

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

Support access of older people to primary health care in the after-hours period and reduce preventable hospital admissions.

Description of Activity *

Continue to commission aged care outreach services such as SESLHD Geriatric Flying Squadron (GFS) and Hospital in the Home, SLHD Acute Care Team, Sutherland GFS and Southcare Outreach Service.

Funding will sustain workforce and hours of extended service delivery of primary health care by the aged care outreach teams located within SESLHD and SLHD, operating out of Sutherland Hospital, Prince of Wales, War Memorial, St George Hospital and Concord Hospital.

The commissioned services work with RACFs and RACF staff within the region to identify areas of education and training, develop partnerships and pathways to ensure awareness and appropriate delivery of the outreach services as well as advise on the effectiveness of the service.

These services will increase the capacity of RACFs to provide care to residents within their facilities, assist in the continued education and upskilling of staff in primary care provision, and promote collaborative care for older persons with primary health providers such as GPs.

For persons in the community the service provides clinical care within the context of the home as well as establishes care plans to support health needs of the patient in the after-hours period in partnership with available health providers.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Older Australians	137
Access, integration and coordination	138



Activity Demographics

Target Population Cohort *

RACF residents, RACF staff, RACFS, older persons who live independently within the community who meet the age criteria.

Indigenous Specific *

No

Coverage *

Whole Region

Yes



Activity Consultation and Collaboration

Consultation *

SESLHD, SLHD, RACFs, RACF staff, NSW Ambulance, GFS and CESPHN After Hours Advisory Committee (made up of representatives from mental health services, GPs, ED departments and pharmacy ensuring collaboration and input from diverse after hours providers and primary health care providers).

Collaboration *

The GFS/aged care outreach work to support RACFs and older persons in the community. RACFs engage with GFS to receive clinical education and improve quality of care provided to residents, additional local GPs and health are also engaged in collaboration to provide best practice care.

GFS and RACFs work with NSW Ambulance to identify preventable admissions and support residents in the community.

The After Hours Advisory Committee consults on the program as needed.



Activity Milestone Details/Duration

Activity Start Date *

1 July 2019

Activity End Date *

30 June 2021

Service Delivery Start Date

1 July 2019

Service Delivery End Date

30 June 2021

Other Relevant Milestones

CESPHN will meet quarterly with service providers to review progress including qualitative and quantitative data.



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? *

No

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

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

N/A



AH 3 - After Hours Service Access and Promotion



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

After Hours Service Access and Promotion

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

Increase awareness and access of after-hours services available within the CESP HN region to reduce preventable ED presentation in the after-hours period.

Description of Activity *

Promoting and marketing of after-hours services to the community by:

- Creation and distribution of after-hours resources in collaboration with stakeholders
- Service mapping of available after hours services
- Education to health care providers around incentives offered by the government to providers of after hours care
- Work with stakeholders, including but not limited to hospitals, LHDs, GPs, pharmacists, allied health professionals and community outreach services to raise awareness and provide community education around after hours options focusing on populations who frequently present to ED with low urgency needs.
- Support a strategy to increase access to primary care supports for people who require a police or ambulance response to reduce preventable ED presentation in the after-hours period.
- Support service navigation and access to primary care mental health services to reduce preventable ED presentations in the after hours period for mental health concerns.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Access, integration and coordination	138



Activity Demographics

Target Population Cohort *

CESPHN population, GPs, pharmacists, allied health and other health services, LHDs/ LHNs.

Indigenous Specific *

No

Coverage *

Whole Region

Yes



Activity Consultation and Collaboration

Consultation *

Consumer groups (i.e. culturally and linguistically diverse community groups), SESLHD, SLHD, SVHN and SCHN staff, CESPHN After Hours Advisory Group, GPs and research institutions

Collaboration *

CESPHN After Hours Advisory Committee, SESLHD, SLHD, SVHN and SCHN will identify areas and populations who have frequent preventable presentations in ED, map after hours services within the region, and promote and distribute after hours resources. GPs will be engaged for consultation via a number of approaches including: direct approach to GP members of CESPHN After Hours Advisory Committee, CESPHN Member Chairs, CESPHN Clinical Council and CESPHN Board and via invitation and survey through CESPHN newsletter and stakeholder information management system.



Activity Milestone Details/Duration

Activity Start Date *

1 July 2019

Activity End Date *

30 June 2021

Service Delivery Start Date

1/07/2019

Service Delivery End Date

30/06/2021

Other Relevant Milestones

CESPHN will meet quarterly with service providers to review progress including qualitative and quantitative data.



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? *

No

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

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

N/A



AH 4 - After Hours GP Service Provision



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

4

Activity Title *

After Hours GP Service Provision

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

Provide after hours GP services to residents in the St George region

Description of Activity *

CESPHN will continue to commission the St George After Hours GP service to provide care to individuals within the Kogarah area and surrounding suburbs. The service was established due to a lack of access to after-hours GPs in the St George region. Demand for this service was identified in the evenings, weekend and on public holidays.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Access, integration and coordination	138



Activity Demographics

Target Population Cohort *

Residents in St George region

Indigenous Specific *

No

Coverage *

Whole Region

No

SA3 Name	SA3 Code
Hurstville	11903
Kogarah - Rockdale	11904



Activity Consultation and Collaboration

Consultation *

Central Coast Primary Care, St George Private Hospital, patients and GPs

Collaboration *

Central Coast Primary Care delivers the St George After Hours GP service and St George Private Hospital provides the space for the clinic to run.



Activity Milestone Details/Duration

Activity Start Date *

1 July 2019

Activity End Date *

30 June 2021

Service Delivery Start Date

1/07/2019

Service Delivery End Date

30/06/2021

Other Relevant Milestones

CESPHN will meet quarterly with service providers to review progress including qualitative and quantitative data.



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? *

No

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

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

N/A