

Glen Innes Health Hub

FREQUENTLY ASKED QUESTIONS

An initiative of Better Health for the Bush

Updated 24 June 2024



Hunter New England and Central Coast (HNECC) PHN acknowledges the traditional custodians of the lands we walk, reside and work upon. We pay our respects to First Nations people and value the continued connection to culture, country, waterways and contributions made to the life of our vast region.



**FIRST NATIONS
HEALTH**

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What is the Hunter New England Central Coast Primary Health Network?

Question

What is the Hunter New England Central Coast Primary Health Network (the PHN)?

Answer

The Hunter New England Central Coast Primary Health Network (the PHN) is a not-for-profit organisation funded by the Commonwealth Government to improve the efficiency and effectiveness of the primary health care system.

The PHN is not a direct provider of services. Instead, it commissions organisations to deliver primary health care programs in areas of identified need. More information can be found at [Welcome to the Primary Health Network - Primary Health Network \(thephn.com.au\)](http://www.thephn.com.au)

Question

We are fighting to get the trains back to Glen Innes.

Answer

The PHN fund primary care services and support general practice. The PHN recognise the impact on health when travel opportunities are limited, whilst we can record this as an issue raised with us we are unable to directly assist with this.

The PHN Rural Footprint



Community Benefit and Involvement

Question

What health service deficits will the Health Hub address?

Answer:

The PHN undertook community consultations in May 2024 as well as offered a “Have your Say” survey to the Glen Innes LGA community throughout June 2024 to understand the health needs of the community and this is being factored into the service delivery of the Health Hub.

Question

Is Glen Innes Severn Council signed up and how will they be involved?

Answer:

The PHN have been consulting the Glen Innes Severn Council since 2021 on the Health Hub. Development of the community led structure and it's members will be determined through community consultation, therefore no membership has been established yet. The PHN will continue working with Glen Innes Severn Council to ensure the Health Hub is suitable for the community.

Question

What will this funding give the Glen Innes community?

Answer

The Glen Innes community will receive increased access to primary health services and have the opportunity to be involved in the primary health services they receive in their community.

Question

What is the benefit of this funding to the community?

Answer

This funding will provide the community increased access to multi-disciplinary team-based primary health care services in Glen Innes, enabled by digital health (where appropriate). This will help to in turn reduce the need for people to travel outside of Glen Innes to access health services outside of Glen Innes.

Question

How will the community be involved in the Health Hub?

Answer

Local community and health professional input is essential to ensure the needs of the community are met.

As this will be a community-led Health Hub, there will be an opportunity for the community and local health professionals to become members of the model that is developed and to inform and advise on the Health Hub's services.

Question

What support is offered to the community if a membership model is developed?

Answer:

The PHN will provide training, information and support to educate the community on the model and governance structure of the Health Hub to ensure it is suitable for the community.

Grant Information

Question

What is Innovative of Models of Care Funding?

Answer

Innovative Models of Care funding is a Federal Government initiative under the Department of Health and Aged Care. The funding's objectives are to: trial new multidisciplinary primary care models designed to reduce chronic workforce shortages and improve patient access in a range of locations (including remote towns), learn from trials that are under way and incorporate learnings into new trials, and evaluate trials to discover which models work, where they work and whether they are financially sustainable. More information on the Innovative Models of Care grant can be found at [Innovative Models of Care \(IMOC\) Program | Australian Government Department of Health and Aged Care](#).

Question

Why did the PHN apply for the Innovative of Models of Care Funding?

Answer

The PHN is committed to rural health and this funding opportunity will provide the funds to pilot a new and innovative approach to primary care in Glen Innes.

If the pilot is successful, the intention is that this solution will provide other rural communities alternatives to equity of access to primary health care.

The innovative approach is called Better Health for the Bush and more information can be found at [Better Health for the Bush \(imgix.net\)](#)

Question

What will happen once the IMOC funding ceases?

Answer

The IMOC funding is “seed” funding to help establish the Health Hub and put it in a position where it can maintain a suitable income to operate long-term. The expectation is that the Health Hub should be self-sustainable once funding ceases.

Question

Will the government consider continuing funding the Health Hub?

Answer

IMOC funding provides only “seed” funds to support the establishment of a sustainable Health Hub. The expectation is that the Health Hub is self-sustainable once funding ceases.

Health Hub Information

Question

Can nurses be upskilled to undertake basic GP duties and receptionists upskilled to undertake basic nursing skills through the local TAFE?

Answer

The Health Hub will aim to train all types of students from medicine and allied health students to medical practice assistants and practice manager training. All employees of the Health hub will be managed through usual mechanisms to ensure they are acting within their registration capabilities.

Question

Will there be a pathway for Glen Innes locals to undertake alternative training to enter the health workforce?

Answer

Yes, consideration will be taken into account on how to upskill the local Glen Innes community so they can enter the primary healthcare workforce.

Question

Can the Health Hub assist with Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) claims?

Answer

IPTAAS is an NSW government initiative for those who need to travel more than 100 kilometres to see a treating specialist. The Health Hub's Care Navigator will provide support to patients in accessing health services and this could include support in submitting an IPTAAS claim.

Question

Could there be consideration of improving the process of script renewal, so a patient doesn't have to book a standard appointment with a GP to get their script renewed.

Answer

Improved script renewal may be considered as an approach to improve efficiency, however legal requirements of script renewal will still be met.

Question

How will the Health Hub be able to support local children to access paediatricians, occupational therapists, physiotherapists and speech pathologists?

Answer

The aim of the Health Hub model is to improve equity of access to primary care services through addressing the need of the Glen Innes community. It is intended that the Health Hub will aim to increase access for those who are on lengthy waitlists to see primary care health professionals, which includes paediatricians, occupational therapists, physiotherapists and speech pathologists.

Question

Where will the GP's be sourced from and have they been officially signed up for it?

Answer

The PHN will support the service provider that operates the Health Hub to employ an appropriate workforce, through face to face services as well as hybrid face to face and telehealth services.

Question

Have other service providers been signed up to the Health Hub?

Answer

The PHN is progressing an expression of interest (EOI) to see which service providers are interested in operating the Health Hub. Community and service provider consultations has taken place in March 2024 as well as May 2024, and will continue to take place as the establishment of the Health Hub progresses.

Question

What systems will be in place to ensure that the community board have strong business and governance skills?

Answer

The PHN will provide training to the community structure and ensure appropriate support is provided to establish strong governance skills. As the service provider will be operating the Health Hub, it will be up to the service provider to have the appropriate business skills. The service provider operator will also work closely with the community led structure.

Question

How do you see the model working if there is no GPs involved?

Answer

The Glen Innes Health Hub is not another surgery and therefore the GP services offered will not be similar to the other traditional surgeries in Glen Innes. GPs working within the Health hub could provide face to face and/or telehealth services. This model includes a multidisciplinary team and therefore will also include other health professionals as a way to support local GP services and provide increased access to the community.

Question

How will a Care Navigator be paid as they do not have a Medicare provider number?

Answer

The PHN have undertaken a Feasibility Study and Business Plan to help the Health Hub service provider operator. to identify how they can pay for the care navigation service. The PHN will also provide seed funding to support the establishment of a care navigation service.

Question

Where does 'duty of care' lie in terms of safety when giving dangerous vaccinations as the covid injections?

Answer

The Health Hub will have necessary accreditation and certification to deliver primary health care services to the Glen Innes community.

Question

What is the purpose/primary aim of the Health Hub?

Answer

The primary aim of the Health Hub is to support existing primary healthcare services. By establishing a team-based approach, the Health Hub aims to cater to community needs, potentially introducing new services or enhancing existing ones. A Care Navigator role will assist the community to navigate the health system effectively.

The Health Hub services will potentially encompass allied health, aged care, disability, and primary care services, and include General Practitioner care. Supported by a Care Navigator role to support patients through the health care system.

Question

Will new services be delivered or just more of what's already available?

Answer:

The services delivered will depend on the community's needs. The Health Hub may deliver new types of services, access to more of the same services, or a mixture of both.

Question

How will the Health Hub generate an income?

Answer

Income will be generated through standard practices which include MBS billings, private billings, and grants and tenders with funding bodies.

Question

Where will the Health Hub be located?

Answer

The Health Hub location has not yet been selected. The PHN will work collaboratively with the selected operator to source premises. It is intended that the Health Hub is centrally located and easily accessible by all members of the community.

Question

What do you mean by an “innovative solution”?

Answer

The Health Hub will leverage innovative, digitally-enabled solutions. These may include telehealth and other services that can be provided via digital technologies, which help to create a sustainable and supportive environment for health care providers and improve access to primary health care for the Glen Innes community.

Model and Framework Information

Question

How will the Board be paid?

Answer

As the design of the community led structure will be developed with the Glen Innes community, the decision on payment will be made by those community members who are involved in the community led structure.

Question

What is the “Better Health for the Bush” Framework?

Answer

The Better Health for the Bush (BHFTB) Framework was developed by the Hunter New England Central Coast PHN (HNECC PHN or the PHN) in partnership with the Hunter New England Local Health District (HNE LHD) and the University of New England (UNE).

Its aim is to pursue the vision of Healthy People and Healthy Communities by designing and implementing localised community-based models to improve the delivery of primary health care services. The framework also seeks to enhance the attraction and retention of primary healthcare professionals, utilising sustainable solutions that are tailored to and effective within the local context.

More information on the model can be found here - [Better Health for the Bush \(imgix.net\)](http://imgix.net)

Question

What is the Comprehensive Approach to Rural Engagement (CARE) Model, and what will this mean for the me as a community member?

Answer

The CARE Model involves a team-based approach comprising of General Practitioner(s), Allied Health Clinician(s), Nurses and Care Navigator(s) delivering health services face-to-face or in a hybrid model of face-to-face and telehealth.

The model aims to support communities and surrounding towns. As a community member, it means you can access health services, other than a GP, to get the support you need.

Question

What is the research behind the development of the Comprehensive Approach Rural Engagement (CARE) Model?

Answer

As a result, of extensive community consultation done at the start where communities identified what they needed, the PHN has developed a CARE Model. The CARE model has been informed by the following evidence-based research. Better Health for the Bush Model of Care Document - Better Health for the Bush (imgix.net)

This work has also been informed by the Office of National Rural Health Commissioner, "The Ngayubah Gadan Consensus Statement – Rural and Remote Multidisciplinary Health Teams," Australian Government: Department of Health and Aged Care, Canberra, 2023.

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Health Professionals' involvement in the Health Hub pilot

Question

I run first aid courses and I'd like my service to be utilised if it fits and works with the Health Hub model.

Answer

Local services will certainly be considered in the Health Hub model. The PHN will inform the service operator of local services that have provided an interest in delivering their service at the Health Hub.

Question

Is there scope for a naturopathic service at the Health Hub?

Answer

Yes, local services will certainly be considered in the Health Hub model. The PHN will inform the service operator of local services that have provided an interest in delivering their service at the Health Hub.

Question

Does this have the support of local GP's and how much consultation has occurred with local GP's?

Answer

The PHN have been consulting local GP's in Glen Innes on the Better Health for the Bush initiative since 2021. The PHN will continue to engage the local GP's throughout the development and operating phases of the Health Hub.

Question

Will there be Aboriginal Health Workers or Aboriginal Health Practitioners involved and will there be cultural safety measures in place for clients?

Answer

The PHN requires any service provider that we commission to have cultural safety measures in place when delivering a service that we commission. Local Aboriginal Health Workers or Aboriginal Health Practitioners will have the opportunity to be consulted alongside all local health professionals. Aboriginal Health Workers or Aboriginal Health Practitioners could be employed as part of the Health Hub, if it is identified as a community health need.

Question

Why can't hospitals and GPs discuss with their patients (briefly) about "out of hospital care" "community transport" that assists with patients to get to other towns. So many people aren't informed of this.

Answer

The care navigation service will provide support about existing services that are available and could provide information to their clients on out of hospital care and community transport.

Question

Why can't GPs be required to do a stipulated term in a rural town (like school teachers) so they don't up and leave just when we are getting to know them?

Answer

The PHN have a Workforce Prioritisation Planning Project, where the PHN research the workforce need in their region for training GP registrars and then provide that information to the Federal Government as well as the General Practice training colleges. The PHN will continue to advocate our local region and changes that could improve the current workforce shortage.

Question

Military trained based personnel could be considered to increase the delivery of health services?

Answer

Thank you for sharing ideas on how the Health Hub can be innovative. Please keep sharing these ideas so they can be considered in the service delivery of the Health Hub.

Question

Will practices get a payment from the IMOC grant?

Answer

No, the IMOC grant funds the piloting and evaluation of a Health Hub service with a multidisciplinary team. It cannot be used for incentives or salary and wages of existing services.

The Health Hub service in Glen Innes will be commissioned by the PHN and primary health care practices are welcome to submit an EOI to operate the Health Hub.

General practices and other existing local primary care services will benefit from the Health Hub through:

- Being able to refer patients to a local service that might previously have required travel outside of the community,
 - Accessing a Care Navigation service with understanding of how to navigate the health system that supports their patients/clients, and
 - Accessing CPD accredited education opportunities made available through the Health Hub and PHN.
-

Question

Will the PHN work and collaborate with existing General Practices and primary care providers?

Answer

Yes, absolutely! The PHN will work with local community and existing health professionals. We value your input for the success of the Health Hub - your perspectives will guide the services offered and help to ensure that they meet the unique needs of Glen Innes.

Question

What involvement will local health professionals have in the development of the Health Hub?

Answer

Health Professionals will have the opportunity to be more involved in the Health Hub through the community-led structure.

Question

What will the grant funding be spent on? If it isn't used for salary and wages, how will the health professionals in the Health Hub be employed?

Answer:

Health professionals will be employed through the Health Hub and paid through income generated by standard delivery of services. The PHN will work with the operator to develop a suitable business plan to ensure the Health Hub is able to employ health professionals.

Question

Can this grant fund training and development of existing health professionals?

Answer

No, the IMOC funding is to establish a pilot Health Hub and to evaluate the model.

However, the PHN currently provides education, scholarships and grants to primary health care professionals, and those opportunities will continue to be available to Glen Innes health professionals.

Question

Could the services delivered by the Health Hub be accessed by existing medical practice patients?

Answer

Yes, GPs can refer into the Health Hub's multidisciplinary team and health classes.

Question

Will the Health Hub access the existing workforce if it can't employ from outside the region?

Answer:

The Health Hub is likely to utilise telehealth and other innovative methods to ensure the impact to current workforce is minimal.

Question

Where do the current services fit into the Health Hub? What benefits do the existing services receive?

Answer

Current health services can refer patients to the Health Hub and the Health Hub will refer patients to existing services when appropriate. The Health Hub will complement and supplement current services and provide additional support to the existing primary care workforce.

**PRIMARY
HEALTH
NETWORK**

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST

An Australian Government Initiative