

# NSW Urgent Care EOI Industry Briefing

November 2022

Presenter: John Baillie

We acknowledge the traditional owners of the land that we work on. We pay our respects to Elders past and present and extend that respect to other Aboriginal peoples present here today.

**Two separate but similar activities:**

- 1. Commonwealth urgent care clinics**
- 2. NSW urgent care services**



# STATED OBJECTIVE

## Commonwealth

*“ Less Pressure on Hospitals”*

Anthony Albanese, 13<sup>th</sup> April 2022 – Cessnock announcement

## State

*“.....to reduce the number of people presenting to emergency departments”*

Dominic Perrottet, 30th August press release

# WHY

The purpose of this EOI is to elicit interest from General Practices and service providers who may be willing and able to provide Urgent Care Services and to assess their capability and readiness to do so please note this is just the beginning of the process.



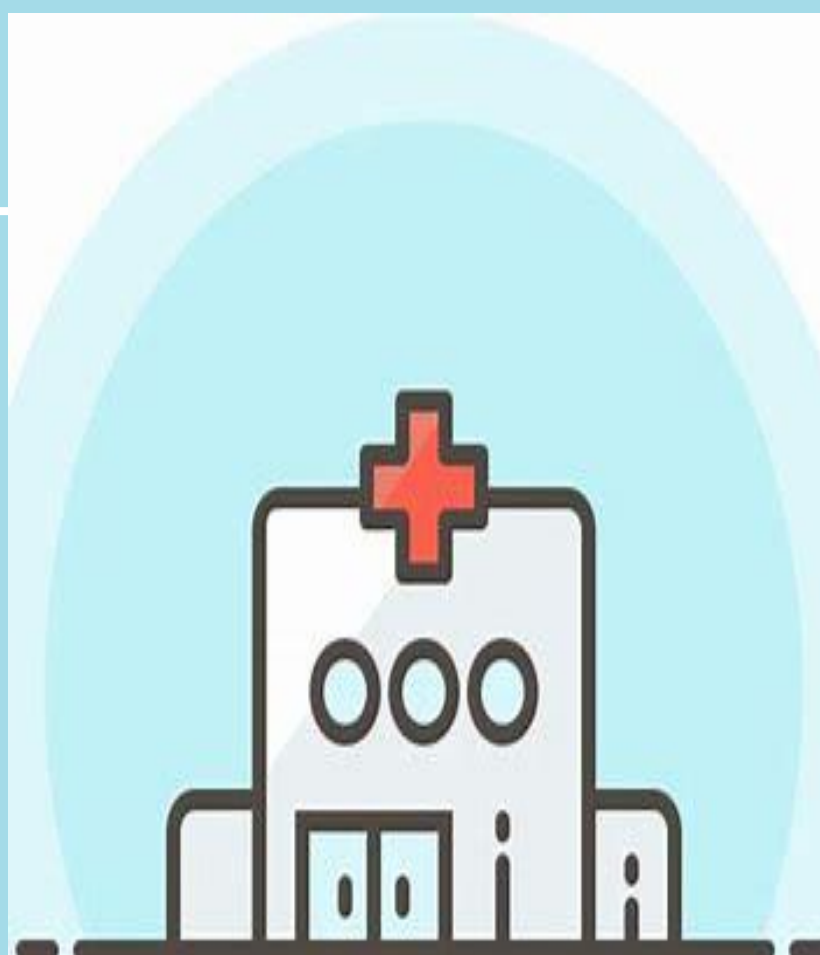
# POTENTIAL MODELS

NSW Health see the Urgent Care System encompassing the following five UCS areas:

**Urgent care triage lines**



**Urgent care clinics**



**Rapid response hospital teams**



**Services delivered in a patient's home or current location**



**Virtual care**



## KEY POINTS

- Collaborative delivery of services by General Practice, PHN and LHD is encouraged wherever possible. There is also opportunity for specific statewide services to be managed by NSW Health where there is an identification of common services across multiple submissions
- Mode of patient access must be specified in the application, noting that walk-in patients who attend clinics cannot be turned away. Services that involve face-to face appointments should have the technical ability to accept on-line booking appointments through a central intake service and local referral pathways to allow flexibility in access.

## KEY POINTS

- UCS have extended hours of operation, appropriately trained clinical staff, access to a network of resources and can streamline referrals to other healthcare providers where required. Hours should cover (but not be limited to) 8am-8pm Monday-Sunday and Public Holidays

Note - business hours only applications will not be considered.

- Patients must not be excluded from the UCS based on being an existing patient of the practice alone. This extends to both paediatric and adult patient cohorts. The service must be willing to accept patients not currently on the practice's books where appropriate.



# FUNDING

The application requires the details of what resources are required to expand or establish the Urgent Care Service?

Please include annual estimates of any funding required from NSW Health and an outline of services already funded under MBS. At this stage funding estimates will be suitable as it is acknowledged that precise amounts may not be available.

In the application you are required to provide advice on the billing model used by you service i.e. Private, Bulk Billing or mixed billing model.

# HOW TO APPLY

To participate in the EOI process please click on [this link](#) to download the Urgent Care Services EOI application form (to be used by general practice and other participating services).

This form provides further information around the EOI process and must be completed in full and returned to the PHN on [urgentcare@thephn.com.au](mailto:urgentcare@thephn.com.au) by the closing date of Friday 2 December.

This application form is an editable document with no upper word limit.

## PRACTICE CONTACT DETAILS

Practice name	
Address	
Email	
Phone	
Current operating hours and days	
Practice Manager name	
Principal GP name*	

\* Note: This EOI form should be completed by the Principal GP/GPs or person nominated by the Principal GP/GPs.

## WHY ARE YOU EXPRESSING INTEREST IN NSW URGENT CARE SERVICE?

Please share with us what has inspired you to be involved in NSW Urgent Care Services?

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## YOUR PRACTICE (please tick all that apply)

Billing	<input type="checkbox"/> Private	<input type="checkbox"/> Bulk-Billing	<input type="checkbox"/> Mixed
Appointments	<input type="checkbox"/> Walk in	<input type="checkbox"/> Appointment only	<input type="checkbox"/> Mixed
Do you have the capacity to:			
• Accept new patients	<input type="checkbox"/> Yes		<input type="checkbox"/> No
• Accommodate walk in patients	<input type="checkbox"/> Yes		<input type="checkbox"/> No
What is your usual wait time for next available appointments?			
Are you registered for PIPQI?	<input type="checkbox"/> Yes		<input type="checkbox"/> No

# EOI PROCESS

EOI must be submitted to your local Primary Health Network (PHN) by 5pm 2 December 2022.

Send completed submissions and application form to the [Urgentcare@thephn.com.au](mailto:Urgentcare@thephn.com.au) and must reach the PHN by 5pm 2 December 2022

- Submissions will be assessed by the PHN and LHD. Applications will be prioritised using data analysis and local intelligence. Only three applications will be prioritised per LHD.
- Prioritised applications sent by the PHN to Ministry of Health 9th December

NSW Ministry of Health will consider EOIs put forward by each PHN/LHD to become part of the pool of sites interested in delivering Urgent Care Services in NSW.

# QUESTIONS

Questions can be sent to [urgentcare@thepnh.com.au](mailto:urgentcare@thepnh.com.au)

