

# Activity Work Plan 23/24

## MEDICARE URGENT CARE CLINICS

This summary outlines how we are supporting the implementation of the government's primary health care reform activities and managing the associated funding.

20 June 2024

*medicare*

***Urgent Care Clinic***



# UCC-MUCC - 102 - 102 Tamworth Medicare UCC



## Activity Metadata

**Applicable Schedule \***

Urgent Care Clinics Program

**Activity Prefix \***

UCC-MUCC

**Activity Number \***

102

**Activity Title \***

102 Tamworth Medicare UCC

**Existing, Modified or New Activity \***

Existing



## Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Medicare Urgent Care Clinics

**Aim of Activity \***

Establish and deliver Medicare Urgent Care Clinic (Medicare UCC) in Tamworth.

Medicare UCCs will ease the pressure on hospitals and provide more options to see a healthcare professional when they have an urgent but not life-threatening need for care.

The urgent care clinic will provide free services, be open during extended business hours and accept walk-in patients and make it easier to see a doctor.

**Description of Activity \***

The Tamworth UCC will:

- o Provide timely treatment for urgent non-life-threatening conditions;
- o Provide safe and quality treatment to patients;
- o Deliver coordinated care for UCC patients;
- o Provide a positive experience for the patient/carer;
- o Provide a positive experience for the commissioned provider of the UCC, in addition to the partner hospital EDs and local GP practices;
- o Reduce pressure on hospital ED presentations at partner hospitals;
- o Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions;
- o Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening

- o conditions; and
- o Be cost-effective.

## Needs Assessment Priorities \*

### Needs Assessment

HNECC PHN Needs Assessment Update - November 2023

#### Priorities

Priority	Page reference
NX15 Emerging Need	114
NX2 Access	9



## Activity Demographics

### Target Population Cohort

Residents of the Tamworth LGA

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

## Coverage

### Whole Region

No

SA3 Name	SA3 Code
Tamworth - Gunnedah	11004



## Activity Consultation and Collaboration

### Consultation

HNECC PHN has undertaken consultations with GPs who work locally to three of the proposed sites in the HNECC region, including Tamworth. All GPs working within the specified areas were invited to attend the consultations via email and were able to self-register their attendance. Local MPs and Local Health District (LHD) representatives were also invited to attend. A total of 11 people attended at the Tamworth consultation. Attendees included GPs, Practice Managers, Nurse Practitioners, Hospital Site Nurse Managers, General Managers, Clinical Directors, and an Emergency Department (ED) Director, as well as HNECC PHN Board members, members of the HNECC PHN Clinical Council and LHD representatives.

### Collaboration

The PHNs UCC program will have formalised partnerships with both Local Health Districts. The PHN will regularly engage with other key UCC stakeholders such as NSW Ambulance, Health Direct, NSW Health, PHN Clinical and Community

Councils, and local general practice and primary care businesses that can contribute to the success of the Urgent Care Clinic.



## Activity Milestone Details/Duration

### Activity Start Date

31/05/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

30/10/2023

### Service Delivery End Date

30/06/2026

### Other Relevant Milestones

Milestone - Completion  
EOI Process March 2023  
Tender Process April 2023  
Tender Assessment May 2023  
Shortlisted Interviews May 2023  
PHN Endorsement June 2023  
Contract Issue July 2023  
Readiness Assessment October 2023  
Clinic Opening October 2023  
UCC Comms and Engagement Plan Ongoing  
Normal clinic operations - Ongoing



## 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:** No

**Open Tender:** Yes

**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



## UCC-MUCC - 103 - 103 Gosford Medicare UCC



### Activity Metadata

**Applicable Schedule \***

Urgent Care Clinics Program

**Activity Prefix \***

UCC-MUCC

**Activity Number \***

103

**Activity Title \***

103 Gosford Medicare UCC

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Medicare Urgent Care Clinics

**Aim of Activity \***

Establish and deliver Medicare Urgent Care Clinic (Medicare UCC) in Gosford

Medicare UCCs will ease the pressure on hospitals and provide more options to see a healthcare professional when they have an urgent but not life-threatening need for care.

The urgent care clinic will provide free services, be open during extended business hours and accept walk-in patients and make it easier to see a doctor.

**Description of Activity \***

The Gosford UCC will:

- o Provide timely treatment for urgent non-life-threatening conditions;
- o Provide safe and quality treatment to patients;
- o Deliver coordinated care for UCC patients;
- o Provide a positive experience for the patient/carer;

- o Provide a positive experience for the commissioned provider of the UCC, in addition to the partner hospital EDs and local GP practices;
- o Reduce pressure on hospital ED presentations at partner hospitals;
- o Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions;
- o Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening conditions; and
- o Be cost-effective.

## Needs Assessment Priorities \*

### Needs Assessment

HNECC P[HN Needs Assessment Update - November 2023

### Priorities

Priority	Page reference
NX15 Emerging Need	114
NX2 Access	9



## Activity Demographics

### Target Population Cohort

Residents of the Gosford region, Central Coast

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

## Coverage

### Whole Region

No

SA3 Name	SA3 Code
Gosford	10201



## Activity Consultation and Collaboration

### Consultation

HNECC PHN has undertaken consultations with GPs who work locally to three of the proposed sites in the HNECC region, including Central Coast (Gosford). All GPs working within the specified areas were invited to attend the consultations via email and were able to self-register their attendance. Local MPs and Local Health District (LHD) representatives were also

invited to attend. A total of 28 people attended the Central Coast consultation. Attendees included GPs, Practice Managers, Nurse Practitioners, Hospital Site Nurse Managers, General Managers, Clinical Directors, and an Emergency Department (ED) Director, as well as HNECC PHN Board members, members of the HNECC PHN Clinical Council and LHD representatives

### **Collaboration**

The PHNs UCC program will have formalised partnerships with both Local Health Districts. The PHN will regularly engage with other key UCC stakeholders such as NSW Ambulance, Health Direct, NSW Health, PHN Clinical and Community Councils, and local general practice and primary care businesses that can contribute to the success of the Urgent Care Clinic.



## **Activity Milestone Details/Duration**

### **Activity Start Date**

31/05/2023

### **Activity End Date**

29/06/2026

### **Service Delivery Start Date**

20/11/2023

### **Service Delivery End Date**

30/06/2026

### **Other Relevant Milestones**

Milestone - Completion  
EOI Process March 2023  
Tender Process April 2023  
Tender Assessment May 2023  
Shortlisted Interviews May 2023  
PHN Endorsement June 2023  
Contract Issue July 2023  
Readiness Assessment October 2023  
Clinic Opening November 2023  
UCC Comms and Engagement Plan Ongoing  
Normal Clinic Operations Ongoing



## **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:** No  
**Open Tender:** Yes  
**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



## UCC-MUCC - 101 - 101 Cessnock Medicare UCC



### Activity Metadata

**Applicable Schedule \***

Urgent Care Clinics Program

**Activity Prefix \***

UCC-MUCC

**Activity Number \***

101

**Activity Title \***

101 Cessnock Medicare UCC

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Medicare Urgent Care Clinics

**Aim of Activity \***

Establish and deliver Medicare Urgent Care Clinic (Medicare UCC) in Cessnock.

Medicare UCCs will ease the pressure on hospitals and provide more options to see a healthcare professional when they have an urgent but not life-threatening need for care.

**Description of Activity \***



The urgent care clinic will provide free services, be open during extended business hours and accept walk-in patients and make it easier to see a doctor.

The Cessnock UUC will:

- o Provide timely treatment for urgent non-life-threatening conditions;
- o Provide safe and quality treatment to patients;
- o Deliver coordinated care for UCC patients;
- o Provide a positive experience for the patient/carer;
- o Provide a positive experience for the commissioned provider of the UCC, in addition to the partner hospital EDs and local GP practices;
- o Reduce pressure on hospital ED presentations at partner hospitals;
- o Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions;
- o Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening conditions; and
- o Be cost-effective.

## Needs Assessment Priorities \*

### Needs Assessment

HNECC P[HN Needs Assessment Update - November 2023

#### Priorities

Priority	Page reference
NX15 Emerging Need	114
NX2 Access	9



## Activity Demographics

### Target Population Cohort

Residents of the Cessnock area

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

## Coverage

### Whole Region

No

SA3 Name	SA3 Code
Upper Hunter	10604



## Activity Consultation and Collaboration

### Consultation

HNECC PHN has undertaken consultations with GPs who work locally in Cessnock. All GPs working in the area were invited to attend the consultations via email and were able to self-register their attendance. Local MPs and Local Health District (LHD) representatives were also invited to attend. A total of 14 people attended in Cessnock. Attendees included GPs, Practice Managers, Nurse Practitioners, Hospital Site Nurse Managers, General Managers, Clinical Directors, and an Emergency Department (ED) Director, as well as HNECC PHN Board members, members of the HNECC PHN Clinical Council and LHD representatives.

### Collaboration

The PHNs UCC program will have formalised partnerships with both Local Health Districts. The PHN will regularly engage with other key UCC stakeholders such as NSW Ambulance, Health Direct, NSW Health, PHN Clinical and Community Councils, and local general practice and primary care businesses that can contribute to the success of the Urgent Care Clinic.



## Activity Milestone Details/Duration

### Activity Start Date

31/05/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

06/10/2023

### Service Delivery End Date

30/06/2026

### Other Relevant Milestones

Milestone - Completion  
EOI Process March 2023  
Tender Process April 2023  
Tender Assessment May 2023  
Shortlisted Interviews May 2023  
PHN Endorsement June 2023  
Contract Issue July 2023  
Readiness Assessment September 2023  
Clinic Opening October 2023  
UCC Comms and Engagement Plan Ongoing  
Normal Clinic Operations Ongoing



## 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:** No

**Open Tender:** Yes  
**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



## UCC-MUCC - 104 - 104 Wyong Medicare UCC



### Activity Metadata

**Applicable Schedule \***

Urgent Care Clinics Program

**Activity Prefix \***

UCC-MUCC

**Activity Number \***

104

**Activity Title \***

104 Wyong Medicare UCC

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Medicare Urgent Care Clinics

**Aim of Activity \***

Establish and deliver Medicare Urgent Care Clinic (Medicare UCC) in Wyong.

Medicare UCCs will ease the pressure on hospitals and provide more options to see a healthcare professional when they have an urgent but not life-threatening need for care.

The urgent care clinic will provide free services, be open during extended business hours and accept walk-in patients and make it easier to see a doctor.

**Description of Activity \***

The Wyong UCC will:

- o Provide timely treatment for urgent non-life-threatening conditions;
- o Provide safe and quality treatment to patients;
- o Deliver coordinated care for UCC patients;
- o Provide a positive experience for the patient/carer;
- o Provide a positive experience for the commissioned provider of the UCC, in addition to the partner hospital EDs and local GP practices;
- o Reduce pressure on hospital ED presentations at partner hospitals;
- o Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions;
- o Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening conditions; and
- o Be cost-effective.

**Needs Assessment Priorities \*****Needs Assessment**

HNECC PHN Needs Assessment Update - November 2023

**Priorities**

Priority	Page reference
NX15 Emerging Need	114
NX2 Access	9

**Activity Demographics****Target Population Cohort**

Residents living in the Wyong area, Central Coast

**In Scope AOD Treatment Type \*****Indigenous Specific \***

No

**Indigenous Specific Comments****Coverage****Whole Region**

No

SA3 Name	SA3 Code
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Wyong	10202
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## Activity Consultation and Collaboration

### Consultation

HNECC PHN has undertaken consultations with GPs who work locally to three of the proposed sites in the HNECC region, including the Central Coast. All GPs working within the specified areas were invited to attend the consultations via email and were able to self-register their attendance. Local MPs and Local Health District (LHD) representatives were also invited to attend. A total 28 people attended the Central Coast consultation. Attendees included GPs, Practice Managers, Nurse Practitioners, Hospital Site Nurse Managers, General Managers, Clinical Directors, and an Emergency Department (ED) Director, as well as HNECC PHN Board members, members of the HNECC PHN Clinical Council and LHD representatives.

### Collaboration

The PHNs UCC program will have formalised partnerships with both Local Health Districts. The PHN will regularly engage with other key UCC stakeholders such as NSW Ambulance, Health Direct, NSW Health, PHN Clinical and Community Councils, and local general practice and primary care businesses that can contribute to the success of the Urgent Care Clinic.



## Activity Milestone Details/Duration

### Activity Start Date

31/05/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

20/12/2023

### Service Delivery End Date

30/06/2026

### Other Relevant Milestones

Milestone - Completion  
 EOI Process March 2023  
 Tender Process April 2023  
 Tender Assessment May 2023  
 Shortlisted Interviews May 2023  
 PHN Endorsement August 2023  
 Contract Issue August 2023  
 Readiness Assessment October 2023  
 Clinic Opening December 2023  
 UCC Comms and Engagement Plan Ongoing  
 Normal Clinic Operations Ongoing



## 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:** No

**Open Tender:** Yes

**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