

Murrumbidgee - After Hours Primary Health Care 2022/23 - 2026/27 Activity Summary View



AH - 101 - 2021-23 - AH-101 - After Hours – Access Marketing



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

101

Activity Title *

2021-23 - AH-101 - After Hours – Access Marketing

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 *

Continue with a marketing campaign to develop awareness of primary care options and appropriate use of emergency departments.

This activity will address the issues of awareness of after-hours services.

Description of Activity *

Elevator Pitch:

The after-hours access marketing campaign aims to improve health literacy in the community to understand available after-hours options.

Describe the activity

Continue to explore and fund communication avenues to raise awareness regarding after hours primary care options and inappropriate presentations to Emergency Departments.

Outcomes:

Maintain or decrease the number of inappropriate primary care presentations to EDs and other services in the Murrumbidgee, both in and out of hours.

Needs Assessment Priorities *

Needs Assessment

Murrumbidgee Primary Health Network

Priorities

Priority	Page reference
P14 Increase GP attendances after hours	44
P12 Reduce ED presentations and admissions for PPH	44
P9 Improve poor health literacy due to less education or lack of internet access	43



Activity Demographics

Target Population Cohort

Entire MPH N population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Albury	10901
Young - Yass	10106
Lower Murray	10902
Lachlan Valley	10302
Upper Murray exc. Albury	10903
Griffith - Murrumbidgee (West)	11301
Wagga Wagga	11303
Tumut - Tumbarumba	11302



Activity Consultation and Collaboration

Consultation

Stakeholder engagement through the established mechanisms of Clinical Councils, Community Advisory Committee.

Collaboration

Will collaborate with MLHD Communication department to ensure consistency of messaging.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

30/12/2023

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: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): Yes

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 comments

N/A



AH - 103 - 2022-23- AH-103 -After Hours – Family Violence Initiative



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

103

Activity Title *

2022-23- AH-103 -After Hours – Family Violence Initiative

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

After Hours Population Health

Aim of Activity *

Continue to commission after-hours crisis support and mental health group work for women who experience domestic violence.

Description of Activity *

Elevator Pitch: This activity provides face to face and telehealth counselling and crisis support during the after-hours period for women experiencing domestic violence.

Describe the activity

Women have access to counselling support during evenings, weekends and public holidays when other services are not available. The Provider is commissioned to provide trauma informed counselling and crisis support services to women seeking support in the after-hours period.

Outcomes: Service volumes by service type for individual and groups are collected, and a narrative capturing women's experience of the service and expressed outcomes is submitted.

Client satisfaction measures will assess accessibility, appropriateness and meets the needs of women in the after-hours period

Needs Assessment Priorities *

Needs Assessment

Murrumbidgee Primary Health Network

Priorities

Priority	Page reference
P15 Increase support related to domestic violence related assault and victims of sexual or indecent assault	44
P9 Improve poor health literacy due to less education or lack of internet access	43



Activity Demographics

Target Population Cohort

Women and their families within the Murrumbidgee region. Service provision is face to face and telehealth.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Wagga Wagga	11303



Activity Consultation and Collaboration

Consultation

Initial consultation with the providers listed below was undertaken at the commencement of the service. This service was originally established in 2017. It is now well established and well subscribed service.

Collaboration

Continued collaboration will occur with the Wagga Women's Health Centre, MLHD and other relevant agencies



Activity Milestone Details/Duration

Activity Start Date

30/06/2018

Activity End Date

30/12/2023

Service Delivery Start Date

1 July 2018

Service Delivery End Date

31 December 2023

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: 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 comments

N/A



AH - 104 - 2021-23 - AH-104 - After Hours – Winter Strategy



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

104

Activity Title *

2021-23 - AH-104 - After Hours – Winter Strategy

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

After Hours Population Health

Aim of Activity *

.Aim 1: Reduce unplanned presentations to ED and admissions to hospital by people at high risk of hospitalisation during the winter months. during the winter months.;

Aim 2: Improve respiratory hygiene and vaccine uptake, slowing the seasonal epidemic of infectious respiratory conditions.

Description of Activity *

Elevator Pitch: To support the provision of proactive and holistic chronic disease management for patients at risk of deterioration over the winter period, and help to keep people healthier, supported and at home for longer.

Strategy 1: Practice Capability Support

The Winter Strategy model will support general practice teams to improve quality and intensity of care for an identified group of patients that clinicians consider at high risk of becoming unwell or admitted to hospital in the after-hours period during the flu season. This will be done through practice coaching, system improvement and focussed patient support. Additionally, MPHNS will utilise LUMOS data to provide insights into the patient journey between primary and acute care.

Outcomes: Improved quality of life for people with Chronic Obstructive Pulmonary Disease and Congestive Heart Failure through improved, proactive, coordinated primary care.

- Reduced avoidable acute care episodes (ED presentations including in the after-hours period and hospital admissions)
- Reduced rates of mortality and morbidity for target cohort

Strategy 2: Marketing Campaign A communications and marketing campaign will be implemented that promotes hand hygiene and flu vaccinations. The advertising campaign will utilise a multimedia approach via TV and social media and posters to educate community.

Outcome: People in the MPH region are informed resulting in increased vaccinations and reduced incidence of flu and hospitalisation

Needs Assessment Priorities *

Needs Assessment

Murrumbidgee PHN Health Needs Assessment 2022-2025

Priorities

Priority	Page reference
P24 Reduction of prevalence, incidence, mortality and or morbidity and high use of services in ED or hospital and identified by community consultations for respiratory system disease, asthma, COPD	47
P12 Reduce ED presentations and admissions for PPH	44
P9 Improve health literacy due to less education or lack of internet access	43
P6 Reduce Influenza admissions over 65 years	43



Activity Demographics

Target Population Cohort

Patients of practices would be adult patients >18 years with COPD and/or CHF who are likely to benefit from heightened care.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Albury	10901
Lower Murray	10902
Upper Murray exc. Albury	10903
Griffith - Murrumbidgee (West)	11301
Wagga Wagga	11303
Tumut - Tumbarumba	11302



Activity Consultation and Collaboration

Consultation

Consultation and co-design of the initiative involved general practice, Community Advisory Committee, clinical councils and the MLHD.

Collaboration

General practice – deliverers of care
MLHD – emergency departments and discharge planning

Residential Aged Care Facilities
Community Care and Integrated Community Care program/s.

The contracted provider will provide targeted coaching, training and support for General Practice



Activity Milestone Details/Duration

Activity Start Date

31/03/2019

Activity End Date

30/12/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

December 2023

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: 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?

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?

na

Co-design or co-commissioning comments

na



AH - 105 - 2022-23 - AH-105 - After Hours - Regional approach to after hours access



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

105

Activity Title *

2022-23 - AH-105 - After Hours - Regional approach to after hours access

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

After Hours Population Health

Aim of Activity *

To improve access to after-hours health care across the Murrumbidgee region utilising models of care that are informed by general practice, other health care providers and communities. Activities will be informed by the After Hours Regional Plan which will ensure that a coordinated approach to healthcare in the after-hours period is provided with a local context.

Description of Activity *

Elevator Pitch: Activities will be identified and implemented to provide innovative and localised solutions in targeted communities to improve access and coordination to primary care services and minimise unnecessary presentations to acute care services in the after hours period.

Strategy

MPHN has previously undertaken consultation activities to develop after hours models of care. This activity will continue piloting the models that have been identified through co-design.

Outcomes:

Communities across the Murrumbidgee region have access to care to support better use of and improved access to after-hours services.

Needs Assessment Priorities *

Needs Assessment

Murrumbidgee Primary Health Network

Priorities

Priority	Page reference
P14 Increase GP attendances after hours	44
P12 Reduce ED presentations and admissions for PPH	44



Activity Demographics

Target Population Cohort

MPHN population requiring access to services in the after-hours period

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Upper Murray exc. Albury	10903
Griffith - Murrumbidgee (West)	11301



Activity Consultation and Collaboration

Consultation

Extensive consultation with general practice, health care providers, Clinical Councils, community advisory committee, Murrumbidgee Local Health District (MLHD) and communities has been undertaken to inform development of a co-designed regional plan and community specific models of care for after-hours services across the MPHN region.

Collaboration

Collaboration will occur with General Practices, MLHD and other relevant providers including pharmacy



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

30/12/2023

Service Delivery Start Date

1 July 2019

Service Delivery End Date

31 December 2023

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: No

Open Tender: Yes

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?

N/A

Co-design or co-commissioning comments

The model has been co-designed with primary and acute care service providers as well as community.



AH - 107 - 2023-24 - AH-107 - After Hours – Wagga GP After Hours Service



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

107

Activity Title *

2023-24 - AH-107 - After Hours – Wagga GP After Hours Service

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 – Population Health

Aim of Activity *

Supporting the Wagga GP After Hours Service to provide after hours primary health care. This activity aims to address issues of access to general practice services.

Description of Activity *

Elevator Pitch: Wagga Wagga GP After Hours service provides urgent non-life-threatening primary care in the after-hours period.

Advocate for the service in all relevant settings; continue to offer telehealth appointments where appropriate and ensure the service remains viable.

The WGP AHS clinic is based in Wagga Wagga and operates seven GP clinics per week all in the after-hours period. A second general practitioner is on-call and available via phone and to provide house calls (where it is safe and appropriate to do so) and residential aged care facility visits within the Wagga Wagga city limits.

Children under 17, full-time students, Aboriginal and Torres Strait Islander people and health care card holders are routinely bulk-billed. Improved access for priority populations.

Outcome: Maintain access to after-hours primary care for the residents of Wagga Wagga and visitors.

Needs Assessment Priorities *

Needs Assessment

Murrumbidgee Primary Health Network

Priorities

Priority	Page reference
P14 Increase GP attendances after hours	44
P12 Reduce ED presentations and admissions for PPH	44
P7 Increase GP attendances RACF	43



Activity Demographics

Target Population Cohort

Wagga Wagga Residents

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Wagga Wagga	11303



Activity Consultation and Collaboration

Consultation

Consultation occurs with participating general practices and Murrumbidgee Local Health District (MLHD) including Wagga Base Hospital ED

Collaboration

The Wagga GP After Hours Service (WGPAHS) is managed by a management committee consisting of a collaborative of participating Wagga-based general practices.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

30/12/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

31/12/2023

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: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

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 comments

N/A

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

No



AH-Op - 1 - 2023-24 - 1- After Hours Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-Op

Activity Number *

1

Activity Title *

2023-24 - 1- 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



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



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: 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 comments