

After Hours Primary Health Care

Activity Work Plan
2022 — 2026

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AH – 1 – Reducing Demand – Consumer Focussed

Program Key Priority Area

Population Health

Aim of Activity

This activity aims to reduce demand for After Hours Primary Health Care by:

- Improving consumer access to health services.
- Increasing consumer awareness of existing services.
- Empowering consumers to engage in protective behaviours and self-manage health conditions.

Description of Activity

- Collaborate with key stakeholders to develop Place-Based Approaches to commission services to support communities to address After Hours service challenges in high-need locations (Existing Activity).
- Implement After-Hours Service Awareness Campaigns. Print and digital campaigns to increase awareness of existing After Hours services, including national and local service options, digital and telehealth services, and peak demand strategies (Existing Activity).
- Commission the delivery of Health Education to activate consumers in local communities, improve health literacy, increase confidence to self-manage health conditions, heighten awareness and adoption of protective behaviours and build capability to utilize evidence based digital services and applications (Existing Activity).
- Improve consumer access to services through the implementation of Innovative digital solutions that support consumer navigation to the most appropriate services, reducing demand on Emergency Departments (Existing Activity).
- Develop alternative to ED models approach, via a co-located crisis support service for after-hours mental health presentations (currently utilising significant ED resources) (Existing Activity).

Needs Assessment Priority

NCPHN Needs Assessment 2021-2024

Needs Assessment Priority

Promote prevention and management of chronic disease to reduce hospitalisations and death

Improve access to primary care services (GPs)

Target Population Cohort

- Place-Based Approaches will target whole populations at town or LGA level, with a particular focus on vulnerable population groups including older people, Aboriginal and Torres Strait Islander people and people experiencing socio-economic disadvantage.
- After-Hours Service Awareness Campaigns will target the whole population. Targeted campaigns may address particular groups (e.g. parents, people living in remote areas, older people, and people with chronic disease).
- Health Education will target vulnerable communities and population groups.
- Innovative digital solutions will target patients experiencing barriers to accessing appropriate primary care. Digital solutions will target consumers under the age of 35 with options for 24/7 digital triage platforms in addition to telephone services.
- Alternative to ED models recognise the Northern NSW regional problem of after-hours mental health presentations. Many of these presentations leave ED without basic support, this model promotes support for patients with non-emergency conditions to engage in recovery and resilience building mental health supports outside of hours in line with the stepped care approach.

Indigenous Specific	No
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Coverage

Whole Region

Procurement approach

Not yet known

Consultation

NCPHN's Place-Based Approaches have been developed from the previous After Hours activity Healthy Towns. The approach draws on international literature and was designed in consultation with Local Health Districts and Aboriginal Medical Services. In each location extensive consultation is undertaken with health services, GPs and allied health providers, social and community services, local Councils, community groups and individual community members. Ongoing consultation will continue throughout the program.

- After Hours Service Awareness Campaigns are developed in consultation with service providers including GP Helpline and National Health Services Directory. Others TBD.
- Health Education - Local Health Districts, Aboriginal Medical Services, Community Groups, Local Councils.
- Innovative digital solutions - Consultation will occur with community advisory structures and clinicians in a newly established digital community of practice.

- Alternative to ED models – Local Health Districts, Aboriginal Medical Services, Community Groups, GP services.
- Digital triage service delivery model co-design with consumers and attendance of consumer representatives at reference groups and advisory committees.

Collaboration

- Northern NSW Local Health District and Mid North Coast Local Health District are key partners in Place-based Approaches. Others TBD.
- GP Helpline and National Health Services Directory are key partners in delivering After Hours Service Awareness Campaigns.
- Health Education- to be determined.
- Innovative digital solutions- local service delivery partners and independent evaluation partners - Amplar Health Solutions and The George Institute.
- Alternative to ED models – in partnership with LHD and local service providers.
- Pharmaceutical Society of Australia to support increased access to 7 day pharmacy services through digital triage solutions.

Activity Milestone Details/Duration

Activity Start Date	01/07/2019
Activity End Date	30/12/2023

Procurement approach

Not yet known.

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?	Yes
Has this activity previously been co-commissioned or joint-commissioned?	No
Decommissioning	No

AH - 2 – Reducing Demand – Provider Focussed

Program Key Priority Area

Population Health

Aim of Activity

This activity aims to reduce the demand from North Coast NSW residents for after-hours care through a range of service provider initiatives targeted to conditions with high risk of potentially preventable hospitalisation. Approaches may include, but are not limited to, innovative models of service delivery, alternative pathways to primary care and approaches to increase patient activation.

Description of Activity

This activity takes a multipronged approach to reducing demand as follows:

- commission Chronic Disease Management initiatives in AMS's and general practice using integrated approaches to care and approaches that aim to achieve increased patient activation in order to improve community-based management of conditions that may result in potentially preventable hospitalisations (existing) via HNC's Primary Care Impact program
- promote and facilitate rapid access to GP support for RACFs (continuing)
- design (2019/20) and commission (2020/21) innovative models to deliver (2022-2023) after hours and digital primary care for patients in locations with limited access to primary care via the Primary Care Access initiative (continuing) inclusive of a brokerage fund to support quarantined general practice and community pharmacy appointments
- fund HNC's 24/7 GP Telehealth service via North Coast Health Connect to ensure GP availability during business and after-hours periods

Needs Assessment Priorities

NCPHN Needs Assessment 2021-2024

Needs Assessment Priorities

Promote prevention and management of chronic disease to reduce hospitalisations and death

Reduce the rate of potentially preventable hospitalisations

Improve access to primary care services (GPs)

Target Population Cohort

Primary care providers, including GPs, Allied Health, Nurses and Aboriginal Health Workers.

Indigenous Specific	No
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Coverage

Whole Region

Consultation

- Chronic Disease Management initiatives: community and clinician advisory structures, Mid North Coast and Northern NSW LHDs, Aboriginal Medical Services, General Practices, Allied Health professionals, Australian Practice Nurse Association (APNA) and other primary care training providers), community members with experience living with or caring for someone with chronic disease.
- Rapid access to GP support for RACFs- RACFs; GPs; Medical Deputising Services, Consumers and Carers.
- Innovative models to deliver after hours primary care: Community and clinician advisory structures, NSW After Hours Network, Mid North Coast and Northern NSW LHDs, Aboriginal Medical Services, General Practices, NSW Ambulance, HealthDirect.
- GPs and other primary health care service providers are consulted as part of the needs assessment process and are key informants in local co-design processes.

Collaboration

- Chronic Disease Management Initiatives: Mid North Coast and Northern NSW LHDs, Aboriginal Medical Services, General Practices, Allied Health professionals, relevant training providers.
- Rapid access to HealthDirect for RACF staff: RACFs, HealthDirect.
- Innovative models to deliver after hours primary care: Mid North Coast and Northern NSW LHDs, Aboriginal Medical Services, General Practices, NSW Ambulance, HealthDirect.
- GPs are consulted as part of the needs assessment process and are key informants in local co-design processes.
- Pharmaceutical Society of Australia to support increased access to 7-day pharmacy services through digital triage solutions.

Activity Milestone Details/Duration

Activity Start Date	01/07/2019
Activity End Date	30/12/2023

Procurement approach

Not yet known.

Is this activity being co-designed?	Yes
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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