



**Australian Government**  
**Department of Health**



An Australian Government Initiative

# **Northern Sydney Primary Health Network**

## **After Hours**

### **Activity Workplan 2021-2023**

# Northern Sydney - After Hours Primary Health Care 2021-22 to 2022-23 Activity Summary View



## AH - 1 - Improved Access to Community Based Services



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

1

**Activity Title \***

Improved Access to Community Based Services

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Urgent Care

**Aim of Activity \***

Improve access to community-based services to reduce demand on after hours and emergency services.

**Description of Activity \***

Extend After Hours Coverage

- Continue to commission community based after hours services to provide access for areas of the region with limited or no access to after hours GP services.
- Monitor commissioned after hours services against the NSPHN Commissioning Evaluation Framework to inform continuous

quality improvement.

- Continue to monitor access to and availability of after hours services across the NSPHN region.
- Adapt services as necessary to accommodate telehealth and face-to-face delivery of treatment throughout COVID-19
- Adapt community based after hours services as required to align program delivery with the new PHN After Hours Program Operational Guidelines, collaborative commissioning, and navigation services. Establish a NSPHN afterhours network to guide development of after-hours program regionally.
- Commissioned services will be appropriately supported by the PHN over a transition period following the release of the new PHN After Hours Program Operational Guidelines.

Monitor outcomes from commissioned services

- Monitor outcomes of the hospital discharge follow up service in facilitating transfer of care back to the community and ensure appropriate services are sourced to reduce the risk of readmissions and impact on after hours “crisis” presentations. Monitor impact on re-admissions and review requirements to expand the program, including opportunities to further streamline care pathways from public hospitals and address emerging client needs in collaboration with key stakeholders in the region.
- Monitor outcomes of the social work service in supporting general practice with coordination of non-clinical services to reduce the risk of unplanned hospital presentations through support for social issues which impact on a person’s health and wellbeing.

## Needs Assessment Priorities \*

### Needs Assessment

NSPHN Needs Assessment 2022-2025

#### Priorities

Priority	Page reference
Emergency department admissions	84
Urgent care services	84
System Integration	85



## Activity Demographics

### Target Population Cohort

Targeting vulnerable groups (particularly lower socio-economic, CALD, older people, Aboriginal and Torres Strait Islander people, young people), however supporting improved access to primary care for the entire NSPHN population.

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

NSPHN will continue to undertake extensive community and sector consultation in the design of the above activities. NSPHN will utilise the NSPHN Commissioning Evaluation Framework (CEF), based on the Quadruple Aim, to continually monitor and evaluate activity. NSPHN works closely with the commissioned service providers to support ongoing quality improvement through quarterly provider support meetings and submission of quarterly progress reports/data reporting templates, aligned to the CEF. NSPHN undertakes an annual evaluation of the service collating information captured from progress reports, provider support meetings and data reporting templates in a dashboard format, aligned to the CEF. The dashboard is presented to the NSPHN Board and Clinical Governance Committee and informs development of quality improvement metrics for the next financial year.

### Collaboration

Northern Sydney PHN will work with stakeholders across primary healthcare and residential aged care to implement processes or strategies to drive service improvements and achieve system change beyond their direct circle of control. The PHN will work in partnership with the Local Health District, NSW Ambulance, General Practice, Pharmacy, After hours emergency care services, Aged Care Facilities and consumers on joint activities to support hospital avoidance and support co-design and co-delivery of services.



## Activity Milestone Details/Duration

### Activity Start Date

01/07/2019

### Activity End Date

31/12/2023

### 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):** 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?**

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**

See activity consultation and collaboration for further detail.



## AH - 2 - Access, Navigation and Co-ordination



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

2

**Activity Title \***

Access, Navigation and Co-ordination

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Urgent Care, Workforce

**Aim of Activity \***

Build system capacity to monitor and respond to urgent care needs to ensure people get the right care at the right time in the right place.

**Description of Activity \***

Activities to build system capacity to monitor and respond to urgent care needs will include:

Alternative treatment options for minor injuries

- Provide professional development opportunities for primary health care and aged care providers to increase confidence and skills to triage appropriately, identify deterioration early and manage urgent care issues to minimise the chance of crisis presentations.
- Work with the LHD and NSW Ambulance to develop capacity within the community to treat minor injuries and alleviate pressure on after hours ED presentations.
- Supporting local GP clinics to provide services to local community housing residents who are at risk of unnecessary presentation to ED through care coordination and navigation of other supporting services and providers.

Digital Health Technologies

- Support utilisation of digital health technology to facilitate clinical handover and continuity of care between urgent care providers - Extensive consultation with stakeholders demonstrates that barriers to care co-ordination and clinical handover are

contributing factors to crisis presentations in the after hours period. To address this, NSPHN will work with local urgent care providers to support the use of digital health technology to enhance continuity of care. E.g. supporting urgent care providers, such as ambulance paramedics and GPs, to securely message referrals / event summaries, including commissioning of required hardware, software and training to ensure adoption and use.

#### Health Navigators

- Support the functioning of the Northern Sydney Navigators service to map and navigate to local after hours and urgent care services.

### Needs Assessment Priorities \*

#### Needs Assessment

NSPHN Needs Assessment 2022-2025

#### Priorities

Priority	Page reference
Emergency department admissions	84
Urgent care services	84
System Integration	85
Health of older people-Access to and navigation of aged care system	86



### Activity Demographics

#### Target Population Cohort

Supporting health care professionals improve access to primary care for the entire NSPHN population.

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

#### Coverage

##### Whole Region

Yes



### Activity Consultation and Collaboration

#### Consultation

NSPHN will continue to undertake extensive community and sector consultation in the design of the above activities. NSPHN will utilise the NSPHN Commissioning Evaluation Framework, based on the Quadruple Aim, to continually monitor and evaluate

activity – including patient/consumer and provider experience measures, which will inform any future service redesign or areas for service improvement.

### Collaboration

Northern Sydney PHN will work with stakeholders across the health and social care economy to set the strategic direction, to drive service improvements and achieve system change beyond their direct circle of control. The PHN will work in partnership with the Local Health District, NSW Ambulance, Private Health Insurers, Medical Deputising Services, General Practice, Pharmacy, Allied Health Providers, Aged Care Facilities and consumers on joint activities to support hospital avoidance and support co-design and co-delivery of services.



## Activity Milestone Details/Duration

### Activity Start Date

01/07/2019

### Activity End Date

31/12/2023

### 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: 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?

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**

See activity consultation and collaboration for further detail.

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## AH - 3 - Consumer Engagement & Health Literacy



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

3

**Activity Title \***

Consumer Engagement & Health Literacy

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Urgent Care

**Aim of Activity \***

Increase community awareness of and capacity to navigate local health services to reduce inappropriate demand on after hours and emergency services.

**Description of Activity \***

Continue targeted community awareness campaigns to improve consumer awareness of and appropriate use of after hours and emergency services. Commissioning of GP speakers to present to:

- Senior and CALD community groups in collaboration with local Councils.
- Supported playgroups in collaboration with Northern Sydney LHD Child and Family workers.
- Adult Migrant English Program through NSW TAFE (Northern Sydney Institute).

Work with local councils on providing support and community well-being events to seniors who may be at risk of isolation, including carers and other at-risk groups.

Advertising campaign, including, targeted promotion to healthdirect, urgent care facilities within the region, winter campaign through the PHN website and other communication channels. Example collateral and campaigns can be found on the NSPHN website page:

<https://sydneynorthhealthnetwork.org.au/programs/after-hours/>

## Needs Assessment Priorities \*

### Needs Assessment

NSPHN Needs Assessment 2022-2025

#### Priorities

Priority	Page reference
Consumer engagement and health literacy	84
Health of older people-Access to and navigation of aged care system	86



## Activity Demographics

### Target Population Cohort

Targeting vulnerable groups (particularly CALD, older people, young people and new migrants), however supporting improved health literacy and access to primary care for the entire NSPHN population.

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

NSPHN will continue to undertake extensive community and sector consultation in the design of the above activities. NSPHN will utilise the NSPHN Commissioning Evaluation Framework, based on the Quadruple Aim, to continually monitor and evaluate activity – including patient/consumer and provider experience measures, which will inform any future service redesign or areas for service improvement.

### Collaboration

Northern Sydney PHN will work with stakeholders across the health and social care economy to set the strategic direction, to drive service improvements and achieve system change beyond their direct circle of control. The PHN will work in partnership with the Local Health District, NSW Ambulance, Private Health Insurers, Medical Deputising Services, General Practice, Pharmacy, Aged

Care Facilities, local councils and consumers on joint activities to support hospital avoidance and support co-design and co-delivery of services.

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## Activity Milestone Details/Duration

### Activity Start Date

01/07/2019

### Activity End Date

31/12/2023

### 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:** 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?**

N/A

**Co-design or co-commissioning comments**

See activity consultation and collaboration for further detail.

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