



20 August 2019

# GP URGENT CARE NETWORK PILOT

## WHAT IS IT?

Many people - adults and children - who have an urgent but not life-threatening injury or illness go to an emergency department (ED) when they are not able to be seen by their regular General Practitioner (GP) or General Practice.

The GP Urgent Care Network will provide an alternative by enabling people living in Metropolitan Perth, Bunbury and surrounds to book a same day appointment online with a General Practice that belongs to the Network, has available appointments and is close to where the person lives.

People seeking a GP for urgent care can find and 'click to book' appointments through the National Health Services Directory.

People who contact healthdirect Australia, if assessed by the triage nurse as needing urgent care, will be provided with a link to book themselves, or alternatively transferred to the practice to make a booking if they don't have internet access.

This initiative is a partnership between the Department of Health (WA) and WA Primary Health Alliance (WAPHA), with involvement from the Royal Australian College of General Practice (RACGP) WA Faculty and the Australian Medical Association (WA).

The initiative is being piloted for 18 months and will be evaluated by the University of Western Australia.

## **The GP Urgent Care Network Pilot will start on 10 September 2019.**

A public awareness campaign, funded by the WA Government, will provide information about the Network and how people can access it in the geographic areas where it is being trialled.

It will also provide information to assist people in assessing when it is appropriate to seek an urgent care appointment, recognising not all urgencies are emergencies.

## **MOST COMMON REASONS FOR URGENT CARE**

The most common presentations are likely to be musculoskeletal injuries, skin and subcutaneous lacerations and wounds, gastrointestinal conditions, and illnesses of or injuries to the eyes, ear, nose and throat. The treatment of these injuries or illness may require minor procedures (as clinically appropriate).



## REASONS FOR JOINING

- Your practice will have the opportunity to fill vacant appointments.
- You will be able to maintain and enhance your urgent care skills.
- The RACGP (WA) and WAPHA will deliver a series of workshops, at no cost, on urgent care over the life of the Pilot which will focus on skills and topics as identified by general practices. These training opportunities will attract Continuous Professional Development (CPD) points.
- Being a member of the Network will allow you to strengthen your relationship with emergency departments.
- You will be recognised as a Department of Health (WA) and a WAPHA endorsed provider of urgent care.
- As a member of the Network, you will be ensuring patients are supported by primary care where appropriate, thereby reducing the need for emergency department presentations.

## WANT TO JOIN?

For more information please check the GP Urgent Care Network webpage [www.wapha.org.au/health-professionals/gp-urgent-care/](http://www.wapha.org.au/health-professionals/gp-urgent-care/)

The first round of applications for the Network has resulted in more than 100 practices being accepted.

A second and third round of applications will take place on:

- **Opening 1 October and closing 30 October 2019**
- **Opening 1 January and closing 31 January 2020**

If you need further information and/or assistance about the application process, please contact WAPHA Practice Assist via:

- **toll-free helpdesk 1800 227 747**
- **email [practiceassist@wapha.org.au](mailto:practiceassist@wapha.org.au)**

The assessment and approval process will be conducted by the GP Urgent Care Network Pilot Project Governance Committee comprising representatives from WAPHA, Department of Health (WA), RACGP WA Faculty and the AMA (WA).

Practices not part of the Network can direct their patients requiring urgent care to participating practices via the National Health Services Directory.