



Country WA PHN Activity Work Plan

Medicare Urgent Care Clinics Program

Summary View
2023/2024 – 2026/2027

**Presented to the Australian Government Department of Health
and Aged Care**



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UCC-MUCC 1000 – Medicare Urgent Care Clinics Greater Bunbury

Activity Title

Medicare Urgent Care Clinics – Greater Bunbury

Activity Number

1000

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Strengthening primary health care and ensuring all Australians have access to affordable primary care services is a priority for the Australian Government Department of Health and Aged Care. The Department of Health and Aged Care allocated up to \$230.9 million over four years (2022-23 to 2025-26) for PHNs to assist with the establishment of 58 Medicare Urgent Care Clinics (Medicare UCCs) throughout Australia.

Seven Medicare UCC were allocated to Western Australia to be established by 31 December 2023. Identified locations were Morley, Clarkson, Rockingham, Beeliar, Midland, Bunbury and Broome.

The Medicare UCC policy was developed by the Department of Health and Aged Care to ease the pressure on hospital emergency departments and give Australian families more options to see a suitably qualified skilled healthcare professional when they have an urgent but not life-threatening need for care. All Medicare UCCs are required to provide bulk billing services, be open during extended business hours and accept walk-in patients for specified urgent care presentations. This measure delivers on the Department of Health and Aged Care commitment to strengthen Medicare and make it easier to see a doctor as published in the Plan for a Better Future.

Description of Activity

The Department of Health and Aged Care and Western Australian governments have entered into a bilateral agreement, with WA Primary Health Alliance as designated commissioner, to deliver Medicare Urgent Care Clinics in seven designated WA locations; focused on specified actions that are intended to reduce pressure on emergency departments (ED's).

A Memorandum of Understanding (MOU) was established between WAPHA, WA Department of Health and Health Service Providers (namely Child and Adolescent, East Metropolitan, North Metropolitan, South Metropolitan and WA Country Health Services). The purpose of this MOU is to outline the agreed principles of engagement, participation and working processes between all Parties.

This document provides a formal mechanism by which all Parties will work together to provide more sustainable health outcomes and to align with the systemwide reform intentions. The MOU demonstrates the commitment to improving health care integration across the primary and acute health system in WA.

Activity 1.1 - Greater Bunbury Medicare UCC - operating since 20th November 2023

The Greater Bunbury Medicare UCC is co-located at The Health Hub @ Eaton Fair, Shop 82 Recreation Drive, Eaton, WA 6232. The clinic is owner operated with the practice principal leading the Urgent Care Clinic.

Located 11km from Bunbury ED, the Medicare UCC standard operating hours are 7am – 8pm 7 days per week and 8am-6pm on public holidays to provide Urgent Care services to the local community.

Country WA PHN Needs Assessment

Priorities	Page reference
Investigate successful alternatives to the provision of primary care in Emergency Departments in country regions. (Midwest)	56

Consultation

The PHN consulted with and continues to consult with a variety of stakeholders including:

- Hospital emergency department teams
 - WA Department of Health
 - WA GP Urgent Care network
 - National Health Service Directory
 - Healthdirect
 - Department of Health and Aged Care
 - Other National PHNs commissioning UCCs
 - Aboriginal Medical Services
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Collaboration

- Hospital emergency department teams for the development and implementation of pathways of care.
- WA Health management for strategic oversight of the UCC activity
- Department of Health and Aged Care as funder and for policy and communications resource.
- WA Country Service for development of Country WA specific UCC models in designated regions
- Department of Premier and Cabinet for strategic oversight of UCC activity.
- Local health care providers including Radiology and Pathology for design of patient pathway.
- General Practitioners for design, delivery, monitoring and evaluation of UCCs (includes non UCC GPs in local area)
- Practice teams (clinical and administrative) for design, delivery, monitoring and evaluation of UCCs.

Activity Milestone

Due Date

Submit an updated multiyear Activity Work Plan	30 April 2024, 30 April 2025, 30 April 2026
Submit the Needs Assessment annually	15 November 2024, 15 November 2025
Submit twelve-month performance reports	30 September 2024, 30 September 2025, 30 September October 2026
Submit twelve month audited income and expenditure statements	30 September 2024, 30 September 2025, 30 September 2026
Final performance report	30 September 2026

Coverage

Greater Bunbury in Country WA PHN region

Activity Start Date

Activity End Date

1 June 2023	30 June 2026
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Activity Planned Expenditure

Funding Stream	FY 23-24	FY 24-25	FY 25-26
Medicare Urgent Care Clinics	\$2,110,317.00	\$1,584,084.00	\$1,584,084.00

UCC-MUCC 1010 - Medicare Urgent Care Clinics - Broome

Activity Title

Medicare Urgent Care Clinics - Broome

Activity Number

1010

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Strengthening primary health care and ensuring all Australians have access to affordable primary care services is a priority for the Australian Government Department of Health and Aged Care. The Department of Health and Aged Care allocated up to \$230.9 million over four years (2022-23 to 2025-26) for PHNs to assist with the establishment of 58 Medicare Urgent Care Clinics (Medicare UCCs) throughout Australia.

Seven Medicare UCC were allocated to Western Australia to be established by 31 December 2023. Identified locations were Morley, Clarkson, Rockingham, Beeliar, Midland, Bunbury and Broome.

The Medicare UCC policy was developed by the Department of Health and Aged Care to ease the pressure on hospital emergency departments and give Australian families more options to see a suitably qualified skilled healthcare professional when they have an urgent but not life-threatening need for care. All Medicare UCCs are required to provide bulk billing services, be open during extended business hours and accept walk-in patients for specified urgent care presentations. This measure delivers on the Department of Health and Aged Care commitment to strengthen Medicare and make it easier to see a doctor as published in the Plan for a Better Future.

Description of Activity

The Department of Health and Aged Care and Western Australian governments have entered into a bilateral agreement, with WA Primary Health Alliance as designated commissioner, to deliver Medicare Urgent Care Clinics in seven designated WA locations; focused on specified actions that are intended to reduce pressure on emergency departments (ED's).

A Memorandum of Understanding (MOU) was established between WAPHA, WA Department of Health and Health Service Providers (namely Child and Adolescent, East Metropolitan, North Metropolitan, South Metropolitan and WA Country Health Services). The purpose of this MOU is to outline the agreed principles of engagement, participation and working processes between all Parties.

This document provides a formal mechanism by which all Parties will work together to provide more sustainable health outcomes and to align with the systemwide reform intentions. The MOU demonstrates the commitment to improving health care integration across the primary and acute health system in WA.

In developing the model of care for the Broome Medicare Urgent care Clinic, local stakeholders were consulted to ensure local workforce and service delivery challenges were considered.

The result is an innovative and sustainable model of care, including in person and, if required, telehealth consultations that will ensure patients can access the clinic seven days a week and receive high quality urgent care.

Activity 1.2 - Broome Medicare UCC - operating since 28th December 2023.

The Broome Medicare UCC is co-located at the Kimberley Medical Group, 19 Hamersley Street, Broome, WA 6725. The clinic is owner operated with the practice principal leading the Urgent Care Clinic.

Located 700m from Broome ED, the Medicare UCC standard operating hours are 8.00am – 4.00pm 365 days per year to provide Urgent Care services to the local community.

Country WA PHN Needs Assessment

Priorities

Page reference

Investigate successful alternatives to the provision of primary care in Emergency Departments in country regions. (Midwest)	56
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Consultation

The PHN consulted with and continues to consult with a variety of stakeholders including:

- Hospital emergency department teams
- WA Department of Health
- WA GP Urgent Care network
- National Health Service Directory

- Healthdirect
- Department of Health and Aged Care
- WA Country Health Service
- Aboriginal Medical Services

Collaboration

- Hospital emergency department teams for the development and implementation of pathways of care
- WA Health management for strategic oversight of the UCC activity
- Department of Health and Aged Care as funder and for policy and communications resource
- WA Country Health Service for development of Country WA specific UCC models in designated regions
- Department of Premier and Cabinet for strategic oversight of UCC activity
- Local health care providers including Radiology and Pathology for design of patient pathways
- General practitioners for design, delivery, monitoring and evaluation of UCCs (includes non UCC GPs in local area)
- Practice teams (clinical and administrative) for design, delivery, monitoring and evaluation of UCCs

Activity Milestone

Due Date

Submit an updated multiyear Activity Work Plan	30 April 2024, 30 April 2025, 30 April 2026
Submit the Needs Assessment annually	15 November 2024, 15 November 2025
Submit twelve-month performance reports	30 September 2024, 30 September 2025, 30 September 2026
Submit twelve month audited income and expenditure statements	30 September 2024, 30 September 2025, 30 September 2026
Final performance report	30 September 2026

Coverage

Broome local government area within the Country WA PHN

Activity Start Date

Activity End Date

1 June 2023	30 June 2026
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Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
Medicare Urgent Care Clinics	\$2,523,550.67	\$2,020,923.33	\$0.00

UCC-PSF 1000 – PHN Support Funding

Activity Title

PHN Support Funding

Activity Number

1000

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Strengthening primary health care and ensuring all Australians have access to affordable primary care services is a priority for the Australian Government Department of Health and Aged Care. The Department of Health and Aged Care allocated up to \$230.9 million over four years (2022-23 to 2025-26) for PHNs to assist with the establishment of 58 Medicare Urgent Care Clinics (Medicare UCCs) throughout Australia.

Seven Medicare UCC were allocated to Western Australia to be established by 31 December 2023. Identified locations were Morley, Clarkson, Rockingham, Beeliar, Midland, Bunbury, and Broome

The Medicare UCC policy was developed by the Department of Health and Aged Care to ease the pressure on hospital emergency departments and give Australian families more options to see a suitably qualified and skilled healthcare professional when they have an urgent but not life-threatening need for care. All Medicare UCCs are required to provide bulk-billed services, be open during extended business hours and accept walk-in patients for specified urgent care presentations. This measure delivers on the Department of Health and Aged Care commitment to strengthen Medicare and make it easier to see a doctor as published in the Plan for a Better Future.

Description of Activity

PHN support to the Greater Bunbury Medicare UCC will include:

- Support close co-operation between Bunbury Medicare UCC, primary health care services, Bunbury Regional Hospital emergency department and the local health system.

- Engage local stakeholders in feasibility and sustainability discussions of UCCs in specific regional locations where issues of workforce shortage and lack of supporting services will require innovative solutions.
- Establish and maintain a collaborative working group aimed at enhancing and strengthening integrated care pathways between Bunbury UCC and Bunbury Regional Hospital.
- Monitor and respond to risks, clinical incidents, and complaints.
- Support and participate in relevant local and national Medicare UCC governance arrangements and where required, the Commonwealth-led evaluation of Medicare UCCs.
- Support local communications activities to increase community awareness and understanding of the availability of services and conditions that are appropriate to be managed within a Medicare UCC.
- Support the uptake of any required training by Medicare UCC staff and the delivery of training where appropriate

PHN support to the Broome Medicare UCC will include:

- Support close co-operation between Broome Medicare UCC, primary health care services, Broome Hospital emergency department and the local health system.
- Engage local stakeholders in feasibility and sustainability discussions of UCCs in specific regional locations where issues of workforce shortage and lack of supporting services will require innovative solutions.
- Establish and maintain a collaborative working group aimed at enhancing and strengthening integrated care pathways between Broome UCC and Broome Hospital.
- Monitor and respond to risks, clinical incidents, and complaints.
- Support and participate in relevant local and national Medicare UCC governance arrangements and where required, the Commonwealth-led evaluation of Medicare UCCs.
- Support local communications activities to increase community awareness and understanding of the availability of services and conditions that are appropriate to be managed within a Medicare UCC.
- Support the uptake of any required training by Medicare UCC staff and the delivery of training where appropriate.

In addition, the PHN will

Ensure the Medicare UCC adheres to the UCC Data Sharing Agreement, UCC Privacy Policy and the UCC Patient Consent Form (supplied separately) and provide clinics with support to complete new data fields where required.

- Support clinics to understand operational requirements as outlined in the UCC Operational Guidance (Annexure E – Medicare UCC Funding Schedule) where appropriate.

- Provide, in consultation with the relevant Medicare UCC contract manager, Commonwealth funding to the clinics where there is a justifiable need for high-cost specialist equipment and, for example, where the Medicare UCC provider cannot secure a separate agreement with a radiology or pathology provider, in line with the allocations as specified within the Medicare UCC Funding Schedule (Annexure D).

Country WA PHN Needs Assessment

Priorities

Page reference

Reduce non-urgent emergency department attendances and improve access to alternative	12
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Coverage

Greater Bunbury and Broome local government areas within the Country WA PHN

Consultation

The PHN consulted with and continues to consult with a variety of stakeholders including:

- Hospital emergency department teams
- WA Department of Health
- WA GP Urgent Care network
- National Health Service Directory
- Healthdirect
- Department of Health and Aged Care
- Other Australian PHNs commissioning UCCs.

Collaboration

- Emergency department teams for the development and implementation of pathways of care.
- WA Health management for strategic oversight of the UCC activity.
- Department of Health and Aged Care as funder and for policy and communications resource.
- WA Country Health Service for development of Country WA specific UCC models in designated regions.
- Department of Premier and Cabinet for strategic oversight of UCC activity.
- Local health care providers including Radiology and Pathology for design of patient pathways.
- General practitioners for design, delivery, monitoring and evaluation of UCCs (includes non UCC GPs in local area).

- Practice teams (clinical and administrative) for design, delivery, monitoring and evaluation of UCCs.

Performance Indicator Description	Target
Reduce pressure on hospital ED presentations at partner hospitals.	100%
Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions.	100%
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.	100%

Activity Milestone	Due Date
Multiyear Activity Work Plan	30 April 2024, 30 April 2025, 30 April 2026
Annual Needs Assessment	15 November 2024, 15 November 2025
Twelve-month performance reports	30 September 2024, 30 September 2025, 30 September 2026
Twelve month audited income and expenditure statements	30 September 2024, 30 September 2025, 30 September 2026
Final performance report	30 September 2026

Activity Start Date	Activity End Date
1 June 2023	30 June 2026

Activity Planned Expenditure

Funding Stream	FY 23-24	FY 24-25	FY 25-26
PHN Support Funding	\$101,172.92	\$87,726.33	\$87,726.33

UCC-SE 1000 – Specialist Equipment

Activity Title

Specialist Equipment

Activity Number

1000

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Medicare Urgent Care clinics may be provided with funding, in consultation with the relevant Medicare UCC contract manager, where there is a justifiable need for high-cost specialist equipment and, for example, where the Medicare UCC provider cannot secure a separate agreement with an external provider, in line with the allocations as specified within the Medicare UCC Funding Schedule.

Description of Activity

Applications to access specialist equipment funding will be assessed on a case by case basis. Where a UCC are considered to meet the criteria to access funding they must submit three competitive quotes for the equipment.

Within the 2023-24 funding period specialist equipment funds were accessed by Broome Medicare UCC, to purchase a Vision Flex Telehealth cart, valued at \$19,570.

The use of telehealth in the clinic is compliant with the parameters of the 19(2) Direction (in terms of MBS items that may be claimed) and only to be used as a back-up option in extenuating circumstances where a GP is unable to be onsite.

An exemption to Usual Medical Practitioner requirements (Section 7(6) of the *Health Insurance (Section 3C General Medical Services – Telehealth and Telephone Attendances) Determination 2021*) has been agreed for the Broome Medicare UCC.

Activity Start Date

Activity End Date

1 June 2023	30 June 2026
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Funding Stream	FY 23-24	FY 24-25	FY 25-26
Specialist Equipment	\$6,538.22	\$331,144.00	\$0.00

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