



Perth South PHN Activity Work Plan

After Hours Primary Health Care

**Summary View
2023/2024 – 2026/2027**

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

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AH 1000 - After Hours Primary Health Care

Activity Title

After Hours Primary Health Care

Activity Number

1000

Activity Status

Modified Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

To reduce the number of non-urgent emergency department presentations and to provide afterhours primary health care services in areas where local need and local support for addressing those needs has been demonstrated.

Description of Activity

Armadale After Hours Service will continue to be funded until June 2025 to address the primary health needs of people living in a disadvantaged area of Perth South Primary Health Network (PHN), and who require after hours primary care.

As the service does not operate during the day, it is not an accredited general practice and therefore is not eligible for the After Hours Practice Incentives Program (PIP) payment.

PHN recognises the impact COVID-19 had on the community, primary health care and commissioned service activity. With services having returned, monitoring and service impact assessment will continue, to ensure the PHN continues to meet the aims of the activity and the needs of the priority target groups.

Porth South PHN Needs Assessment

Priorities	Page Reference
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Support primary health care providers to provide culturally appropriate chronic disease management for Aboriginal populations and build capacity for patient self-management.	34
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There is a need for alternative options to the Emergency Department for Aboriginal people presenting with socioeconomic and psychosocial circumstances.	34
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Target Population Cohort

People living in disadvantaged areas of the PHN who require after hours care

Coverage

Armadale, Canning, Gosnells local government areas of the Perth South PHN

Consultation

The PHN engages with the following organisations as part of this activity: East Metropolitan Health Service including Armadale Health Service; South Metropolitan Health Service.

Activity Key Performance Indicators

Target

Activities have been undertaken in accordance with the approved Activity Workplan as amended and agreed by the Department as required as appropriate.	100%
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Activity Milestones

Due Date

Activity Work Plan and Budget	30 April 2024, 30 April 2025
Twelve-month Performance Report	30 September 2024, 30 September 2025
Financial Acquittal Report	30 September 2024, 30 September 2025
Needs Assessment	30 May 2024, 11 November 2025

Activity Start Date

Activity End Date

1 July 2019	30 June 2025
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Service Delivery Start Date

Service Delivery End Date

1 July 2019	30 June 2025
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Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
After Hours	\$154,972.46	\$2,295.00	\$0.00
After Hours Operational	\$105,222.91	\$0.00	\$0.00

AH 1040 - After Hours Program: Needs Assessment

Activity Title

After Hours Program: Needs Assessment

Activity Number

1040

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

It is proposed that Perth South PHN conducts an in-depth needs assessment and analysis of after-hours services in collaboration and consultation with key stakeholders (providers and consumers).

This would include a review of current activities and barriers to providing primary care services in the after-hours period and identify sustainable service models and place-based solutions. Funding would support the PHN to refine and/or refocus current activities to maximise reach and value for money.

Description of Activity

The specific activities are:

- Engagement of a suitably qualified external consultant to conduct the needs assessment across Perth South PHN
- Reviews current literature, national, state, and regional policies and reforms related to the After-Hours Services program.
- Identify and analyse the primary health care needs of Perth South PHN in relation to After Hours primary care access and support.

The consultant will in collaboration with the PHN:

- Develop demographic and geographic profiles of the target population and primary.
- Review of population health data.
- Access and usage of community based and hospital attendance of target population where available.
- Identify priority communities, health issues and locations for the after-hours primary care services.
- Conduct a current market scan and analysis of existing service provision.
- Provide descriptions of and findings from stakeholder (including general practice) and community consultation that identifies barriers and opportunities

and priorities to be addressed in relation to After Hours services in Perth South PHN.

- Analyse and identify any opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in Perth South PHN.
- Identify cultural competency and safety barriers, priority needs and recommended activities (relevant for each program area).
- Provide recommendations for commissioning of service delivery models suitable for the After-Hours Program in Perth South PHN with a quintuple aim of healthcare and health equity lens.
- Develop a draft program logic and suggested evaluation methodology for any new or continuing program activities; and
- Prepare a final report articulating primary health care needs (consumer and service provider) and priorities and recommended commissioning activities for Perth South PHN.

Porth South PHN Needs Assessment

Priorities

Page reference

Reduce non-urgent emergency department attendances and improve access to alternative services.	12
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Target Population Cohort

General population with a focus on priority populations – Aboriginal community members, LGBTIQ+ community members, multicultural communities, and those with a disability.

Coverage

Perth South PHN

Consultation

Consultation will occur as a key component of the needs assessment.

A stakeholder engagement plan will be developed with the following key stakeholders included:

- PHN staff members
- General practitioners and general practice staff
- Other relevant primary care providers
- Australian Government Department of Health and Aged Care
- Other PHNs, as relevant
- State Departments of Health and Health Service Providers
- Aboriginal Community Controlled Health Services

- Other key service providers e.g., Silver Chain, Health Direct, private service and private health insurance providers, community organisations and peak agencies.
- Cohorts of possible service users e.g., parents, older people, and priority populations where possible, given that sustainable solutions are more likely to arise from wide consultation.

Collaboration

Stakeholders will be provided with support to:

- Provide feedback on barriers and opportunities and priorities to be addressed in relation to After Hours primary care services in Perth South PHN.
- Identify opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in each Perth South PHN.
- Identify cultural competency and safety barriers, priority needs.
- Recommend activities (relevant for each program area) resulting in the development of recommendations for commissioning of service delivery models as part of the After-Hours Program in Perth South PHN with a quintuple aim of healthcare and health equity lens within hours and after-hours period (as relevant).

Activity Key Performance Indicators	Target
Activities have been undertaken in accordance with the approved Activity Workplan as amended and agreed by the Department as required as appropriate.	100%
Engage suitably qualified external consultant to conduct the needs assessment.	31 December 2023
Needs Assessment Report completed.	30 May 2024

Activity Milestones	Due Date
Activity Work Plan and Budget	30 April 2024
Twelve-month Performance Report	30 September 2024
Financial Acquittal Report	30 September 2024
Needs Assessment	30 May 2024

Activity Start Date	Activity End Date
1 July 2023	30 June 2024

Service Delivery Start Date

Service Delivery End Date

18 December 2023	30 June 2024
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Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
AH Needs Assessment	\$202,515.35	\$0.00	\$0.00

AH-HAP 1050 - Homelessness Access Program: Needs Assessment

Activity Title

Homelessness Access Program: Needs Assessment

Activity Number

1050

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Identify and support services for people experiencing homelessness and those at risk of homelessness where it is demonstrated that there are physical, geographic, or other barriers to accessing primary health care services.

The objectives are to increase primary care access for people experiencing homelessness and those at risk of homelessness through:

- Increased efficiency and effectiveness of primary health care services for people experiencing homelessness and those at risk of homelessness; and
- Improved planning, coordination, and support for primary health care services.

Description of Activity

The specific activities are:

- Engagement of a suitably qualified external consultant to conduct the needs assessment across Perth South PHN.
- Reviews current literature, national, state and regional policies and reforms for the homelessness support program.
- Identify and analyse the primary health care needs of Perth South PHN in relation to Homelessness Support programs

The consultant will in collaboration with the PHN:

- Develop demographic and geographic profiles of the target population and primary health.
- Review of population health data.
- Access and usage of community based and hospital attendance of target population where available.
- Identify priority communities, health issues and locations for the proposed homelessness support program.

- Conduct a current market scan and analysis of existing service provision.
- Provide descriptions of and findings from stakeholder (including general practice) and community consultation that identifies barriers and opportunities and priorities to be addressed in relation to Homelessness Support in Perth South PHN.
- Analyse and identify any opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in Perth South PHN.
- Identify cultural competency and safety barriers, priority needs and recommended activities (relevant for each program area).
- Provide recommendations for commissioning of service delivery models under the Homelessness Support program in Perth South PHN with a quintuple aim of healthcare and health equity lens within hours and after-hours period (as relevant).
- Develop a draft program logic and suggested evaluation methodology for any new or continuing program activities; and
- Prepare a final report articulating primary health care needs (consumer and service provider) and priorities and recommended commissioning activities for Perth South PHN region.

Perth South PHN Needs Assessment

Priorities	Page reference
Support primary health care providers to manage chronic disease populations and build capacity for patient self-management.	15
Reduce non-urgent emergency department attendances and improve access to alternative services.	12
Improve coordinated and integrated care for people experiencing complex and severe mental health who can be managed in within primary care settings.	18
Promote integration and coordinated care pathways for clients with mental health condition and harmful alcohol and other drug use.	27
Support Aboriginal people to navigate the primary care system and access appropriate services.	34

Target Population Cohort

- Perth South PHN community members experiencing homelessness or at risk of experiencing homelessness.
- Perth South PHN Homelessness Support Service Providers and health service

providers; and

- Perth South PHN Primary Care Providers

Coverage

Perth South PHN

Consultation

Consultation will occur as a key component of the needs assessment.

A stakeholder engagement plan will be developed with the following key stakeholders included:

- PHN staff members
- General practitioners and general practice staff
- Australian Government Department of Health and Aged Care
- other PHNs, as relevant
- State departments of health, community services, Justice, and other key agencies
- Health service providers
- Aboriginal Community Controlled Health Services
- Other key service providers e.g., RUAH Community Services, Health Direct, mental health service providers, alcohol and other drug service providers, family violence service providers, refugee support services, homelessness health care, Australian Red Cross, Anglicare, HOPE Community Services, St Patricks, Common Ground, Black Swan Health and 360 Health and Community
- Other relevant non-government organisations such as homelessness support services, multicultural services, LGBTIQ+ and disability support organisations and peak agencies.
- Cohorts of possible service users e.g., parents, LGBTIQ+, Aboriginal and Multicultural communities, people with disability, younger and older people, and any other priority populations where possible to access in the timeframe.

Collaboration

Stakeholders will be asked to provide feedback on:

- Barriers, opportunities, and priorities to be addressed in relation to homelessness support in the PHN region.
- Identify opportunities to enhance person and family centred care,
- integration and collaboration between the primary care, acute health systems and other sectors.
- Cultural competency and safety barriers.
- Priority needs and recommended activities (relevant for each program area) resulting in the development of recommendations for commissioning of service delivery models under the Homelessness Support program in the PHN with a

quintuple aim of healthcare and health equity lens within hours and after-hours period (as relevant).

Activity Key Performance Indicators	Target
Activities have been undertaken in accordance with the approved Activity Work Plan as amended and agreed by the Department as appropriate.	100%
Consultant identified and appointed	31 December 2023
Needs Assessment Report completed	30 May 2024

Activity Milestones	Due Date
Activity Work Plan and Budget	30 April 2024
12-month performance report	30 September 2024
Financial Acquittal Report	30 September 2024
Needs Assessment	30 May 2024

Activity Start Date	Activity End Date
1 July 2023	30 June 2024

Service Delivery Start Date	Service Delivery End Date
18 December 2023	30 June 2024

Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
AH-HAP Needs Assessment	\$90,000.00	\$0.00	\$0.00
AH-Homelessness Access Program Operational	\$10,000.00	\$0.00	\$0.00

AH-MAP 1060 - Multicultural Access Program: Needs Assessment

Activity Title

Multicultural Access Program: Needs Assessment

Activity Number

1060

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

To address gaps in primary health services, improve service integration and increase access for multicultural communities within Perth South PHN.

Description of Activity

It is proposed that Perth South PHN conducts an in-depth needs assessment and analysis of the primary health care needs of people from CALD backgrounds, in collaboration and consultation with key stakeholders (providers and consumers). This would include a review of current activities and barriers to providing primary health care services in and identify sustainable service models and place-based solutions. The needs assessment will support the PHN to refine and/or refocus current activities to maximise reach and value for money.

The specific activities are:

- Engagement of a suitably qualified external consultant to conduct the needs assessment across Perth South PHN.
- Reviews current literature, national, state, and regional policies, and reforms for the multicultural access program.
- Identify and analyse the primary health care needs of Perth South PHN in relation to Multicultural Access Programs.

The consultant will in collaboration with WAPHA teams:

- Develop demographic and geographic profiles of the target population and primary health.
- Review of population health data.
- Analyse access and usage of community based and hospital attendance of target population where available.
- Identify priority communities, health issues and locations for the proposed

multicultural access program.

- Conduct a current market scan and analysis of existing service provision.
- Provide descriptions of and findings from stakeholder (including general practice) and community consultation that identifies barriers and opportunities and priorities to be addressed in relation to multicultural access to primary care in Perth South PHN.
- Analyse and identify any opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in Perth South PHN.
- Identify cultural competency and safety barriers, priority needs and recommended activities (relevant for each program area).
- Provide recommendations for commissioning of service delivery models in the Multicultural Access Program in Perth South PHN with a quintuple aim of healthcare and health equity lens within hours and after-hours period (as relevant).
- Develop a draft program logic and suggested evaluation methodology for any new or continuing program activities; and
- Prepare a final report articulating primary health care needs (consumer and service provider) and priorities and recommended commissioning activities for Perth South PHN region.

Perth South PHN Needs Assessment

Priorities	Page reference
Support primary health care providers to manage chronic disease populations and build capacity for patient self-management.	15
Reduce non-urgent emergency department attendances and improve access to alternative services.	12

Target Population Cohort

- Community member from CALD backgrounds
- Service providers providing support and health service services to CALD community members
- Peak agencies representing service providers and community members

Coverage

Perth South PHN

Consultation

Consultation will occur as a key component of the needs assessment.

A stakeholder engagement plan will be developed with the following key stakeholders included:

- PHN staff members
- General practitioners and general practice staff
- Australian Government Department of Health and Aged Care
- State Government Departments of Health, Community Services, Office of Multicultural Interests, Mental Health Commission, and other key agencies
- Health service providers
- Multicultural community leaders
- Non-government organisations including multicultural services and peak bodies.

Collaboration

It is anticipated that through conducting the needs assessment collaboration, input into future activities will occur to develop proposed activities/services in 2024-2025 and future years.

stakeholders will be asked to provide feedback on:

- barriers, opportunities, and priorities to be addressed in relation to homelessness support in Perth South PHN.
- opportunities to enhance person and family centred care.
- integration and collaboration between the primary care, acute health systems and other sectors in Perth South PHN.
- cultural competency and safety barriers.
- priority needs and recommended activities (relevant for each program area) resulting in the development of recommendations for commissioning of service delivery models under the Multicultural Access Program in each PHN with a quintuple aim of healthcare and health equity lens within hours and after-hours period (as relevant).

Activity Key Performance Indicators	Target
Activities have been undertaken in accordance with the approved Activity Work Plan as amended and agreed by the Department as appropriate.	100%
Qualified consultant identified and appointed	31 December 2023
Needs Assessment Report completed	30 May 2024

Activity Milestones	Due Date
Activity Work Plan and Budget	30 April 2024
Needs Assessment	30 May 2024

12-month performance report	30 September 2024
Financial Acquittal Report	30 September 2024

Activity Start Date	Activity End Date
1 July 2023	30 June 2024
Service Delivery Start Date	Service Delivery End Date
18 December 2023	30 June 2024

Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
AH Multicultural Access Program	\$90,000.00	\$0.00	\$0.00
AH Multicultural Access Program Operational	\$10,000.00	\$0.00	\$0.00

AH 5000 - Strengthening General Practice in WA

Activity Title

Strengthening General Practice in WA

Activity Number

5000

Activity Status

Modified Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

This activity complements the existing practice support offered through the Primary Health Networks (PHN) Core Operational funding stream for activities HSI 1010 - General Practice Support.

All activities are consistent with the foundations of the Comprehensive Primary Care (CPC) program based heavily on the Quintuple Aim of High Performing Practices. Building on this program our work will expand to a larger number of practices to integrate primary health services to address fragmentation, provide a seamless patient experience, and support effective communication and continuity of care.

This activity will build capacity, capability, and sustainability through collaboration with Perth South PHN general practice and increase the overall health of communities, reducing potentially preventable hospitalisations and non-urgent emergency department presentations. The activity will develop sustainable general practice business models which increase access to practices and reduce reliance on hospital emergency departments. It will increase access to skilled, integrated, multi-disciplinary teams which work to the top of their scope, increasing access to comprehensive health services including equity of access to after-hours care.

This activity develops innovative solutions to address service gaps and improve access to primary health care, ensuring the needs of vulnerable populations.

Description of Activity

This initiative focuses on working collaboratively to build capacity, capability, and sustainability of general practice to improve availability of general practitioner services. This will ensure a robust and continuous primary care system within Perth South PHN to support overall community health and reduce the reliance on hospital after hours services and potentially preventable hospitalisations.

An emphasis on collaboration with general practice, primary care services and allied health professionals addresses gaps in care to provide a seamless patient experience and reduce the impact of maldistribution of the workforce.

Perth South PHN will continue to deliver the program based on CPC and the Quintuple Aim with activity listed below:

- The PHN supports practices to lead and develop practice teams which support the provision of sustainable primary care services in the PHN region, including access to after-hours care as appropriate.
- Build practices that are scalable, sustainable, adaptive to future changes and promote healthy communities to reduce reliance on hospitals, particularly after-hours and emergency services.
- Practices plan, collect, manage, and use data to optimise practice and business performance, and maximize patient health and population health outcomes with a focus on using data for quality improvement purposes, business viability, sustainability, and patient-centred care.
- Practices develop, and improve, sustainable quality improvement systems and processes to provide optimal health services.
- Practices improve emergency response planning to maintain after hours and emergency services and engage with the community to provide services which are place-based and address gaps in service.
- While ensuring COVID-19 response activities the PHN will continue to support the management of chronic disease and screening initiatives.
- Practices improve coordination and continuity of care to support patients and ensure better health and seamless primary care.
- Practices will continuously improve business and clinical systems and processes to optimise the performance of the practice, using small, rapid cycles of quality improvement using the Plan Do Study Act model which has been demonstrated to have significant benefits against the Quintuple Aim.
- Practices have access to leadership and change management training; provision of expert advice; assistance with sustainable business models and financial modelling to support viable general practices; thorough analysis of practice data to enable quality improvement activities with a view to sustainability including patient feedback; a regional community of practice – a support network of other practices, to network, share lessons learned and best practice; training to support general practices in the use of clinical software programs.
- A non-dispensing pharmacist (practice pharmacist) will be integrated into general practice multidisciplinary teams with an overall goal to improve patient health outcomes and provide effective and efficient care, through quality use of medicines. Medication management has been frequently raised by general practice as an area for improvement particularly for those patients who frequently attend emergency departments after hours.

Perth South PHN Needs Assessment

Priorities

Page reference

Reduce non-urgent emergency department attendances and improve access to alternative services.	12
Support primary health care providers to manage chronic disease populations and build capacity for patient self-management.	11

Target Population Cohort

Overall community, ensuring the needs of vulnerable populations

Coverage

Perth South PHN

Consultation

Consultation with key stakeholders – general practices – through GP Advisory Group; Practice Managers; and general practice staff.

Collaboration

All relevant practice staff including general practitioners; practice nurses, practice managers, reception staff; other clinical staff within the practices.

Activity Key Performance Indicators

Target

Activities have been undertaken in accordance with the approved Activity Work Plan as amended and agreed by the Department as appropriate.	100%
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Activity Milestone

Due Date

Activity Work Plan and Budget	30 April 2024
12-month performance report	30 September 2024
Financial Acquittal Report	30 September 2024

Activity Start Date

Activity End Date

1 March 2020	30 June 2024
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Service Delivery Start Date

Service Delivery End Date

1 July 2020	30 June 2024
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Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
After Hours	\$1,215,092.06	\$0.00	\$0.00

AH 6000 - Urgent Care Clinic Public Awareness and Education Campaign

Activity Title

Urgent Care Clinics Public Awareness and Education Campaign

Activity Number

6000

Activity Status

Modified Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

To reduce primary care type presentations at emergency departments by building knowledge and raising awareness among consumers about their options as part of a larger project to provide alternative and optimal urgent care options in a general practice setting.

Description of Activity

WA Primary Health Alliance partnered with the WA Department of Health (DoH) to deliver the pilot phase of the General Practice Urgent Care Network (GPUCN) with the aim to address behavioural change encouraging people to choose primary care over hospital options. The network is a group of existing general practices demonstrating direct action towards integrated urgent care, supported by development and implementation of a public awareness campaign to improve urgent care awareness and knowledge, and demonstrated use of the GPUC Network.

Practices applied to participate in the GPUCN project. They were accepted into the network if they demonstrated the minimum expectations for how urgent care services are to be delivered within the GPUCN project. Membership to the GPUCN Project allows primary care urgent care providers endorsement within the Department of Health and Aged Care and WA Primary Health Alliance's community education and awareness campaign, support for improving lines of communication with public hospital emergency departments, opportunities for networking and direct contribution to the development of future policy and strategy for urgent care services in WA.

Success of the GPUCN is dependent on people's awareness and acceptance of such services. The intention is that the GPUCN will assist people's knowledge of primary care urgent care, options for management of urgent care, and specific locations for where

urgent care can be managed. The GPUCN project has leveraged the National Health Services Directory and the booking platform vendors to create an Urgent Care landing page which shows all the general practices participating in the network and their next available urgent care appointment. This appointment can be booked directly via the landing page HealthEngine, HotDoc, AutoMED, and CODDs.

Training for general practice staff to up- skill in urgent care is a key component of the project. This includes general practitioners, practice nurses and other administration staff who manage the reception desk.

With the inception of seven Medicare Urgent Care Clinics in WA, the GPUCN activities were paused in 2023, the activity was granted extension for a further 6 months until 30 June 2024 to support both the Medicare UCCs and the GPUCN.

WAPHA has commissioned Benchmarque Group to deliver practical skills workshops relevant to Urgent Care presentations including wound management, splinting, IV cannulation and Advanced Life Support.

A communications package is in development to support the GPUCN to promote their services to their local community. This package includes social media tiles, suggested text for websites and social media posts and key messaging for the GPUCN. The communications package will be complimented with Digital Marketing Training, delivered by Cannings Purple.

Perth South PHN Needs Assessment

Priorities

Page reference

Reduce non-urgent emergency department attendances and improve access to alternative services.	12
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Target Population Cohort

Population of the Perth South PHN

Coverage

Armadale, Bunbury, Belmont-Victoria Park, Canning local government areas of the Perth South PHN

Consultation

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

- Hospital emergency department teams
- WA Health management
- GP Urgent Care network

Activity Key Performance Indicators
Target

Activities have been undertaken in accordance with the approved Activity Work Plan as amended and agreed by the Department as appropriate.	100%
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Activity Milestones
Due Date

Activity Work Plan and Budget	30 April 2024
12-month performance report	30 September 2024
Financial Acquittal Report	30 September 2024

Activity Start Date
Activity End Date

1 March 2020	30 June 2024
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Service Delivery Start Date
Service Delivery End Date

1 March 2020	30 June 2024
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Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
After Hours	\$121,509.21	\$0.00	\$0.00

END