

Gold Coast - Urgent Care Clinics Program

2024/25 - 2027/28

Activity Summary View



UCC-MUCC - 1 - PHN Medicare Urgent Care Clinics - Oxenford



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1

Activity Title *

PHN Medicare Urgent Care Clinics - Oxenford

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

Gold Coast PHN (GCPHN) has been funded to support the establishment and delivery of services for a Medicare Urgent Care Clinic (UCC) located at Oxenford on the Gold Coast. UCCs aim to ease the pressure on local hospitals (particularly Emergency Departments) and give Gold Coast families more options to see a healthcare professional when they have an urgent but not life-threatening need for care. The UCC will provide bulk-billed services, be open during extended business hours and accept walk-in patients.

The identified Health Need will be addressed by measuring activity outcomes including:

- The provision of timely treatment for urgent, non-life-threatening conditions;

- The provision of safe and quality treatment to patients;
- The delivery of coordinated care for UCC patients;
- The provision of a positive experience for the patient and carer;
- The provision of a positive experience for the commissioned provider of the UCC, in addition to the partner hospital Emergency Department (ED) and local General Practices (GP);
- The reduction of pressure on local hospital EDs at partner hospitals;
- Changes in consumer behaviour over time to use UCCs where available instead of EDs for urgent, non-life-threatening conditions;
- Establishing a partnership with GCPHN, Health Direct, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent, non-life-threatening conditions; and
- Be cost-effective.

Description of Activity *

GCPHN will continue to commission and support this Medicare UCC for the Gold Coast PHN region which includes:

- Managing the business-as-usual phase of the contract with the service provider to ensure deliverables and operational guidelines are met, including undertaking site visits and independent assessments against operational guidance as deemed appropriate.
- Proactively support the recognition and integration of the UCC as a vital service in local disaster management and response
- Providing Commonwealth funding to the provider in line with the allocations as specified in the contract.
- Supporting the UCC provider to comply with the UCC Design Principles and Operational Guidance, meet their responsibilities, including relevant advice and education.
- Supporting the UCC provider to ensure that all staff complete required training (being any required clinical upskilling and priority populations training) and regular updates as required.
- Supporting the development and implementation of comprehensive communications and stakeholder engagement plans to ensure community and provider awareness of the UCC and scope of the service.
- Working in collaboration with Gold Coast Health to support the implementation and maintenance of referral pathways to local EDs and other health care providers.
- Supporting ongoing inclusion of the UCC service in consumer referral pathways including Health Direct and 13Health.
- Supporting ongoing development and enhancements of referral pathways for vulnerable cohorts, including people from CALD communities and First Nations people.
- Supporting close co-operation between other UCCs, primary care services, local EDs and the local health system.
- Facilitating the completion of Independent Clinical Assessment reviews undertaken by an external party as directed by DoHAC
- Embedding and improving the GCPHN PowerBI dashboard to monitor KPIs and inform opportunities for service improvements.
- Notifying the Commonwealth of any contractual non-compliance, and support DoHAC to administer compliance actions when require, including reportable incidents and temporary closures that must be reported within one business day.
- Fulfilling reporting requirements both internally and to DoHAC (consult and review data with provider on a weekly basis).
- Providing ongoing support for accurate data entry in the clinics, specifically for UCC Module data fields.
- Supporting the UCC provider to adhere to the UCC Data Sharing Agreement, UCC Privacy Policy and UCC Patient Consent Policy.
- Ongoing service promotion and support.
- Supporting and participating in relevant local and national UCC governance arrangements, community of practice and the Commonwealth-led evaluation of the UCC.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Constrained system capacity requires investment in alternate models of care, including digital opportunities to manage and mitigate demand.	20

Reduced bulk billing and reducing GP per capita rates leading to poorer access for some vulnerable people.	57
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Activity Demographics

Target Population Cohort

People from the Gold Coast region with category 4 and 5 presentations, who would otherwise present to a hospital Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- GCPHN staff - Project Team, Procurement Team, Communications Team, and Finance Team
- GCH (including strategy and planning and emergency department and other relevant services)
- Queensland Ambulance Service (QAS)
- Department of Health and Aged Care (DoHAC)
- Queensland Health Reform Office
- Priority Population groups organisations (eg First Nations and CALD)
- Other PHNs as required

Collaboration

- GCPHN staff - Project Team: Implementation, Procurement Team: Contract management, Communications Team: Public and primary care information campaigns (assist promotion of UCC and associated services); and Finance Team: Budget monitoring and management
- GCH: Referral pathway maintenance and collaborative communications campaign.
- QAS: Maintenance of referral pathways
- DoHAC: Funding, guidance and data reporting.
- Kalwun – referrals and Priority Populations Training.

- Queensland Health Reform Office: Messaging and co-design where required.
- National and State level Jurisdictional UCC Community of Practices
- GCH GP Liaison Unit



Activity Milestone Details/Duration

Activity Start Date

31/05/2023

Activity End Date

29/06/2026

Service Delivery Start Date

13/11/2023

Service Delivery End Date

30/06/2026

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?

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

Decommissioning details?

Not applicable.

Co-design or co-commissioning comments

Not applicable.



UCC-MUCC - 6 - PHN Medicare Urgent Care Clinics – Southport



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

6

Activity Title *

PHN Medicare Urgent Care Clinics –Southport

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Gold Coast PHN (GCPHN) has been funded to support the establishment and delivery of services for the Medicare Urgent Care Clinic (UCC) located at Southport on the Gold Coast. UCCs aim to ease the pressure on local hospitals (particularly Emergency Departments) and give Gold Coast families more options to see a healthcare professional when they have an urgent but not life-threatening need for care. UCCs will provide bulk-billed services, be open during extended business hours and accept walk-in patients.

The identified Health Need will be addressed by measuring activity outcomes including:

- The provision of timely treatment for urgent, non-life-threatening conditions;
- The provision of safe and quality treatment to patients;
- The delivery of coordinated care for UCC patients;
- The provision of a positive experience for the patient and carer;
- The provision of a positive experience for the commissioned provider of the UCC, in addition to the partner hospital Emergency Department (ED) and local General Practices (GP);
- The reduction of pressure on local hospital EDs at partner hospitals;
- Changes in consumer behaviour over time to use UCCs where available instead of EDs for urgent, non-life-threatening conditions;
- Establishing partnerships with GCPHN, Health Direct, jurisdictions and the health ecosystem, to become an effective coordinated

care option for people with urgent, non-life-threatening conditions; and

- Be cost-effective.

Description of Activity *

GCPHN will continue to commission and support this Medicare UCC for the Gold Coast PHN region which includes:

- Managing the business-as-usual phase of the contract with the service provider to ensure deliverables and operational guidelines are met, including undertaking site visits and independent assessments against operational guidance as deemed appropriate.
- Proactively support the recognition and integration of the UCC as a vital service in local disaster management and response
- Providing Commonwealth funding to the provider in line with the allocations as specified in the contract
- Supporting the UCC provider to comply with the UCC Design Principles and Operational Guidance, meet their responsibilities including relevant advice and education.
- Supporting the UCC provider to ensure that all staff complete required training (being any required clinical upskilling and priority populations training) and regular updates as required
- Supporting the development and implementation of comprehensive communications and stakeholder engagement plans to ensure community and provider awareness of the UCC and scope of the service.
- Working in collaboration with Gold Coast Health to support the implementation and maintenance of referral pathways to local EDs and other health care providers.
- Supporting ongoing inclusion of the UCC service in consumer referral pathways including Health Direct and 13Health.
- Supporting ongoing development and enhancements of referral pathways for vulnerable cohorts, including people from CALD communities and First Nations people.
- Supporting close co-operation between other UCCs, primary care services (including General Practice), local EDs and the local health system.
- Facilitating the completion of Independent Clinical Assessment reviews undertaken by an external party as directed by DoHAC
- Embedding and improving the GCPHN PowerBI dashboard to monitor KPIs and inform opportunities for service improvements.
- Notifying the Commonwealth of any contractual non-compliance, and support DoHAC to administer compliance actions when require, including reportable incidents and temporary closures that must be reported within one business day.
- Fulfilling reporting requirements both internally and to DoHAC (consult and review data with provider on a weekly basis).
- Providing ongoing support for accurate data entry in the clinics, specifically for UCC Module data fields
- Supporting the UCC provider to adhere to the UCC Data Sharing Agreement, UCC Privacy Policy and UCC Patient Consent Policy.
- Ongoing service promotion and support.
- Supporting and participating in relevant local and national UCC governance arrangements, community of practice and the Commonwealth-led evaluation of the UCC.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Constrained system capacity requires investment in alternate models of care, including digital opportunities to manage and mitigate demand.	20
Reduced bulk billing and reducing GP per capita rates leading to poorer access for some vulnerable people.	57



Activity Demographics

Target Population Cohort

People from the Gold Coast with category 4 and 5 presentations, who would otherwise present to a hospital Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- GCPHN staff - Project Team, Procurement Team, Communications Team, and Finance Team
- GCH (including strategy and planning and emergency department and other relevant services)
- Queensland Ambulance Service (QAS)
- Department of Health and Aged Care (DoHAC)
- Queensland Health Reform Office
- Priority Population groups organisations (eg First Nations and CALD)
- Other PHNs nationally

Collaboration

- GCPHN staff - Project Team: Implementation, Procurement Team: Contract management of service provider; Communications Team: Public and primary care information campaigns (assist promotion of UCC and associated services); and Finance Team: Budget review and desktop financial audit.
- GCH: Initial geographic scoping, evaluation panel, referral pathway development and collaborative communications campaign.
- QAS: Evaluation panel and referral pathway development.
- DoHAC: Funding, guidance data and reporting.
- Kalwun – referrals and Priority Populations Training.
- Queensland Health Reform Office: Messaging and co-design where required.
- National and State level Jurisdictional UCC Community of Practices
- GCH GP Liaison Unit



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2026

Service Delivery Start Date

21 November 2024

Service Delivery End Date

30/06/2026

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?

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

Decommissioning details?

Co-design or co-commissioning comments



UCC-PSF - 3 - PHN Support Funding - PHN Medicare Urgent Care Clinics - Oxenford



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-PSF

Activity Number *

3

Activity Title *

PHN Support Funding - PHN Medicare Urgent Care Clinics - Oxenford

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area ***Other Program Key Priority Area Description****Aim of Activity *****Description of Activity *****Needs Assessment Priorities *****Needs Assessment****Priorities**

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



UCC-PSF - 4 - PHN Support Funding - PHN Medicare Urgent Care Clinics - Southport



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-PSF

Activity Number *

4

Activity Title *

PHN Support Funding - PHN Medicare Urgent Care Clinics - Southport

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area ***Other Program Key Priority Area Description****Aim of Activity *****Description of Activity *****Needs Assessment Priorities *****Needs Assessment****Priorities**

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

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: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



UCC-SE - 2 - Specialist Equipment - PHN Medicare Urgent Care Clinics - Oxenford



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-SE

Activity Number *

2

Activity Title *

Specialist Equipment - PHN Medicare Urgent Care Clinics - Oxenford

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area ***Other Program Key Priority Area Description****Aim of Activity *****Description of Activity *****Needs Assessment Priorities *****Needs Assessment****Priorities**

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

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: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



UCC-SE - 6 - Specialist Equipment - PHN Medicare Urgent Care Clinics - Southport



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-SE

Activity Number *

6

Activity Title *

Specialist Equipment - PHN Medicare Urgent Care Clinics - Southport

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area ***Other Program Key Priority Area Description****Aim of Activity *****Description of Activity *****Needs Assessment Priorities *****Needs Assessment****Priorities**

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

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: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments