

Country SA - Urgent Care Clinics Program 2023/24 - 2026/27 Activity Summary View



UCC-MUCC - 01 - Medicare Urgent Care Clinics - Mt Gambier



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

01

Activity Title *

Medicare Urgent Care Clinics - Mt Gambier

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Strengthening Medicare

Aim of Activity *

This Program provides funding to support establishment and delivery of a Medicare Urgent Care Clinic (UCC) in Mount Gambier to ease the pressure on the local Emergency Department and provide families in that region more options to see a healthcare professional when they have an urgent but not life-threatening need for care.

Description of Activity *

This activity will commission the establishment and delivery of a Medicare UCC in the Mount Gambier region which will be GP led and provide short-term episodic care for people who present with urgent conditions (non-life-threatening) requiring same day assessment or treatment. This includes, but is not limited to:

- Undertaking minor works to existing premises.
- Resourcing of the UCC by an appropriately skilled workforce, including recruitment of staff where required.
- Staff training and development.

The aim of the UCC is to improve access to urgent care in a non-hospital setting particularly for vulnerable groups. Services provided by the UCC will be free, flexible and diverse to respond to community need. The UCC will open during extended business hours and accept walk-in patients.

The UCC will adhere to the Medicare UCC design principles, Operational Guidance, Data Sharing Agreement, UCC Privacy Policy and the UCC Patient Consent Form, and have an escalation pathway agreed with the nearest public hospital Emergency Department.

Country SA PHN will work with the service provider to:

- Support and enable effective operation of the Medicare UCC, including uptake and delivery of training requirements for Medicare UCC staff.
- Design, implement and facilitate data collection, reporting, and program monitoring and continuous evaluation to inform national evaluation activity.
- Support close co-operation and integration with existing local health services.
- Work in collaboration with state government to support establishment of referral pathways to the local emergency department and other health care providers.
- Support and participate in relevant local and national Medicare UCC governance arrangements and where required, national evaluation processes.
- Undertake communications activities to increase consumer awareness and appropriate utilisation of the service.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022-2025 (Nov 2023) V3

Priorities

Priority	Page reference
Access to health care services and preventative care	70
Improve individual and community health outcomes	62
Reduce potentially preventable hospitalisations	74
Access to afterhours services	77
Workforce and service sustainability	77



Activity Demographics

Target Population Cohort

People of all ages located in Mount Gambier and surrounding region that require urgent assessment or treatment.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Limestone Coast	40702



Activity Consultation and Collaboration

Consultation

Engagement with appropriate stakeholders across country SA regions has been imbedded in the activity of the PHN. It is complemented by consultation with Clinical Council/s and Community Advisory Committee/s as required. Consultation also occurs at the strategic and peak body level across the State and elsewhere as appropriate. CSAPHN will collaborate broadly across the healthcare system and with other PHNs across the country to share learnings and best practice and with Health Direct and other telehealth triage services.

Collaboration

Collaboration will occur to facilitate service design and to support service establishment and integration within the broader urgent care system, ensuring appropriate pathways and referral practices are in place for appropriate care integration and seamless transfer of patients when needed. This will include but is not limited to: Department of Health and Wellbeing, SA Health and the Local Health Network, South Australia Ambulance Service, local General Practitioners and other primary care service providers. Consultation will also occur with relevant services and consumers where appropriate, to ensure effective service delivery and support quality and continuity of care to marginalised groups i.e ACCHO's.



Activity Milestone Details/Duration

Activity Start Date

01/07/2023

Activity End Date

30/06/2026

Service Delivery Start Date

30/10/2023

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

Is this activity being co-designed?

Yes

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

CSAPHN will work with the Service Provider in co-design of the service model and ensuring integration with broader statewide urgent care services.