

# Country SA - Urgent Care Clinics Program 2024/25 - 2027/28 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. 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.

## 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:

- Resourcing of the UCC by an appropriately skilled workforce, including recruitment of staff where required.
- Staff training and development.

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 agreed escalation pathway 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

Country SA PHN-Needs Assessment 2025-2028 (Nov 2024)

### Priorities

Priority	Page reference
Health services which prioritise equity and access for vulnerable population groups	190
Access to afterhours primary health care services	190
Health service integration, coordination and information sharing across the health system	192



## Activity Demographics

### Target Population Cohort

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

### Indigenous Specific \*

No

## 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. Country SA PHN 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 continue to 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.