

# Brisbane North - Urgent Care Clinics Program 2022/23 - 2026/27 Activity Summary View



## UCC-MUCC - 1100 - 1.1 - Redcliffe Medicare Urgent Care Clinics



### Activity Metadata

#### Applicable Schedule \*

Urgent Care Clinics Program

#### Activity Prefix \*

UCC-MUCC

#### Activity Number \*

1100

#### Activity Title \*

1.1 - Redcliffe Medicare Urgent Care Clinics

#### Existing, Modified or New Activity \*

New Activity



### Activity Priorities and Description

#### Program Key Priority Area \*

Population Health

#### Other Program Key Priority Area Description

#### Aim of Activity \*

A significant number of presentations to public hospital emergency departments (ED's) are for non-life-threatening conditions which places additional pressure on ED resources and staff workload, thereby impacting patient access. As part of the 2022 Federal Election, the Commonwealth Government announced investment over four years to deliver Medicare Urgent Care Clinics (UCCs) to reduce pressure on public ED's and improve access to urgent care. The Australian Government is investing in at least 50 Medicare UCCs across all states and territories, to deliver a new model of care to reduce pressure on hospital emergency departments (EDs). Eleven new Medicare UCCs will be established in Queensland.

The Medicare UCC will provide community-based and patient-centred care to eligible patients with urgent, non-life-threatening

illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment. The Medicare UCC's service is distinguished from care provided by usual general practices and Aboriginal Community Controlled Health Services as they provide short term, episodic care for non-life-threatening urgent conditions requiring same day assessment or treatment. Once a patient has been treated at the Medicare UCC, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

Once a patient has been treated at the Medicare UCC, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) has commissioned the Medicare UCC which is in the vicinity of Redcliffe Hospital.

The Brisbane North PHN will work closely with the Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS) and the local health service provider. The aim of this activity is to oversee the commissioning of the Redcliffe UCC in the Brisbane North Region. Once implemented, the UCC will provide safe and accessible urgent care that is integrated into the healthcare system with the intent of reducing demand on hospital EDs.

### **Description of Activity \***

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) will commission the Medicare UCC which is in Brisbane North in the vicinity of Redcliffe Hospital. The initial phase of this activity covers the Expression of Interest and formal competitive grant opportunity to identify, commission and manage contracts with a suitable provider in the vicinity of the Redcliffe hospital. The PHN will ensure the UCC is able to meet the design principles, support clinics to understand their compliance responsibilities and provide relevant advice and education where required.

The PHN will work with the Commonwealth in the event of any need to change agreed Medicare UCC locations or providers, provide information as soon as possible on critical incidents where there is likely to be significant public interest, including adverse outcomes, notify of any contractual non-compliance, and provide information as soon as possible on systematic and ongoing issues with quality and safety if any concerns arise.

UCCs will be equipped to treat problems including:

- Minor illnesses (including respiratory illness, gastrointestinal illness, urinary tract infections and sexually transmitted infections)
- Minor injuries including closed fractures, simple lacerations, simple eye injuries and minor burns

UCCs will be equipped to provide the following procedures:

- Wound management including gluing, suturing and dressings (including for minor burns)
- Incision and drainage of abscesses
- Basic fracture management including application of backslabs and plasters
- Intravenous cannula insertion to allow for IV antibiotics and IV rehydration fluids
- Urinary catheter management and changes for males and females
- Removal of foreign bodies from the ear and nose

The activities undertaken will include:

- Intake and triage
- Escalate life-threatening or out-of-scope conditions (however stabilise the patient in the interim)
- Urgent care provision for conditions listed above
- Discharge summaries, data collection, and uploads to My Health Record
- Facilitated connection back to their GP in the community
- Actively participate in a referral network aimed to ensure patients are directed to the most accessible and efficient service for their need

The Medicare UCC has extended hours of operation including weekends, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into the Redcliffe Hospital.

### **Needs Assessment Priorities \***

## Needs Assessment

Brisbane North PHN HNA - 21/22-23/24 - V2

### Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Service System	59



## Activity Demographics

### Target Population Cohort

Whole population, all ages, all marginalised groups.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

## Coverage

### Whole Region

No

SA3 Name	SA3 Code
Redcliffe	31305



## Activity Consultation and Collaboration

### Consultation

Strategic oversight group established including all key stakeholders.

Internal PHN working group established for oversight of operational management as per agreement with DOHAC .

Development of procedures and processes for key stakeholders in regards to patient transfers, referrals etc.

QPHN UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

### Collaboration

QPHN UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

Overarching governance group including the membership of all of the below:

- Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS)

- Queensland Ambulance Service (QAS)
- Metro North/Brisbane North consumers
- Health Contact Centre
- IUIH
- Specific identified key stakeholders from Redcliffe Hospital
- Successful Medicare UCC procurement providers
- QLD PHN Network
- GPLOs
- Other health professionals representing PSA



## Activity Milestone Details/Duration

### Activity Start Date

31/05/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

01/11/2023

### 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:** No

**Direct Engagement:** No

**Open Tender:** No

**Expression Of Interest (EOI):** Yes

**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



### Activity Planned Expenditure

#### Planned Expenditure

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27
Medicare Urgent Care Clinics	\$526,232.00	\$1,529,200.00	\$1,529,200.00	\$1,529,200.00	\$0.00

#### Totals

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27	Total
Medicare Urgent Care Clinics	\$526,232.00	\$1,529,200.00	\$1,529,200.00	\$1,529,200.00	\$0.00	\$5,113,832.00
Total	\$526,232.00	\$1,529,200.00	\$1,529,200.00	\$1,529,200.00	\$0.00	\$5,113,832.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



### Summary of activity changes for Department

Activity Status





## UCC-MUCC - 1200 - 1.2 - Northern Brisbane Medicare Urgent Care Clinics



### Activity Metadata

**Applicable Schedule \***

Urgent Care Clinics Program

**Activity Prefix \***

UCC-MUCC

**Activity Number \***

1200

**Activity Title \***

1.2 - Northern Brisbane Medicare Urgent Care Clinics

**Existing, Modified or New Activity \***

New Activity



### Activity Priorities and Description

**Program Key Priority Area \***

Population Health

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

A significant number of presentations to public hospital emergency departments (ED's) are for non-life-threatening conditions which places additional pressure on ED resources and staff workload, thereby impacting patient access. As part of the 2022 Federal Election, the Commonwealth Government announced investment over four years to deliver Medicare Urgent Care Clinics (UCCs) to reduce pressure on public ED's and improve access to urgent care.

The Australian Government is investing in at least 50 Medicare UCCs across all states and territories, to deliver a new model of care to reduce pressure on hospital emergency departments (EDs). Eleven new Medicare UCCs will be established in Queensland. The Brisbane North PHN will work closely with the Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS) and the local health service provider.

The Medicare UCC will provide community-based and patient-centred care to eligible patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment. The Medicare UCC's service is distinguished from usual care general practices and Aboriginal Community Controlled Health Services as they provide short term, episodic care for non-life-threatening urgent conditions requiring same day assessment or treatment. Once a patient has been treated at the Medicare UCC, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

The aim of this activity is to oversee the commissioning of a UCC in the Brisbane North Region in the vicinity of The Prince Charles Hospital catchment. Once implemented, the UCC will provide safe and accessible urgent care that is integrated into the healthcare system with the intent of reducing demand on hospital EDs.

#### **Description of Activity \***

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) will commission the Medicare UCC which is in Brisbane North in the vicinity of The Prince Charles Hospital (TPCH). The initial phase of this activity covers the Expression of Interest and formal competitive grant opportunity to identify, commission and manage contracts with a suitable provider in the vicinity of the Redcliffe hospital. The PHN will ensure the UCC is able to meet the design principles, support clinics to understand their compliance responsibilities and provide relevant advice and education where required.

The PHN will work with the Commonwealth in the event of any need to change agreed Medicare UCC locations or providers, provide information as soon as possible on critical incidents where there is likely to be significant public interest, including adverse outcomes, notify of any contractual non-compliance, and provide information as soon as possible on systematic and ongoing issues with quality and safety if any concerns arise.

UCCs will be equipped to treat problems including:

- Minor illnesses (including respiratory illness, gastrointestinal illness, urinary tract infections and sexually transmitted infections)
- Minor injuries including closed fractures, simple lacerations, simple eye injuries and minor burns

UCCs will be equipped to provide the following procedures:

- Wound management including gluing, suturing and dressings (including for minor burns)
- Incision and drainage of abscesses
- Basic fracture management including application of backslabs and plasters
- Intravenous cannula insertion to allow for IV antibiotics and IV rehydration fluids
- Urinary catheter management and changes for males and females
- Removal of foreign bodies from the ear and nose

The activities undertaken will include:

- Intake and triage
- Escalate life-threatening or out-of-scope conditions (however stabilise the patient in the interim)
- Urgent care provision for conditions listed above
- Discharge summaries, data collection, and uploads to My Health Record
- Facilitated connection back to their GP in the community
- Actively participate in a referral network aimed to ensure patients are directed to the most accessible and efficient service for their need

The Medicare UCC has extended hours of operation including weekends, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into The Prince Charles Hospital (TPCH).

#### **Needs Assessment Priorities \***

##### **Needs Assessment**

Brisbane North PHN HNA - 21/22-23/24 - V2

##### **Priorities**

<b>Priority</b>	<b>Page reference</b>
Brisbane North PHN HNA - Priority - Service System	59





## Activity Demographics

### Target Population Cohort

Whole population, all ages, all marginalised groups.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

## Coverage

### Whole Region

No

SA3 Name	SA3 Code
Sandgate	30204
Chermside	30202
Strathpine	31403
Nundah	30203
Bald Hills - Everton Park	30201



## Activity Consultation and Collaboration

### Consultation

Strategic oversight group established including all key stakeholders.

Internal PHN working group established for oversight of operational management as per agreement with DOHAC .

Development of procedures and processes for key stakeholders in regards to patient transfers, referrals etc.

QPHN UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

### Collaboration

QPHN UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

Overarching governance group including the membership of all of the below:

- Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS)
- Queensland Ambulance Service (QAS)
- Metro North/Brisbane North consumers
- Health Contact Centre
- IUIH
- Specific identified key stakeholders from Redcliffe Hospital and The Prince Charles Hospital.

- Successful Medicare UCC procurement providers
- QLD PHN Network
- GPLOs
- Other health professionals representing PSA



## Activity Milestone Details/Duration

### Activity Start Date

31/05/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

31/12/2023

### 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?

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**



**Activity Planned Expenditure**

**Planned Expenditure**

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27
Medicare Urgent Care Clinics	\$613,013.00	\$2,230,257.00	\$2,230,257.00	\$2,230,257.00	\$0.00

**Totals**

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27	Total
Medicare Urgent Care Clinics	\$613,013.00	\$2,230,257.00	\$2,230,257.00	\$2,230,257.00	\$0.00	\$7,303,784.00
Total	\$613,013.00	\$2,230,257.00	\$2,230,257.00	\$2,230,257.00	\$0.00	\$7,303,784.00

**Funding From Other Sources - Financial Details**

**Funding From Other Sources - Organisational Details**



**Summary of activity changes for Department**

**Activity Status**

Ready for Submission



# UCC-PSF - 2000 - 2.0 - Program Support Funding



## Activity Metadata

**Applicable Schedule \***

Urgent Care Clinics Program

**Activity Prefix \***

UCC-PSF

**Activity Number \***

2000

**Activity Title \***

2.0 - Program Support Funding

**Existing, Modified or New Activity \***

New Activity



## 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



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27
PHN Support Funding	\$286,043.00	\$116,169.00	\$116,169.00	\$116,169.00	\$0.00

Totals

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27	Total
PHN Support Funding	\$286,043.00	\$116,169.00	\$116,169.00	\$116,169.00	\$0.00	\$634,550.00
Total	\$286,043.00	\$116,169.00	\$116,169.00	\$116,169.00	\$0.00	\$634,550.00

**Funding From Other Sources - Financial Details**

**Funding From Other Sources - Organisational Details**



**Summary of activity changes for Department**

**Activity Status**

Ready for Submission



## UCC-SE - 3000 - 3.0 - Specialist Equipment



### Activity Metadata

**Applicable Schedule \***

Urgent Care Clinics Program

**Activity Prefix \***

UCC-SE

**Activity Number \***

3000

**Activity Title \***

3.0 - Specialist Equipment

**Existing, Modified or New Activity \***

New Activity



### 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



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27
Specialist Equipment	\$662,288.00	\$0.00	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27	Total
Specialist Equipment	\$662,288.00	\$0.00	\$0.00	\$0.00	\$0.00	\$662,288.00
Total	\$662,288.00	\$0.00	\$0.00	\$0.00	\$0.00	\$662,288.00

**Funding From Other Sources - Financial Details**

**Funding From Other Sources - Organisational Details**



**Summary of activity changes for Department**

**Activity Status**

Ready for Submission