

Northern Queensland Primary Health Network

# Activity Work Plan

## Urgent Care Clinics Program

2022/23 – 2026/27



*NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.*



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QUALITY





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### **Disclaimer**

All activities captured in this Activity Work Plan are identified in the Health Needs Assessment conducted by Northern Queensland Primary Health Network and have been approved by the Department of Health and Aged Care.



# UCC-MUCC - 1 - Activity 1.1: Cairns Medicare UCC Activity priorities and description

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## Activity priorities and description

### Program key priority areas

Population Health.

### Aim of activity

The aim of this activity is to support establishment and high-quality delivery of an urgent care centre in Cairns.

It aims to increase accessibility to medical care when there is a need for urgent but non-life-threatening, care and their routine general practitioner is not available to provide care in the time required.

### Description of activity

Following Northern Queensland Primary Health Network's (NQPHN's) comprehensive codesign in 2023, NQPHN is supporting ongoing relationship and referral pathway development between the Medicare Urgent Care Clinics (UCC), their local Hospital and Health Services (HHSs), Queensland Ambulance Service (QAS), and local general practitioners (GPs).


The Urgent Care Clinic contract was awarded to Edmonton Family Medical Centre following a competitive tender process, where they were deemed to meet the required design principles. Funding was allocated in line with the specified allocations (Annexure D - UCC Funding Schedule).

Contract management will focus on the providers meeting and complying with the UCC Operational Guidelines and the UCC Design Principles as developed and provided by the Department of Health and Aged Care (DoHAC) and NQPHN. NQPHN will:

- Support close cooperation between the Medicare UCC, primary care services, and the local emergency department and local health system.
- Undertake local communication activities to increase community awareness and understanding of the available services and conditions that are appropriate to be managed at the Medicare UCC.
- Support the Medicare UCC in upskilling and refreshing practitioners in clinical competencies.

Whilst these activities are specific to the Cairns Urgent Care Clinic, the same process will apply and run concurrently with the establishment of the Queensland Health funded Townsville Medicare Urgent Care Clinic.

- NQPHN will notify the Commonwealth of any contractual non-compliance (including Medicare UCC 19.2) and work with the DoHAC as required.
- NQPHN will document, action, and notify the Commonwealth of any critical incidents in a timely manner.
- NQPHN will continue to monitor risk, quality, and safety, and inform the Commonwealth when required.



The Department of Health and Aged Care provide information about Medicare Urgent Care Clinics at [www.health.gov.au/our-work/medicare-urgent-care-clinics/about-medicare-urgent-care-clinics](http://www.health.gov.au/our-work/medicare-urgent-care-clinics/about-medicare-urgent-care-clinics)

There is increasing pressure on our emergency departments with an increase in general practice type (category 4 and 5) presentations. Queensland Government Emergency Department classify presentations by category [www.health.gov.au/sites/default/files/2022-12/triage-quick-reference-guide-emergency-triage-education-kit.pdf](http://www.health.gov.au/sites/default/files/2022-12/triage-quick-reference-guide-emergency-triage-education-kit.pdf)

