

Get to know us



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About us

Northern Queensland Primary Health Network (NQPHN) is the lead organisation working to improve healthcare in local communities in North Queensland.

Our core functions are to:

 **coordinate and integrate** local health care services in collaboration with local Hospital and Health Services (HHSs) to improve quality of care, people's experience, and efficient use of resources

 **commission** primary care and mental health services to address population health needs and gaps in service delivery and to improve access and equity

 **capacity-build** and provide practice support to primary care and mental health providers to support quality care delivery.

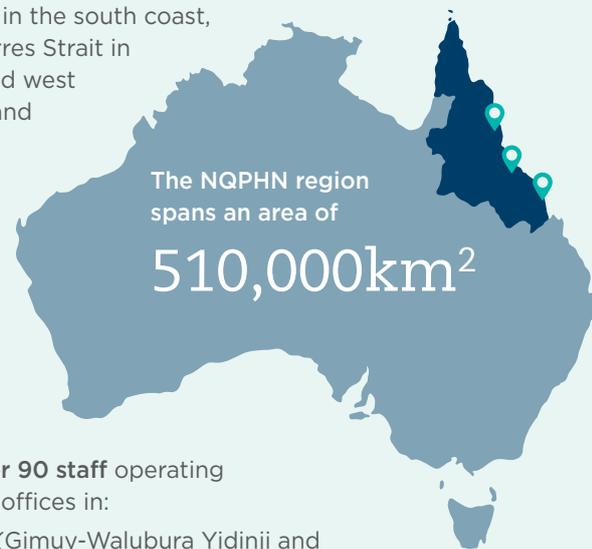
We do this through:

- » purposeful engagement with our stakeholders and local communities
- » working in collaborative partnerships
- » building capacity and capability of primary healthcare provider workforce
- » using innovation and new ideas to achieve outcomes
- » embracing and utilising technology
- » being strategic and transparent in our commissioning activities
- » using data and evidence to make decisions and improvements.

Our strategic priority areas include:

-  Population Health Priorities
-  Mental Health and Alcohol and Other Drugs
-  GPs and other Primary Care Professionals
-  First Nations Health
-  System Integration

The NQPHN region is home to approximately **700,000 people**, and extends from St Lawrence in the south coast, up to the Torres Strait in the north, and west to Croydon and Kowanyama.



We have **over 90 staff** operating across three offices in:

- » **Cairns** (Gimuy-Walubura Yidinji and Djabugay Nation country)
- » **Townsville** (Bindal and Wulgurukaba country)
- » **Mackay** (Yuwibara country).

Our staff are committed to working in accordance with our values, which include collaboration, leadership, integrity, accountability, and respect.

We are one of 31 regionalised and independent PHNs established nationally by the Commonwealth Department of Health and Aged Care.

Joint Regional Needs Assessment

For the first time in 2024, NQPHN, in collaboration with Torres and Cape Hospital Health Service (HHS), Cairns and Hinterland HHS, Townsville HHS, and Mackay HHS, are collectively working on a Joint Regional Needs Assessment (JRNA) to identify the health needs and service gaps within our region. The JRNA will help us collaboratively identify the health and service needs in our region and identify our health and service priorities. These priorities will then be used to inform planning and commissioning activities to improve health outcomes and access to services for northern Queenslanders.

Scan the QR code to learn more.



Coordinating

As a health system coordinator, we collaborate with local Hospital and Health Services (HHSs) and other stakeholders to enhance access to high-quality healthcare services.

Our work includes:

- » integrating primary care and mental health services with HHSs, public and community health services, aged and disability care, social services, emergency services, and national digital health services in North Queensland
- » preparing general practices and pharmacies to meet the needs of the community during crisis situations
- » gathering and analysing data on service provider activity and emerging health needs to plan new services and workforce requirements
- » building connections across primary healthcare to facilitate multidisciplinary team care
- » collaborating with our partners to utilise technology to increase access to healthcare for local communities
- » conducting collaborative population health needs assessments in partnership with HHSs and other partners that address local, regional, State, and national priorities.

Commissioning

NQPHN does not directly provide health services. Instead, we commission services. This involves planning, designing, purchasing, and evaluating health services based on local population health and service needs. We have a strong focus on ensuring services are connected with and complimentary to the existing service system, enhancing consumer access to and navigation of care.

Health care commissioning is an ongoing cycle of planning, design, procurement, monitoring, and evaluation to improve health outcomes for consumers, and to support service provider capacity and capability.

NQPHN emphasises continuous collaboration with service providers, clinicians, consumers, and stakeholders to align services with community needs identified in the Joint Regional Needs Assessment, as outlined in our Commissioning Framework. Scan the QR code to learn more.



Our commissioning work involves:

- » commissioning primary care and mental health services for priority needs, tailored to regional contexts using local insights
- » partnering with Aboriginal Community Controlled Health Organisations (ACCHOs) to improve health service access and outcomes for First Nations peoples
- » collaborating with HHSs and the State Government to support integrated local health systems
- » supporting service providers in underserved markets
- » co-designing services and commissioning approaches with local stakeholders
- » piloting innovative projects to address unmet or emerging needs that provide learnings about what could be delivered locally or at scale
- » monitoring and evaluating commissioned services and sharing learnings with local stakeholders, other PHNs, Queensland and Commonwealth Governments.

View our Commissioned Services Directory at services.nqphn.com.au

Capacity-building

NQPHN is dedicated to supporting the primary healthcare workforce in North Queensland. We ensure that primary care and mental health providers are equipped to meet the region's evolving health needs.

Our capacity-building work includes:

- » providing Continuing Professional Development (CPD) educational events and training
- » supporting practices to improve quality, continuity, and integration of care and use of data and digital health systems
- » supporting practices to adopt continuous quality improvement activities to improve patient care and implement sustainable business practices
- » providing grant opportunities and financial support to access education and training and to invest in innovation and equipment
- » partnering with Health Workforce Queensland in the Rural Workforce Enhancement campaign to recruit and retain primary health professionals. Scan the QR code to learn more.



In our region, there are...



722,606 residents



75,693

are Indigenous (10.8% of our population and 10.3% of total Australian Indigenous population) Source: QI Health

4



Hospital and Health Services

13



ACCHOS

72



Residential Aged Care Homes

31



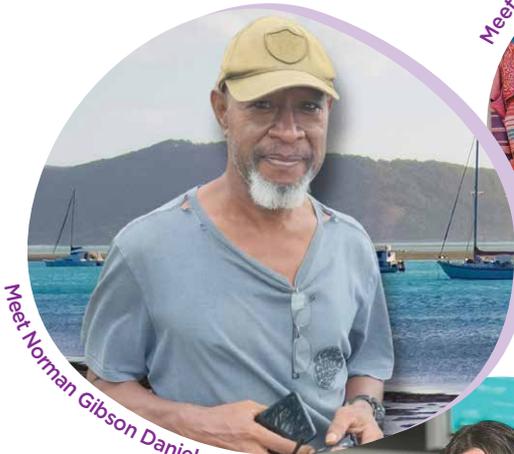
Local Government Areas (LGAs)

22 out of 31

LGAs have people living in very remote areas

Our Region, Our People

Meet the faces of North Queensland. The NQPHN *Our Region, Our People* good news stories highlight service providers and service users of NQPHN-funded programs. Their stories can be read at www.nqphn.com.au/news



Meet Norman Gibson Daniel

Meet Dr Samantha and Clinic Nurse Jodi



Meet Dr Sam

Meet Tasmyn



Meet Marianna



Northern Queensland Primary Health Network 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.