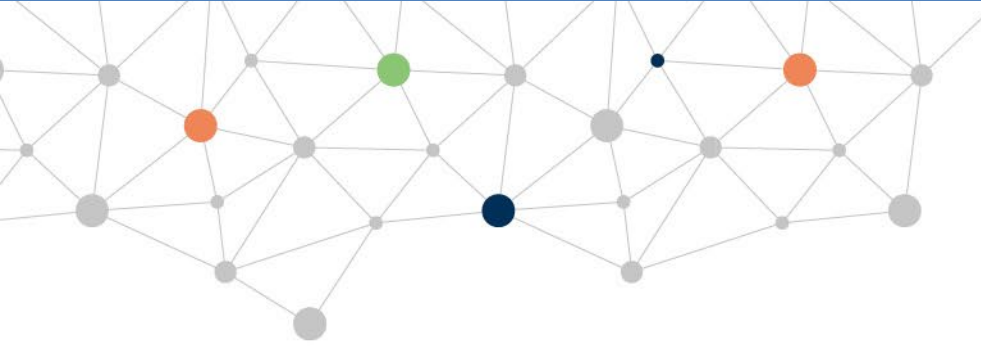


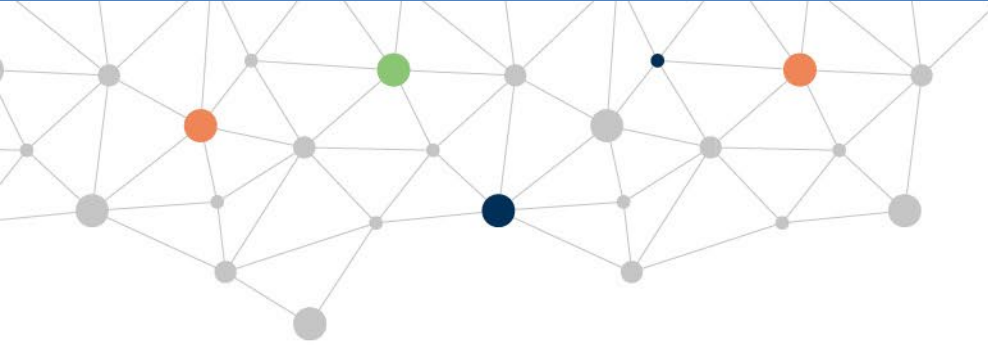
# Market Briefing Information Session

2023 Gippsland After Hours Services



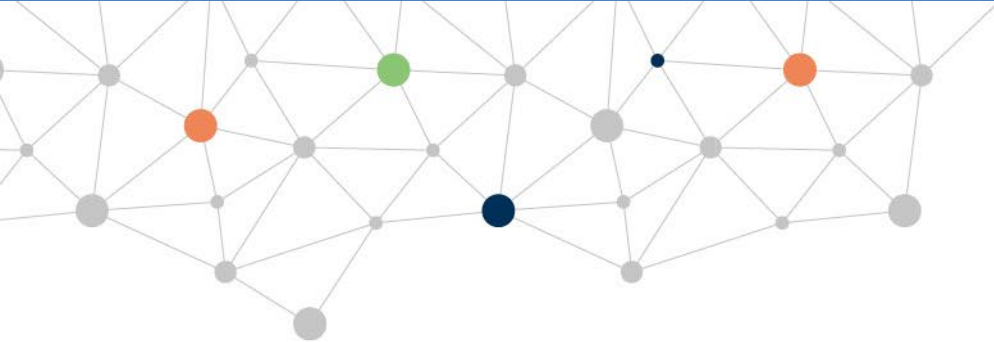
# Acknowledgements and Welcome





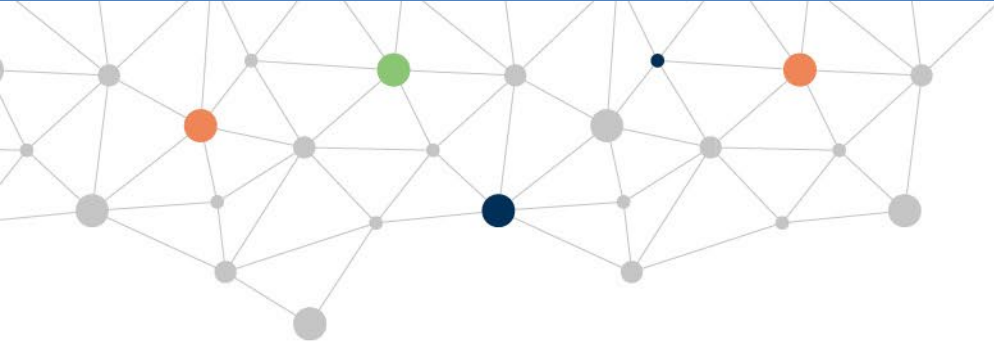
Who is  
Gippsland  
PHN?





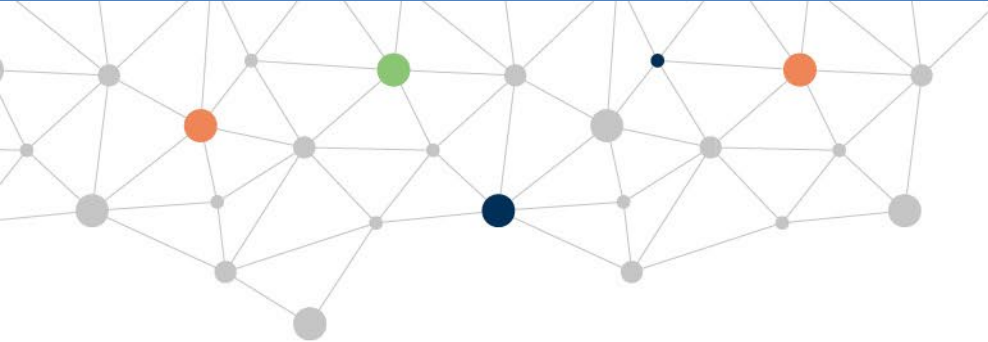
# The National After Hours Program





## What is After Hours?

- The after-hours period is defined as:
  - Before 8.00 am and after 6.00 pm weekdays
  - Before 8.00 am and after 12.00 pm Saturdays
  - All day Sundays and all day public holidays.
- The after-hours period is further categorised into the following periods:
  - The sociable after-hours period, between 6.00 pm and 11.00 pm on weeknights; and
  - The unsociable after-hours period, between 11.00 pm and 8.00 am weekends, and hours outside of 8.00 am to 12.00 pm on Saturdays; all day Sunday and all day public holidays.



- The [After Hours Primary Health Care Service Program](#) is designed to meet the needs for people with unexpected after hours medical conditions that **cannot wait** until regular primary health service/general practice hours **but is not a replacement for emergency services**.
- Although aimed at minimising attendance at hospital emergency departments, **it does not replace Ambulance Victoria** Ambulance Services are required when a person is experiencing:
  - [chest pain](#) or chest tightness
  - sudden onset of weakness, numbness or paralysis of the face, arm or leg
  - [breathing difficulties](#)
  - unconsciousness
  - uncontrollable bleeding
  - a sudden collapse or unexplained fall
  - unexplained fitting in adults
  - injury from a major car accident
  - a fall from a great height
  - serious assault, including stabbing or shooting
  - severe [burns](#), particularly in young children
  - infants who are [fitting](#) or have an ongoing fever





The Royal Australian College of General Practitioners (RACGP) has developed a set of standards for after-hours and medical deputising services (**Standards**) to improve the quality and safety of health services that provide care outside normal opening hours.

The Standards support after-hours and medical deputising services in identifying and addressing any gaps in their systems and processes. Please refer to information on the Standards on the RACGP website.

**The delivery of after-hours requires innovation, service integration and collaboration.**

**Under the funding guidelines for After Hours, patients cannot be charged fees for genuine after hours services**



The Program maintains activities that are outside the scope of the Practice Incentive Payment (PIP) scheme or Medicare Benefits Schedule (MBS) and supports communities:

- without hospital services
- with a high influx of seasonal holiday makers
- compromised by the loss of key medical personal
- serviced by a limited number of general practices
- where distance and travel restrictions prohibit ready access to care
- seeking information about alternative after hours care services.



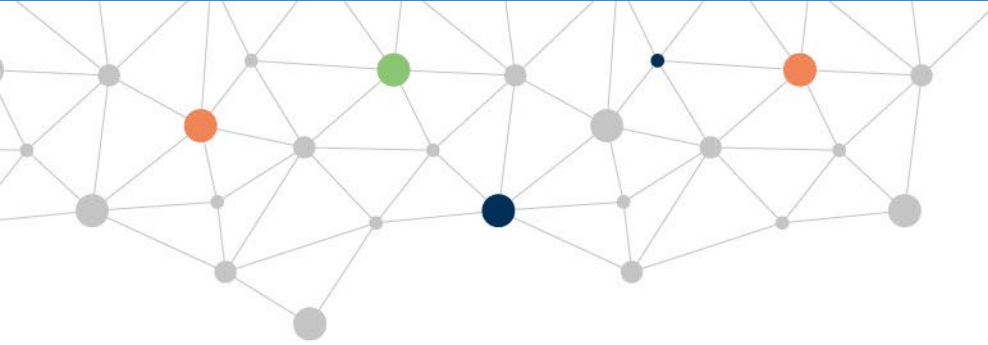
## How might we see After Hours services being delivered?

### One size does not fit all.

- General Practice is central to the effective delivery of after-hours in a primary care setting.
- Models for after-hours service can include:
  - After hours service with a physical facility – operates only in the after hours period, offering home and other visits
  - Medical deputizing service – provides general practice service for and on behalf of a patients regular practice.
  - In reach services – general practices open in the after hours period.
  - Outreach services – home visits and residential aged care facilities.
  - Telehealth
  - Co-location – clinics that provide after hours collocated within a public facility or a public hospital near of adjacent to its emergency department.
  - Script providers
  - Collaboration of GP clinics with central roster system – general practices collectively support after hours roster at a nominated after hours site.

A rising need for after hours services to Residential Aged Care Facilities (RACFs) has recently been identified.

Proposals that include an outreach service to RACFs or that otherwise address this particular need are strongly encouraged.



# The Needs Assessment for Gippsland



# Gippsland PHN Priorities 2022- 2025



## Prevention

- Factors affecting health
- Family violence
- Healthy and safe environment

## Better health services

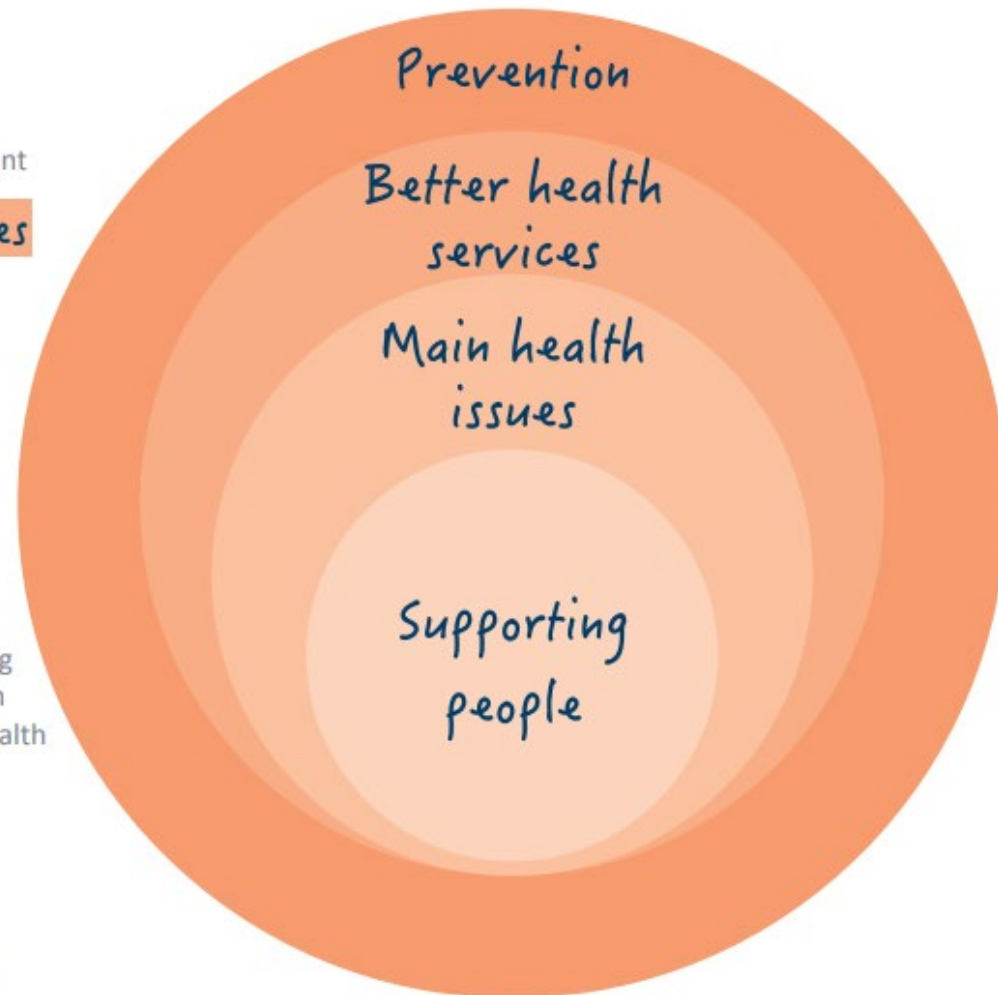
- Access to care that meets people's needs
- Health workforce
- Digital health

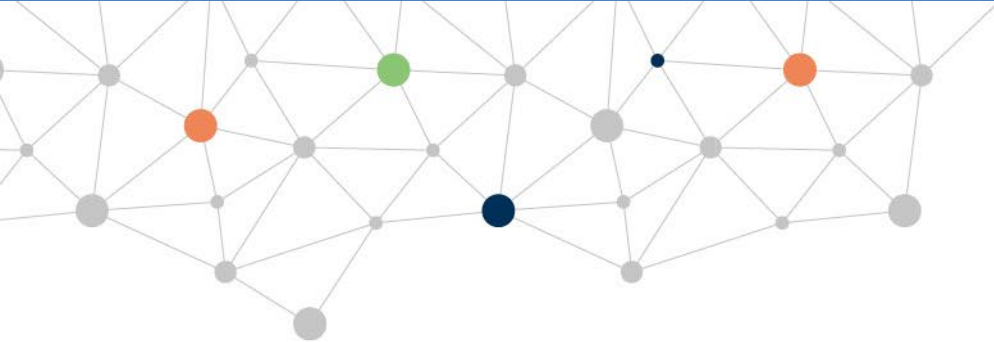
## Main health issues

- Alcohol and other drugs
- Cancer
- Chronic disease
- Dementia
- Mental health and wellbeing including suicide prevention
- Reproductive and sexual health

## Supporting people

- Aboriginal and Torres Strait Islander health and wellbeing
- Children and young people (0-25 years)
- People aged 65 and over
- People with a disability





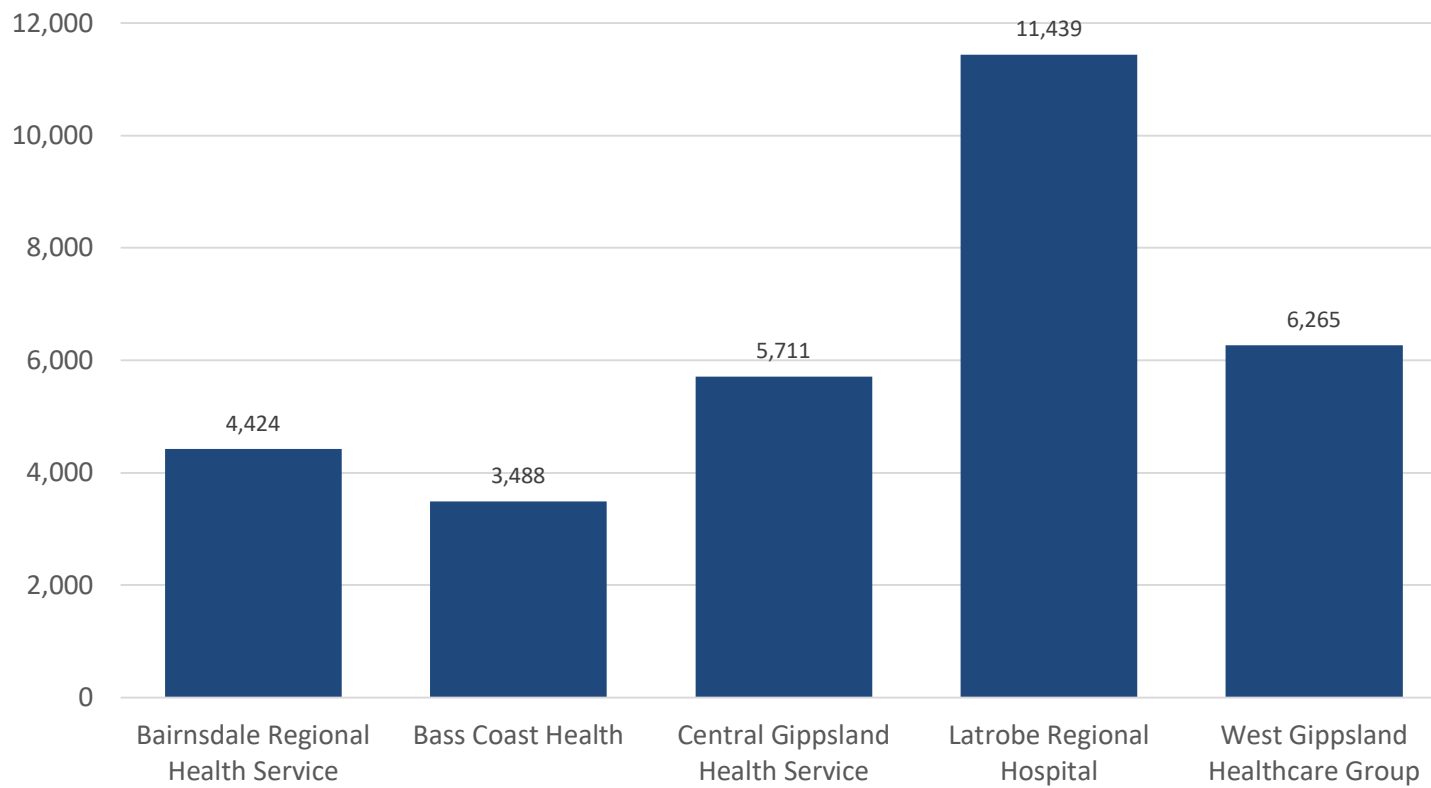
# Gippsland PHN Priorities 2022-2025

## Better Health Services

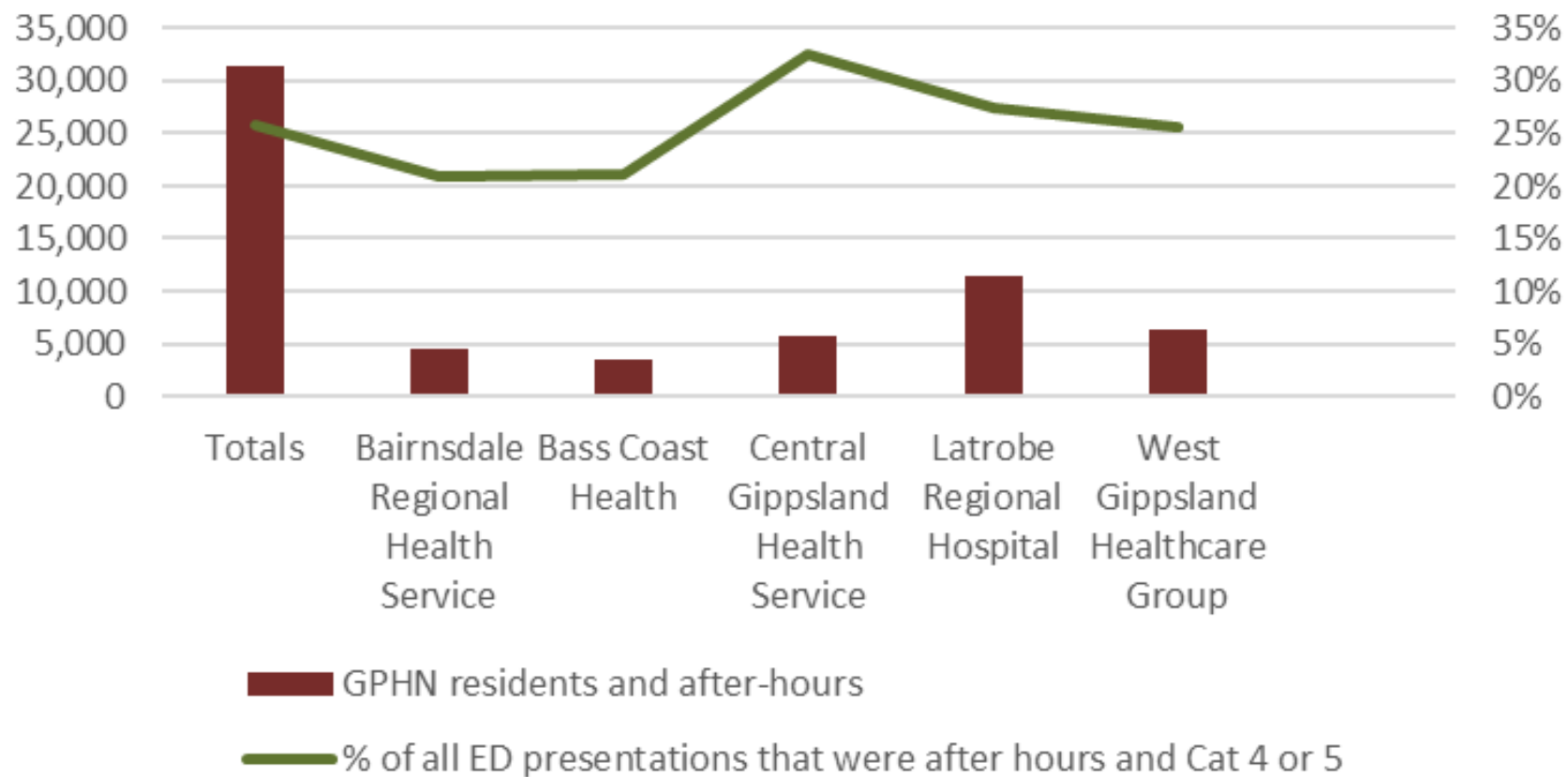
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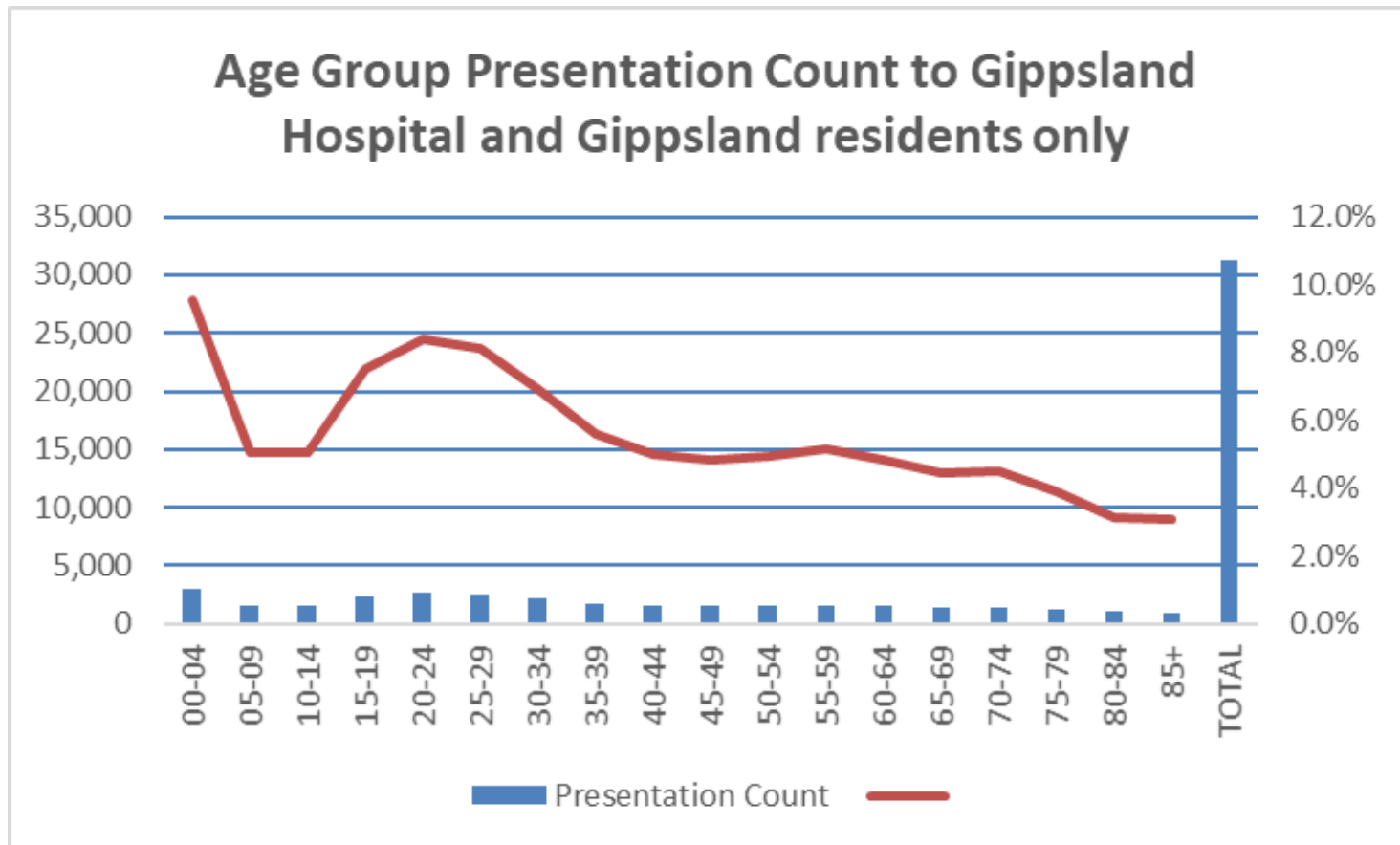


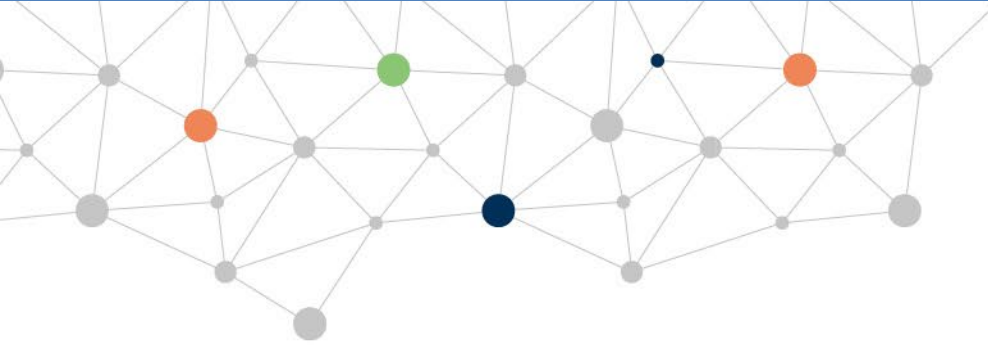
## Number of Cat 4 & 5 Emergency Department presentations in After Hours 2020-2021



## Percentage of all Cat 4 & 5 after hours presentations to Emergency Departments



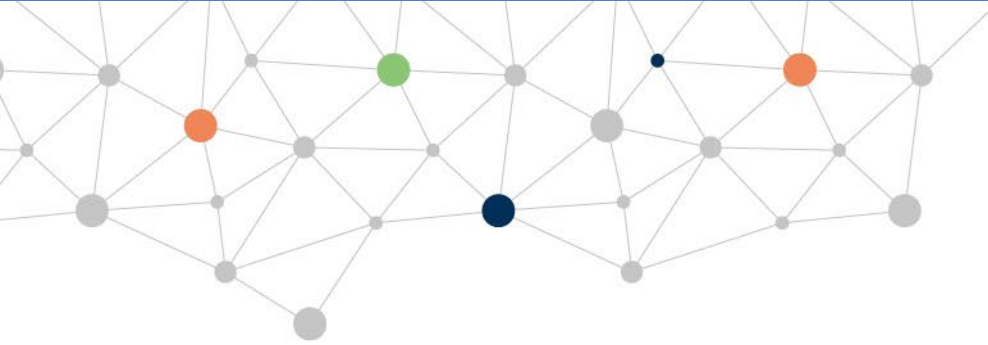




# Tender Timeline

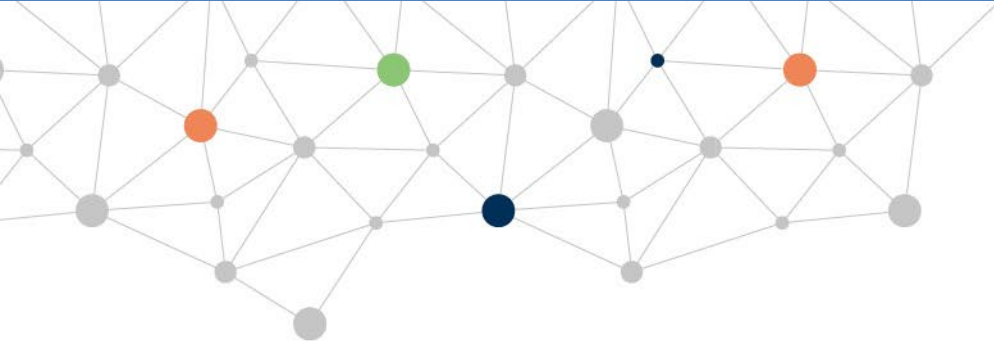






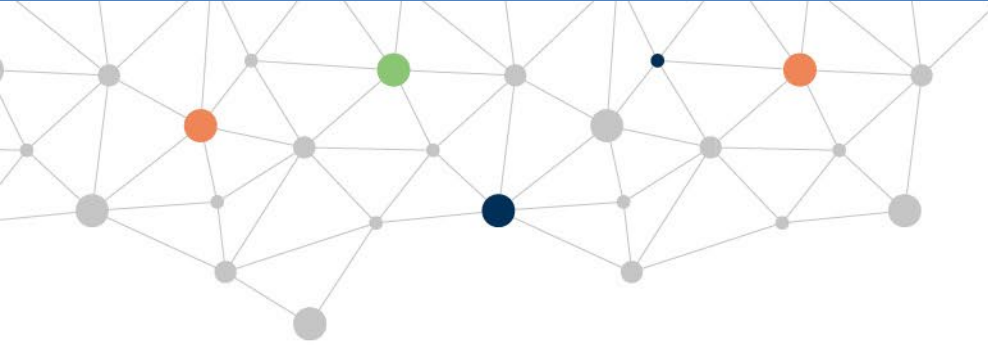
# Procurement Objectives



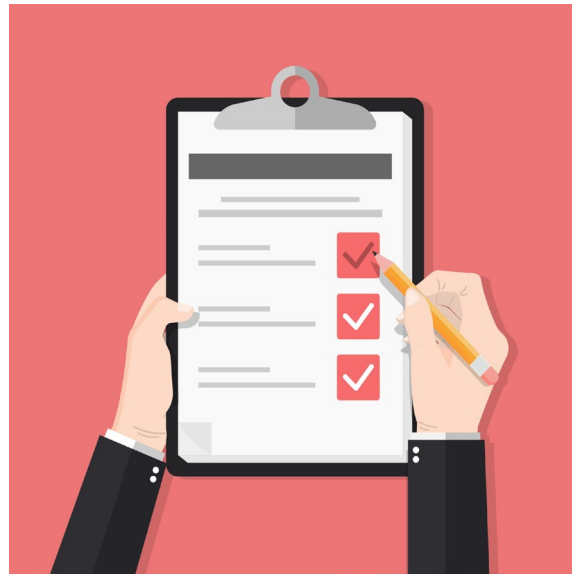


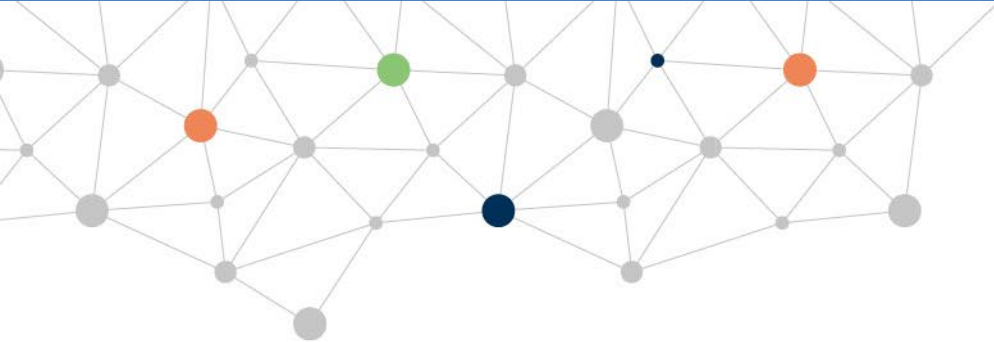
## Procurement Objectives:

- **Patient outcomes** by working collaboratively with health professionals and other services to integrate and facilitate a seamless patient experience;
- **Appropriate and timely access** to health advice and/or medical care after normal business hours;
- **Service gaps and improved access** to after hours primary health care with consideration to vulnerable populations;
- **Systems improvements** to increase efficiencies and effectiveness to support continuity of care across service providers and the patient's regular GP; and
- **Consumer awareness** of after hours primary health care in their community and improvement of patient health literacy on the appropriate health service to access in the after hours period.

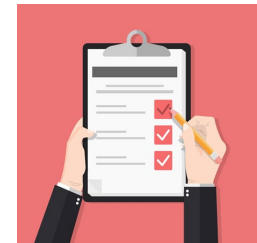


# Planning your tender response





- **What will your service delivery proposal look like?**
- **Proposed Team Structure?**
- **Reporting Requirements**
- **How will you structure your budget proposal?**
- **Stakeholder Engagement**
- **Service Delivery Plan**
- **Risk Matrix**
- **Proposed Clinical Governance Framework and Processes**
- **Service Promotion**





## Further support for your tender planning and information

- Gippsland PHN will supply access to the **Gippsland PHN Tender Toolbox** which has supportive information across the tender process.






# TenderLink



Gippsland PHN Tenders, Quotes and Expressions of Interest

All Current Notices Tenders Industry Categories Registration Support Log in

## Welcome to Gippsland Primary Health Network E-Procurement



*Gippsland PHN use this portal to advertise tenders and other purchasing requirements to the market, and to manage the procurement process through to contract award stage.*

**Free supplier registration**  
We welcome current and potential suppliers of goods and services to register on this portal. There is no charge for registration. To register, click on the registration tab above or watch one of our video tutorials below.

**Why register?**  
Once confirmed as a registered supplier, you will receive email notification of any new opportunities we publish. You will also be able to access this portal to:

- (a) view any associated documentation;
- (b) participate in Q&A forums;
- (c) submit electronic bid responses through our secure, e-tender box facility

**Video tutorial help**  
A range of online video tutorials have been developed to assist you in using this Tenderlink website.  
▶ [Click here to watch them now](#)  
Our website  
To access the Gippsland PHN website simply click the logo in the banner above, or visit <http://www.gphn.org.au/>

**Log in**

Email:   
Password:


[Forgot your Password?](#) ⓘ  
[Contact Support](#) ⓘ  
[View our Help Page](#) ⓘ

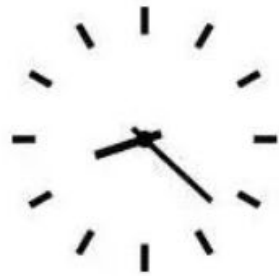
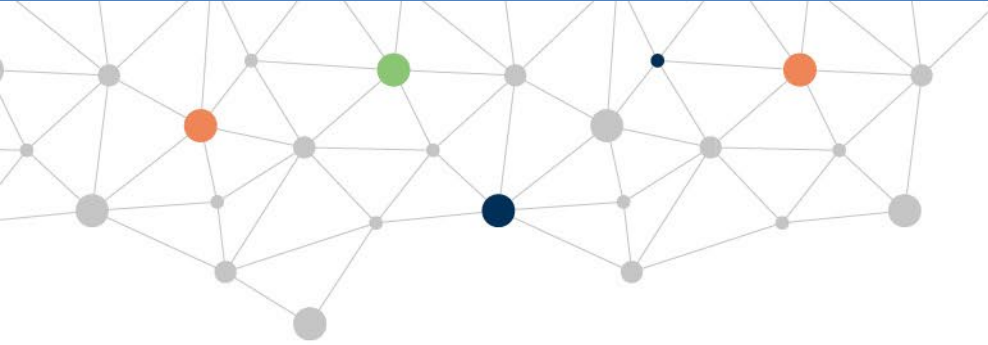
**Tender Statistics**

|                    |    |   |
|--------------------|----|---|
| * Open Tenders :   | 1  | ↓ |
| * Closed Tenders : | 59 | ↓ |

[Upcoming TenderLink Workshops](#)

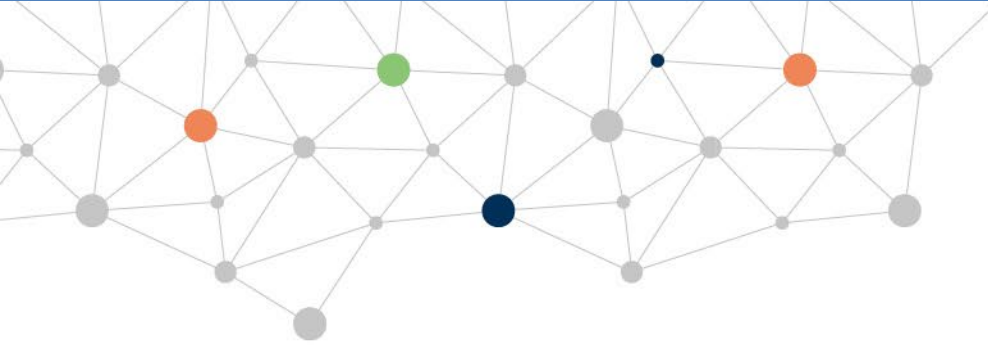
This e-Procurement portal is powered by





Q & A time





# Additional Information

General tendering enquiries

[procurement@gphn.org.au](mailto:procurement@gphn.org.au)