



Dear 

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (CHS) on **Friday 12 April 2024** and then rescoped on **Friday 26 April 2024**.

This application requested access to:

'Under the FOI Act I would like to be supplied with the following:

- *all ministerial briefs created by Canberra Health Services (CHS) and the ACT Health Directorate (ACTHD) since 30 June 2020 which discuss (a) altering the model of care provided by nurse-led, walk-in centres (b) Urgent Care Clinics and/or changing the name of nurse-led walk-in centres and (c) the model(s) of care to be implemented in relation to the Government's 5 new health centres;*
- *the proposal issued by Canberra Health Services to implement an Urgent Care Clinic by placing a GP into an existing CHS walk-in centre, and all related ministerial briefs and attachments created by CHS and ACTHD; and*
- *all emails and attachments relating to the motion moved by Ms Suzanne Orr, MLA, on 11 April 2024 and the proposed amendment, including any such material held by the Minister for Health or her office.'*

I am an Information Officer appointed by the Chief Executive Officer of Canberra Health Services (CHS) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. CHS was required to provide a decision on your access application by **Tuesday 11 June 2024**.

I have identified five documents holding the information within scope of your access application. These are outlined in the schedule of documents included at [Attachment A](#) to this decision letter.

Decisions

I have decided to:

- grant full access to one document; and
- grant partial access to four documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as [Attachment B](#) to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request; and
- The *Human Rights Act 2004*.

Full Access

I have decided to grant full access to the document at reference 5.

Partial Access

I have decided to grant partial access to the documents at references 1-4.

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2, 2.1 (a)(i) promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2, 2.1 (a)(ii) contribute to positive and informed debate on important issues or matters of public interest.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2, 2.2 (a)(ii) prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.

The documents at references 1-4 are partially comprised of information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act regarding personal information.

On balance, the factors favouring disclosure did not outweigh the factor favouring non-disclosure as the redacted information contains mobile phone numbers of ACT Government employees. Therefore, I determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, CHS maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au
Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Allara House
15 Constitution Avenue
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email HealthFOI@act.gov.au.

Yours sincerely



Melissa O'Brien
Executive Director
Cancer and Ambulatory Support

4 June 2024




FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
	<p><i>'Under the FOI Act I would like to be supplied with the following:</i></p> <ul style="list-style-type: none"><i>• All ministerial briefs created by Canberra Health Services (CHS) and the ACT Health Directorate (ACTHD) since 30 June 2020 which discuss (a) altering the model of care provided by nurse-led, walk-in centres (b) Urgent Care Clinics and/or changing the name of nurse-led walk-in centres and (c) the model(s) of care to be implemented in relation to the Government's 5 new health centres.</i><i>• The proposal issued by Canberra Health Services to implement an Urgent Care Clinic by placing a GP into an existing CHS walk-in centre, and all related ministerial briefs and attachments created by CHS and ACTHD.</i><i>• All emails and attachments relating to the motion moved by Ms Suzanne Orr, MLA, on 11 April 2024 and the proposed amendment, including any such material held by the Minister for Health or her office.'</i>	CHSFOI23-24.47

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	01 - 03	Email - 1. PMB - Walk in Centres	08 April 2024	Partial	Schedule 2, 2.2 Privacy	YES
2.	04 - 11	Email - RE PMB - Walk in Centres	Multiple	Partial	Schedule 2, 2.2 Privacy	YES
3.	12 - 21	Email - RE 2023 Data - PMB - Walk in Centres	Multiple	Partial	Schedule 2, 2.2 Privacy	YES
4.	22 - 29	Email - xRE 2023 Data - PMB - Walk in Centres	Multiple	Partial	Schedule 2, 2.2 Privacy	YES
5.	30 - 35	Consultation - Expansion of the Walk-in Centres to include Urgent Care Clinics	N/A	Full Release		YES
Total Number of Documents						
5						

From: CHS DLO
Sent: Monday, 8 April 2024 3:06 PM
To: CHS, Government Relations
Subject: 1. PMB - Walk in Centres

Importance: High

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi Jamilee,

Can you gather the below info for Meg. ACTHD may hold some of this data.

For the Walk-in Centre motion can I please have some dot points via email:

- the throughput numbers for the Walk-in Centre's for the financial year to date;
- the throughput numbers of children 1-2 years of age that have been to the Walk-in Centre's in the financial year to date;
- how many people applied for Advanced Practice Nurse Positions over the past year at the Walk-in Centre's;
- how many Nurse Practitioners have trained in the Walk-in Centre's since their introduction;

Thank you
Christy

Christy Fox
Directorate Liaison Officer
Mobile: [REDACTED] | Email: CHSDLO@act.gov.au
Office of Rachel Stephen-Smith MLA | Minister for Health
Office of Emma Davidson MLA | Minister for Mental Health and Justice Health
Division of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government
ACT Legislative Assembly, 196 London Circuit, Canberra, ACT | canberrahealthservices.act.gov.au



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We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Sent: Monday, April 8, 2024 2:56 PM
To: ACT Health DLO <ACTHealthDLO@act.gov.au>; Smith, Kahlia <Kahlia.Smith@act.gov.au>
Subject: RE: PMB
Importance: High

Hi Tara,

I will leave #4 to Kahlia, however the Walk-in Centre motion can I please have some dot points via email:

- the throughput numbers for the Walk-in Centre's for the financial year to date;
- the throughput numbers of children 1-2 years of age that have been to the Walk-in Centre's in the financial year to date;
- how many people applied for Advanced Practice Nurse Positions over the past year at the Walk-in Centre's;
- how many Nurse Practitioners have trained in the Walk-in Centre's since their introduction;

Thanks,

Meg

From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO
Sent: Monday, April 8, 2024 1:50 PM
To: Smith, Kahlia <Kahlia.Smith@act.gov.au>
Cc: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Subject: FW: PMB

OFFICIAL

Sorry I didn't include you !

Thank you

Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health

Office of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: Gower, Tara (Health) **On Behalf Of** ACT Health DLO
Sent: Monday, April 8, 2024 1:37 PM
To: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Cc: CHS DLO <CHSDLO@act.gov.au>
Subject: PMB

OFFICIAL

Hi Meg

Does the MO require anything from ACTHD/CHS for PMB #4 and #5?

Thank you

Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health

Office of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: Murray, Ryan (Health) on behalf of CHS, Government Relations
Sent: Wednesday, 10 April 2024 3:58 PM
To: CHS DLO
Subject: RE: PMB - Walk in Centres

OFFICIAL

Hi Christy,

When I discussed with Melissa this afternoon she indicated it would be ACTHD.

Regards,

Ryan Murray | Director of Government Relations
Phone: 02 5124 2452 | Mobile: [REDACTED] | Email: ryan.murray@act.gov.au
Strategy and Governance | Canberra Health Services | ACT Government
Yamba Drive, Garran, ACT 2605 | canberrahealthservices.act.gov.au



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From: CHS DLO <CHSDLO@act.gov.au>
Sent: Wednesday, April 10, 2024 3:51 PM
To: Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Subject: RE: PMB - Walk in Centres

Hi Ryan,

I’ve gone back to the MO who are wanting the best data to use.

I’m checking with ACTHD if their 2023 data is provided publicly or reported elsewhere, for example national reporting, therefore more appropriate for use.

Kind regards
Christy

Christy Fox
Directorate Liaison Officer
Mobile: [REDACTED] | Email: CHSDLO@act.gov.au



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From: Murray, Ryan (Health) <Ryan.Murray@act.gov.au> **On Behalf Of** Canberra Health Services Ministerial
Sent: Wednesday, April 10, 2024 2:52 PM
To: CHS DLO <CHSDLO@act.gov.au>; Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Subject: RE: PMB - Walk in Centres

OFFICIAL

Hi Christy,

Noting there is different data sets flying around, perhaps it would be beneficial for the Office to seek the data from one directorate and not both? We have access to different things so perhaps ACTHD might be best to provide the 2023 calendar year data.

It is not efficient for us to do work and get this info for ACTHD to then come over the top and provide something different.

Happy to discuss.

Ryan Murray | Director of Government Relations
Phone: 02 5124 2452 | Mobile: [REDACTED] | Email: ryan.murray@act.gov.au
Strategy and Governance | Canberra Health Services | ACT Government
Yamba Drive, Garran, ACT 2605 | canberrahealthservices.act.gov.au



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From: CHS DLO <CHSDLO@act.gov.au>
Sent: Wednesday, April 10, 2024 2:44 PM
To: Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Subject: FW: PMB - Walk in Centres
Importance: High

Hi team,

Further question from Meg, how many presentations were there to the Walk-in Centre's in the 2023 calendar year?

Also keeping you in the loop on the ACTHD advice as well, in the email trail in red and also the following:

Just some further context from Marcus

- *all children aged either 1 or 2 at the time of visit – 4,071*
- *all children aged between 1 and 2 – 2,234*

Thanks
Christy

Christy Fox
Directorate Liaison Officer
Mobile: [REDACTED] | Email: CHSDLO@act.gov.au
Office of Rachel Stephen-Smith MLA | Minister for Health
Officer of Emma Davidson MLA | Minister for Mental Health and Justice Health
Division of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government
ACT Legislative Assembly, 196 London Circuit, Canberra, ACT | canberrahealthservices.act.gov.au



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From: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Sent: Wednesday, April 10, 2024 2:39 PM

To: ACT Health DLO <ACTHealthDLO@act.gov.au>; CHS DLO <CHSDLO@act.gov.au>
Subject: RE: PMB - Walk in Centres

Thanks both, another question, how many presentations were there to the Walk-in Centre's in the 2023 calendar year?

Thanks,

Meg

From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO
Sent: Wednesday, April 10, 2024 2:18 PM
To: CHS DLO <CHSDLO@act.gov.au>; Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Subject: RE: PMB - Walk in Centres

OFFICIAL

Hi Meg

My notes in red below.

Thank you
Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health
Office of Emma Davidson | Minister for Mental Health
Level 2, Legislative Assembly Building, Civic Square



From: CHS DLO <CHSDLO@act.gov.au>
Sent: Wednesday, April 10, 2024 1:53 PM
To: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Cc: ACT Health DLO <ACTHealthDLO@act.gov.au>
Subject: RE: PMB - Walk in Centres
Importance: High

Hi Meg,

1. The Walk-in Centre's have seen more than 90,000 presentations in the financial year to March 2024 and are on track for a record year of activity' – will that be accurate?

Yes.
Yes.

2. Further as the information from CHS had a higher number overall for throughput, is the total number of children aged 1-2 years that have presented in the financial year to date accurate?

Yes but might slightly different from ACTHD reporting. Melissa O'Brien pulled available data out of DHR, ACTHD may have pulled from Badger.

ACTHD data shows 4,071 visits to WICs for this age group. This data was pulled from Badger national submissions tables.

Christy

From: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Sent: Wednesday, April 10, 2024 12:52 PM
To: ACT Health DLO <ACTHealthDLO@act.gov.au>; CHS DLO <CHSDLO@act.gov.au>
Subject: RE: PMB - Walk in Centres

Thank you both!

If I write – ‘The Walk-in Centre’s have seen more than 90,000 presentations in the financial year to March 2024 and are on track for a record year of activity’ – will that be accurate?

Further as the information from CHS had a higher number overall for throughput, is the total number of children aged 1-2 years that have presented in the financial year to date accurate?

Thanks,

Meg

From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO
Sent: Wednesday, April 10, 2024 12:27 PM
To: CHS DLO <CHSDLO@act.gov.au>; Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Subject: RE: PMB - Walk in Centres

OFFICIAL

Hi Meg

Please see below data from ACTHD for dot point 1.

Financial year to date WIC data by location from July 2023 - March 2024.

WIC Location	Total activity count
BCHC WALK IN CENTRE	20,880
DCHC WALK-IN CENTRE	16,849
GCHC WALK IN CENTRE	18,382
TCHC WALK IN CENTRE	19,115
WCHC WALK IN CENTRE	18,020
Total	93,246

I note this differs to CHS data below.

Thank you
Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate
Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au
Office of Rachel Stephen-Smith | Minister for Health



From: CHS DLO <CHSDLO@act.gov.au>
Sent: Tuesday, April 9, 2024 12:52 PM
To: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Cc: ACT Health DLO <ACTHealthDLO@act.gov.au>
Subject: FW: PMB - Walk in Centres
Importance: High

OFFICIAL

Hi Meg,

Information requested for PMB on WiC:

- the throughput numbers for the Walk-in Centre's for the financial year to date: **104,553**
- the throughput numbers of children 1-2 years of age that have been to the Walk-in Centre's in the financial year to date: **1,672**
- how many people applied for Advanced Practice Nurse Positions over the past year at the Walk-in Centre's: **121**
- how many Nurse Practitioners have trained in the Walk-in Centre's since their introduction: **8** - currently supporting another **3** candidates and will be supporting an additional **2** in the second half of 2024.

This data is pulled directly from DHR, and has not been taken from Badger, for the purpose of formal reporting.

ACTHD has input coming for dot point 1.

Kind regards
Christy

Christy Fox
Directorate Liaison Officer
Mobile: [REDACTED] | Email: CHSDLO@act.gov.au
Office of Rachel Stephen-Smith MLA | Minister for Health
Officer of Emma Davidson MLA | Minister for Mental Health and Justice Health
Division of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government
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From: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Sent: Monday, April 8, 2024 2:56 PM
To: ACT Health DLO <ACTHealthDLO@act.gov.au>; Smith, Kahlia <Kahlia.Smith@act.gov.au>
Subject: RE: PMB
Importance: High

Hi Tara,

I will leave #4 to Kahlia, however the Walk-in Centre motion can I please have some dot points via email:

- the throughput numbers for the Walk-in Centre's for the financial year to date;
- the throughput numbers of children 1-2 years of age that have been to the Walk-in Centre's in the financial year to date;
- how many people applied for Advanced Practice Nurse Positions over the past year at the Walk-in Centre's;
- how many Nurse Practitioners have trained in the Walk-in Centre's since their introduction;

Thanks,

Meg

From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO
Sent: Monday, April 8, 2024 1:50 PM
To: Smith, Kahlia <Kahlia.Smith@act.gov.au>
Cc: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Subject: FW: PMB

OFFICIAL

Sorry I didn't include you !

Thank you

Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health

Office of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: Gower, Tara (Health) **On Behalf Of** ACT Health DLO
Sent: Monday, April 8, 2024 1:37 PM
To: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Cc: CHS DLO <CHSDLO@act.gov.au>
Subject: PMB

OFFICIAL

Hi Meg

Does the MO require anything from ACTHD/CHS for PMB #4 and #5?

Thank you
Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health

Office of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: Murray, Ryan (Health) on behalf of CHS, Government Relations
Sent: Thursday, 11 April 2024 10:39 AM
To: CHS DLO
Subject: RE: 2023 Data - PMB - Walk in Centres

OFFICIAL

Hi Christy,

I am happy to, but Melissa indicated that if ACTHD are providing data than that is ok.

I will forward to her for awareness, but having CHS check ACTHD's data when we have provided different data in the first place might not provide any benefit.

Regards,

Ryan Murray | Director of Government Relations
Phone: 02 5124 2452 | Mobile: [REDACTED] | Email: ryan.murray@act.gov.au
Strategy and Governance | Canberra Health Services | ACT Government
Yamba Drive, Garran, ACT 2605 | canberrahealthservices.act.gov.au



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From: CHS DLO <CHSDLO@act.gov.au>
Sent: Thursday, April 11, 2024 10:19 AM
To: Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Subject: RE: 2023 Data - PMB - Walk in Centres

Hi Ryan,

Apologies, I wasn't asking for it to be verified. Do you want to run the numbers past Mel based on the highlighted part in the email from Tara suggesting CHS check the data?

Thanks
Christy

Christy Fox
Directorate Liaison Officer

Mobile: [REDACTED] | Email: CHSDLO@act.gov.au
Office of Rachel Stephen-Smith MLA | Minister for Health
Officer of Emma Davidson MLA | Minister for Mental Health and Justice Health
Division of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government
ACT Legislative Assembly, 196 London Circuit, Canberra, ACT | canberrahealthservices.act.gov.au



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From: Murray, Ryan (Health) <Ryan.Murray@act.gov.au> **On Behalf Of** Canberra Health Services Ministerial
Sent: Thursday, April 11, 2024 10:05 AM
To: CHS DLO <CHSDLO@act.gov.au>; Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Subject: RE: 2023 Data - PMB - Walk in Centres

OFFICIAL

Hi Christy,

I spoke with Melissa yesterday when Meg came back with those two questions.

Melissa answered them, but was clear that ACTHD would be best placed to provide data. Melissa was only using the DHR data that was available to her.

So I think if ACTHD are owners and are providing this data, then it needs to be ACTHD that needs to determine if its verified. The advice that I have received is that ACTHD are still best placed to answer that question.

Happy to discuss further.

Ryan Murray | Director of Government Relations
Phone: 02 5124 2452 | Mobile: [REDACTED] | Email: ryan.murray@act.gov.au
Strategy and Governance | Canberra Health Services | ACT Government
Yamba Drive, Garran, ACT 2605 | canberrahealthservices.act.gov.au



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From: CHS DLO <CHSDLO@act.gov.au>
Sent: Thursday, April 11, 2024 9:54 AM
To: Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Subject: FW: 2023 Data - PMB - Walk in Centres

Hi Ryan,

I've tried to catch Meg to query CHS checking but haven't been able to get hold of her.

As this information has been provided for National Reporting I would consider it as verified and the source of truth. Do you want to check with Mel O'Brien?

Thanks
Christy

Christy Fox
Directorate Liaison Officer
Mobile: [REDACTED] | Email: CHSDLO@act.gov.au
Office of Rachel Stephen-Smith MLA | Minister for Health
Officer of Emma Davidson MLA | Minister for Mental Health and Justice Health
Division of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government
ACT Legislative Assembly, 196 London Circuit, Canberra, ACT | canberrahealthservices.act.gov.au



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From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO
Sent: Thursday, April 11, 2024 9:45 AM
To: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>; CHS DLO <CHSDLO@act.gov.au>
Subject: RE: PMB - Walk in Centres

OFFICIAL

Hi Meg and Christy

Please see WIC activity numbers for January - December 2023. The below numbers are extracted from ACTHD's data warehouse and included in national reporting.

Clinic name	Activity By Clinic
TCHC WALK IN CENTRE	23,396
WCHC WALK IN CENTRE	21,563
DCHC WALK-IN CENTRE	19,643
BCHC WALK IN CENTRE	25,832
GCHC WALK IN CENTRE	22,661
Total	113,095

DAB is not aware of the WiC data being published anywhere outside of the previous Quarterly Performance Reports – <https://www.act.gov.au/directorates-and-agencies/act-health/strategies,-programs-and-reports/reports/act-public-health-system-reports/act-public-health-services-quarterly-performance-report>)

The last QPR report with WiC data was for Q1 2022-23:

https://www.act.gov.au/data/assets/pdf_file/0015/2242230/Quarterly-Performance-Report-Quarter-1-2022-23.pdf

The team suggest it may be worth CHS checking the data also.

Thank you

Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health

Office of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>

Sent: Wednesday, April 10, 2024 3:17 PM

To: CHS DLO <CHSDLO@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>

Subject: RE: PMB - Walk in Centres

Importance: High

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Thanks,

Meg

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Sent: Wednesday, April 10, 2024 3:06 PM
To: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>
Subject: RE: PMB - Walk in Centres

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Thank you
Christy

Christy Fox
Directorate Liaison Officer
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OFFICIAL

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From: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Sent: Monday, April 8, 2024 2:56 PM
To: ACT Health DLO <ACTHealthDLO@act.gov.au>; Smith, Kahlia <Kahlia.Smith@act.gov.au>
Subject: RE: PMB
Importance: High

Hi Tara,

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Thanks,

Meg

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Sent: Monday, April 8, 2024 1:50 PM
To: Smith, Kahlia <Kahlia.Smith@act.gov.au>
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Subject: FW: PMB

OFFICIAL

Sorry I didn't include you !

Thank you

Tara

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Cc: CHS DLO <CHSDLO@act.gov.au>
Subject: PMB

OFFICIAL

Hi Meg

Does the MO require anything from ACTHD/CHS for PMB #4 and #5?

Thank you

Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

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From: O'Brien, Melissa (Health)
Sent: Thursday, 11 April 2024 12:20 PM
To: CHS, Government Relations
Cc: CHS CAS
Subject: xRE: 2023 Data - PMB - Walk in Centres

OFFICIAL

Hi Ryan,
My view is that the data from ACTHD is the cleansed and accurate data. Numbers we provide may be inaccurate due to patient inclusions which may not be correct (using slicer/dicer).

Mel

Melissa O'Brien | Executive Director
Phone: 02 5124 5198 | Mobile: [REDACTED] | Email: melissa.o'brien@act.gov.au
Cancer and Ambulatory Support | Canberra Health Services | ACT Government
Canberra Hospital, GARRAN ACT 2605 | canberrahealthservices.act.gov.au



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From: Murray, Ryan (Health) <Ryan.Murray@act.gov.au> **On Behalf Of** Canberra Health Services Ministerial
Sent: Thursday, April 11, 2024 10:41 AM
To: O'Brien, Melissa (Health) <Melissa.O'Brien@act.gov.au>
Cc: CHS CAS <CHS.CAS@act.gov.au>
Subject: FW: 2023 Data - PMB - Walk in Centres

OFFICIAL

Hi Melissa,

ACTHD has asked us to review the data below. I have provided your feedback yesterday that it would not provide any benefit and if ACTHD are providing this data that is ok.

Please let me know if I am not interpreting that correctly, but I don't think there is any further action required.

Regards,

Ryan Murray | Director of Government Relations

Phone: 02 5124 2452 | Mobile: [REDACTED] | Email: ryan.murray@act.gov.au

Strategy and Governance | Canberra Health Services | ACT Government

Yamba Drive, Garran, ACT 2605 | canberrahealthservices.act.gov.au



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From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO

Sent: Thursday, April 11, 2024 9:45 AM

To: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>; CHS DLO <CHSDLO@act.gov.au>

Subject: RE: PMB - Walk in Centres

OFFICIAL

Hi Meg and Christy

Please see WIC activity numbers for January - December 2023. The below numbers are extracted from ACTHD’s data warehouse and included in national reporting.

Clinic name	Activity By Clinic
TCHC WALK IN CENTRE	23,396
WCHC WALK IN CENTRE	21,563
DCHC WALK-IN CENTRE	19,643
BCHC WALK IN CENTRE	25,832
GCHC WALK IN CENTRE	22,661
Total	113,095

DAB is not aware of the WIC data being published anywhere outside of the previous Quarterly Performance Reports – <https://www.act.gov.au/directorates-and-agencies/act-health/strategies,-programs-and-reports/reports/act-public-health-system-reports/act-public-health-services-quarterly-performance-report>)

The last QPR report with WIC data was for Q1 2022-23:

https://www.act.gov.au/data/assets/pdf_file/0015/2242230/Quarterly-Performance-Report-Quarter-1-2022-23.pdf

The team suggest it may be worth CHS checking the data also.

Thank you

Tara

Tara Gower | Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

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Mobile: [REDACTED] | Email: CHSDLO@act.gov.au

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Canberra Health Services

Consultation

Expansion of the Walk-in Centres to include Urgent Care Clinics

Australian Capital Territory

Work Area	Author(s)	Contact Details
Office of the Chief Operating Officer	Michelle Ramsay	Phone: 5124 5804 Email CHSCOO@act.gov.au

Contents

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1. Introduction

The Commonwealth October 2022 Budget included \$235 million over four years from 2022-23 for Urgent Care Clinics (UCCs) nationally. Of this funding, \$135 million is to commence the rollout of at least 50 UCCs across states and territories. One UCC was announced for the ACT.

The aim of the UCCs is to reduce pressure on hospital emergency departments and make it easier for Australian families to see a doctor or nurse during extended business hours, with no appointments required and will ensure that patients do not have out-of-pockets costs. The UCCs are intended to provide short term, episodic care for urgent conditions that are not immediately life-threatening.

Negotiations with the Commonwealth have supported the ACT to integrate the functions and funding for UCC into the successful nurse-led Walk in Centre (WiC) model across the five existing clinics in the ACT. The investment and support from the Commonwealth in our WiCs is welcome.

2. Purpose

The purpose of this paper is to provide information on the proposed UCC model for the ACT and to garner feedback from stakeholders. The feedback will assist in ensuring implementation and evaluation not only meets the funding requirements but ensures that the needs of stakeholder groups are met.

3. Current model

Canberra Health Services has five WiCs across the ACT, providing free health care for non-life threatening injuries and illnesses to anyone who is over the age of one. The centres are open seven days a week, including Christmas Day and New Year's Day between 7:30am and 10pm. No appointments are necessary, no Medicare Card is required and all services are provided at no cost to consumers.

WiCs provide a health assessment and treatment for a wide range of health needs including common colds and influenza; conjunctivitis; cuts, abrasions, bruises, burns; sinusitis, tonsillitis, middle and outer ear infections; ear wax removal; emergency contraception; simple gastroenteritis; skin conditions; simple lower limb fractures; and urinary tract infections (currently women only).

In 2021-22, the WiCs saw over 71,000 presentations. On average, only 6% of these presentations were required to be redirected to an emergency department. The busiest centres are now regularly seeing 80 patients a day with the network seeing over 300 a day. This volume is reaching maximum current capacity of both the physical infrastructure in the smaller centres but also the staffing models.

4. Future Urgent Care Clinic model

The Commonwealth has provided in principle agreement to fund increased capacity in the WiCs by funding:

- GPs to work after-hours and weekends providing consultations in centre and providing advice and consultation (virtually) across the WiC network;
- Additional nursing resources (proposed additional Nurse Practitioner and Clinical Development Nurse FTE);
- Additional equipment to improve in centre capacity;
- Increased capacity so that Medical Imaging services can provide some out of hours coverage when services commence at Weston Creek; and
- Addition of an extended scope physiotherapist to the Weston WiC to enhance the provision of specialist musculoskeletal services once the medical imaging service commences in that location.

The model would preserve and optimise the current nurse led WiC model. Consumers will not be able to request to see a GP, and GP availability will not be advertised. Rather GPs will work as part of the team, extending the scope of skills available on shift and treating patients accordingly. To do otherwise, would create significant additional demand to the centres and disrupt the provision of local GP services.

Assessment against the guidance material issued by the Commonwealth on UCC indicates the current WiC model meets 95% of potential scope of UCCs. What is currently not provided in the WiCs is:

- Whole of life age span – WiCs currently see over 1 year old's
- IV antibiotics and fluids
- Advanced Life Support
- Point of Care pathology testing.

In discussions with the Commonwealth, it has been agreed that these items are not required in the ACT context, given the proximity to emergency departments, and the desire to ensure WiCs do not extend their treatment times, subsequently resulting in increased waiting times.

The initial proposal will have one GP to cover after-hours and weekends physically situated in one of the WiCs and provide all centre support via telehealth.

The integration of GPs into the WiC model will allow:

- Consideration of the treatment of under 1 year old's;
- Ability to complete workers compensation and third-party paperwork;

- Support Nurse Practitioner training and supervision;
- Revision of the model of care and protocols to extend scope wherever feasible; and
- Provide additional clinician capacity to see and treat patients.

5. Medicare Schedule 19(2) Exemption

The Commonwealth is able to grant a 19(2) exemption for the five WiC sites to enable clinicians to have provider numbers for billing under the 19(2) exemption. The 19(2) exemption will be tied to meeting the requirements of UCC. Further information is being sought from the Commonwealth regarding which clinicians will be able to bill for what and the implications for this on the current block funding. Further information will be provided once known.

Any MBS billing as part of the 19(2) exemption will be paid to the facility, rather than to individuals.

6. Commencement

The new approach is expected to be operational by May 2023. Funding will be for three years.

7. Evaluation and reporting

Given the rich amount of data currently collected through the DHR, it is anticipated that no additional data capture will be required. Discussions are currently occurring regarding reporting to the Commonwealth. Measures of success (to be confirmed with the Commonwealth) are expected to be:

- Presentation trends;
- Waiting times;
- Redirection to Emergency Departments;
- Consumer and staff satisfaction; and
- Selected clinical indicators to indicate safety

7.1. Benefits of the future model

The investment in, and expansion of the WiC model is welcomed and is expected to see the following benefits:

- Reduction of redirection to EDs;
- Increased staffing capacity;
- Decreased waiting times;
- Interdisciplinary approach to care;

- Increased access to public outpatient medical imaging services; and
- National recognition of the value of the WiC model.

7.2. Implementation of the future model

Implementation of the model will require:

- Updates to the WiC Model of Care;
- Minor modifications to some protocols;
- Training and protocols to support the use of any new equipment; and
- Amendments to WIC workflow in DHR to support GPs and billing.

Communication to consumers and the broader health community will be undertaken jointly between the national campaign run by the Commonwealth and locally through CHS Communications and Marketing. The emphasis on this campaign will be on educating the community on where to access health care and promoting the specific scope of the WiCs. The campaigns will avoid promoting access to GPs so as to avoid creating demand for free walk in GP visits.

8. Consultation methodology

This paper will be distributed to a wide range of stakeholders, including:

- CHS staff in WiCs, Emergency Department, Patient Flow, Medical Imaging and all other areas;
- GPs through GPLU and CHN;
- Consumers through Healthcare Consumers Association; and
- Industrial partners including AMA, ANMF, CPSU and HSU.

There are still details that need to be determined and your feedback, suggestions and questions will assist in further refining the model.

Feedback can be provided via email to CHSCOO@act.gov.au 18 April 2023.

In particular, we are seeking responses to the following questions:

1. What do you see as the value of this proposal?
2. Do you have any concerns about the proposal so far? If so, what are they and how will they be best addressed?
3. Do you have any other feedback you would like to be considered in relation to the Urgent Care Clinics?