

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 **Wednesday 24 April 2024**.

This application requested access to:

'All documents prepared in relation to providing a media statement to The Canberra Times on Tuesday, April 23, 2024, regarding the cost per patient at ACT's Walk-In centres, percentage of inbound and outbound patients redirected from these centres to EDs, and the last time these centres were reviewed'.

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 **Friday 7 June 2024**.

I have identified 22 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 2 documents; and
- grant partial access to 20 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 decided to grant full access to 2 documents at references 17 and 21.

Partial Access

The documents at references 1-16, 18-20, and 22 are partially comprised of information containing the mobile phone numbers of ACT Government employees and personal details of non-ACT Government employees.

The document at reference 9 is also partially comprised of information that may prejudice the business affairs of the ACT Government.

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*; and
- Schedule 2, 2.2 (a)(xi) prejudice trade secrets, business affairs or research of an agency or person.

On balance, the factors favouring disclosure did not outweigh the factor favouring non-disclosure as the redacted information under the test set out in section 17 of the Act. 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,



Janet Zagari
Deputy Chief Executive Officer
Canberra Health Services

05 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
	<i>'All documents prepared in relation to providing a media statement to The Canberra Times on Tuesday, April 23 2024 regarding the cost per patient at ACT's Walk-In centres, percentage of inbound and outbound patients redirected from these centres to EDs, and the last time these centres were reviewed.'</i>	CHSFOI23-24.50

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 3	Email – RE: MEDIA ENQUIRY: Walk-in centre cost and data	15 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
2.	4 – 5	Email – Re: Canberra Times media request	15 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
3.	6 – 11	Email and attachment – FW: Media dot points/Q&A on ACT UCCs	16 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
4.	12 – 14	Email – RE: Canberra Times media request	16 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
5.	15 – 18	Email – RE: Canberra Times media request	16 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
6.	19 – 23	Email and attachment – RE: MEDIA ENQUIRY: Walk-in centre cost and data	16 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES

7.	24 – 27	Email – RE: MEDIA ENQUIRY: Walk-in centre cost and data	16 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
8.	28 – 32	Email and attachment – RE: MEDIA ENQUIRY: Walk-in centre cost and data	17 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
9.	33 – 36	Email – RE: Walk-in centre data	17 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy Schedule 2, 2.2(a)(xi) Business affairs	YES
10.	37 – 49	Email and attachment – [No title]	17 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
11.	50 – 53	Email – RE: MEDIA ENQUIRY: Walk-in centre cost and data	17 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
12.	54 – 58	Email and attachment – FW: MEDIA ENQUIRY: Walk-in centre cost and data	17 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
13.	59 – 61	Email – RE: MEDIA ENQUIRY: Walk-in centre cost and data [attachment at reference 10]	17 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
14.	62 – 63	Email – RE: Canberra Times media request	17 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
15.	64 – 69	Email and attachment – FW: MEDIA ENQUIRY: Walk-in centre cost and data	18 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
16.	70 – 75	Email – RE: MEDIA ENQUIRY: Walk-in centre cost and data	18 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
17.	76 – 78	Email and attachment – Media response on walk-in centres	18 April 2024	Full Release		YES
18.	79	Email – [No title]	18 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
19.	80 – 85	Email – RE: MEDIA ENQUIRY: Walk-in centre cost and data	22 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
20.	86 – 88	Email – RE: Media response on walk-in centres	22 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
21.	89 – 92	Email – Media response on walk-in centres	22 April 2024	Full Release		YES
22.	93 – 96	Email – FW: media request	23 April 2024	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
22						

Bartlett, Madeline (Health)

From: Doyle, Tom (Health)
Sent: Monday, 15 April 2024 3:39 PM
To: CHS CAS
Cc: Canberra Health Services Media; Foote, Claire (Health); Khng, Josie (Health)
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

No dramas, Aidan, thanks for letting me know.

From: CHS CAS <CHS.CAS@act.gov.au>
Sent: Monday, April 15, 2024 3:36 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; CHS CAS <CHS.CAS@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Tom,

Thank you for the below.

Our ED, DON currently away in Perth and ADON for WiCs is not in today. We will not be able to manage a 3pm deadline unfortunately.

Hope to hear further advice from Anne ADON for the WiC's ASAP.

Kind Regards,

Aidan Pini | Executive Assistant to Executive Director, Melissa O'Brien
 Phone: 02 5124 2738 | Email: aidan.pini@act.gov.au
 Division of Cancer and Ambulatory Support | Canberra Health Services | ACT Government
 Level 5, Building 19, Canberra Hospital



'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

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



From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Monday, April 15, 2024 3:26 PM
To: CHS CAS <CHS.CAS@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>;
Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: MEDIA ENQUIRY: Walk-in centre cost and data

Hi team

The following questions have been sent through by Canberra Times:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this [report](#), it was \$196 per service in 2010.
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?
3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

Do we have access to this information / data? Happy to discuss over the phone.

They have provided a deadline of 3pm tomorrow, but let me know if this is manageable or not.

~ Tom

From: [REDACTED]
Sent: Monday, April 15, 2024 3:01 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: media request

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Good morning,

I'm doing a story about nurse-led walk in centres in the ACT and seek responses to the following questions:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this [report](#), it was \$196 per service in 2010.

If you do not have the average, please send me the latest known cost per patient/service in each of the 5 ACT walk-in centres.

2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?

3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

I am seeking a monthly number for 2023. If you do not have this information, please send me the latest numbers you have.

Deadline for this is 3pm 16 April. Please call me on [REDACTED] if you have any queries, including if you require more time.

Many thanks,



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Bartlett, Madeline (Health)

From: Cook, Caitlin
Sent: Monday, 15 April 2024 3:40 PM
To: Doyle, Tom (Health); Inman, Mick
Cc: Foote, Claire (Health); Canberra Health Services Media; Khng, Josie (Health)
Subject: Re: Canberra Times media request

Thanks Tom - would this data be available given DHR issues?

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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Monday, April 15, 2024 3:16 PM
To: Inman, Mick <Mick.Inman@act.gov.au>; Cook, Caitlin <Caitlin.Cook@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: Canberra Times media request

Hey Caitlin and Mick

We have received a walk-in centre enquiry from Canberra Times and will develop a response.

I spoke to Bageshri and she is also interviewing a general practitioner as part of the story.

She said the story will, at this stage, also touch on the cost of visiting a general practice compared to a walk-in centre.

~ Tom

From: [REDACTED]
Sent: Monday, April 15, 2024 3:01 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: media request

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Good morning,

I'm doing a story about nurse-led walk in centres in the ACT and seek responses to the following questions:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this [report](#), it was \$196 per service in 2010.

If you do not have the average, please send me the latest known cost per patient/service in each of the 5 ACT walk-in centres.

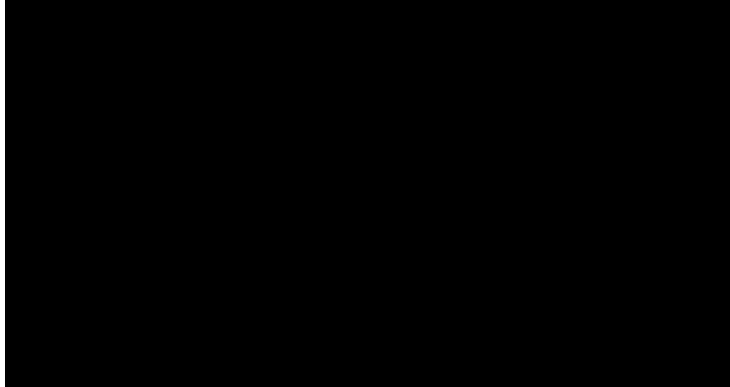
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?

3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

I am seeking a monthly number for 2023. If you do not have this information, please send me the latest numbers you have.

Deadline for this is 3pm 16 April. Please call me on [REDACTED] if you have any queries, including if you require more time.

Many thanks,



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Bartlett, Madeline (Health)

From: Pulli, Tracey (Health)
Sent: Tuesday, 16 April 2024 9:34 AM
To: Doyle, Tom (Health); Foote, Claire (Health)
Subject: FW: Media dot points/Q&A on ACT UCCs
Attachments: Media dot points and QA_ACT Urgent Care Clinics announcement (002).docx

Importance: High

OFFICIAL

Tracey Pulli | Senior Director, Content and Engagement (Campus Modernisation/Major Infrastructure)

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

Strategic Communication and Engagement | Canberra Health Services | ACT Government

Level 3, Building 8 Canberra Hospital, Garran ACT 2605 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

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



From: Pulli, Tracey (Health)
Sent: Tuesday, October 17, 2023 5:07 PM
To: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Cc: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: Media dot points/Q&A on ACT UCCs
Importance: High

OFFICIAL

Hi Caitlin

See attached the updated media dot points for tomorrow, which has been updated with the final media release and now includes a Q&A. Apologies for the delay in getting this to you.

Cheers

Trace

Media dot points – ACT Urgent Care Clinics

- From today, ACT Walk-in Centres will become part of the national network of Medicare Urgent Care Clinics (UCCs) thanks to a Commonwealth investment of \$7.1 million over the next three years.
- This investment from the Commonwealth builds on the success of our nurse-led Walk-in Centres, recognising the importance of nurse-led care as part of an overall system approach in the ACT.
- The funding to integrate the Walk-in Centres with the Urgent Care Clinic network will:
 - Increase the number of Nurse Practitioners and Advance Practice Nurses working across all five of our Walk-in Centres. 3 new Nurse Practitioners will ensure coverage across all hours of operation and 3 new Advance Practice Nurses will enhance training pathways.
 - Provide more equipment for the centres, which over time will see a wider range of conditions treated at the Walk-in Centres. This includes:
 - 2 slit lamps and 2 tonometers for the Weston and Belconnen Walk-in Centres for eye examinations and removal of foreign objects in the eyes,
 - 5 handheld ultrasound machines for each Walk-in Centre used in the examination of lacerations and other wound types, and
 - 1 handheld vascular doppler for the Weston Walk-in Centre for investigating blood flow and thrombosis.
 - Extend the scope of services at the Weston Creek Walk-in Centre with an advanced scope physiotherapist to treat patients with musculoskeletal injuries. The physiotherapist will also be able to provide virtual assessments and support for nursing staff in other Walk-in Centres if appropriate to the condition.
 - Expand the operating hours of the Weston Creek Medical Imaging Service to provide afterhours imaging, with funding for an additional sonographer and radiographer.
- This funding will see access to health care for non-life threatening illness and injury expanded across our much-loved Walk-in Centres. For example, the extension of services to be offered at the Weston Creek Walk-in Centre, will see Canberrans able to receive assessment, medical imaging, and treatment for a minor injury all in the same location, without the need to go to the hospital.
- The ACT Government has worked closely with the Commonwealth to ensure this investment is well integrated into our current Walk-in Centre model and responds to the needs of the ACT community.
- Walk-in Centres are already able to treat a wide variety of urgent but not life-threatening conditions including asthma, bites, minor head injuries and wound care.
- With the funding agreement now in place, Canberra Health Services has commenced the recruitment of new staff and purchase of new equipment.
- It is expected the full scope of additional services will be available from early 2024, and we will be updating the community when these services become available.
- Over time, the implementation of this funding will also enable an enhancement to the scope of conditions able to be treated at our Walk-in Centres. For example, treatment for shoulder injuries, male urinary tract infections, injury in pregnancy and screening for sexually transmitted infections.
- Nurse-led Walk in Centres are open seven days a week, including public holidays.

Supporting Q&A

Q: How will Walk-in Centres be expanded?

- The Medicare UCC funding will expand our Walk-in Centre services by:
 - increasing the number of nurses across the centres – ensuring there is nurse practitioner coverage across all hours of operation,
 - providing more equipment,
 - providing a physiotherapist at Weston Creek Walk-in Centre, and
 - improving access to after-hours imaging with more medical imaging staff at the Weston Creek imaging service.
- The nurses at the Walk-in Centres are already able to treat a wide variety of urgent but not life-threatening conditions including asthma, bites, minor head injuries and wound care.
- Over time, the implementation of the funding will also enable an enhancement to the scope of conditions able to be treated at the Walk-in Centres. For example, treatment of shoulder injuries and fractures, male urinary tract infections, treatment of minor illness and injury in pregnancy and screening for sexually transmitted infections.

Q: What are the next steps for the ACT in implementing the Medicare UCC funding?

- With the funding agreement now in place, Canberra Health Services has commenced the recruitment of new staff and the purchase of new equipment.
- At this stage, it is expected the full scope of additional services will be available from early 2024.
- We will be updating the community when these services become available.

Q: Why are GPs not part of the ACT UCCs?

- Our GPs are an incredibly important part of our primary health care network in the ACT. They play a central role in providing ongoing care to people and are often the first point of contact for patients within the health care system.
- We have had to think innovatively about how we implement the UCC model given the unique context that we have in the ACT. Key contextual factors considered included our low ratio of GPs per 100,000, which is indeed the lowest in the country.
- Our Walk-in Centres are an important part of an overall system approach, and this new funding will increase their capacity to enable better access for Canberrans to urgent care when they need it (in particular with extended hours), which is a primary aim of the Medicare UCC program.
- We will continue to work closely with community-based health services, including general practitioners, to ensure we are delivering an integrated health system where Canberrans can access the right care in the right place and at the right time.

How will the Medicare UCC model be integrated in the Walk-In Centres?

- The ACT Government has worked closely with the Commonwealth to ensure this investment is well integrated into our current Walk-in Centre model and responds to the needs of the ACT community.

- The Walk-In Centres will remain nurse led; with this funding increasing the number of nurses and allied health professionals to boost coverage at all centres and allow for the purchase of more equipment. This will enable a wider range of conditions to be treated overtime and help to reduce escalations to emergency departments.
- With the funding agreement now in place, Canberra Health Services has commenced the recruitment of new staff and the purchase of new equipment.
- Implementing UCCs into Walk-in Centres, will ensure we are not fragmenting urgent care services in the ACT, which will in turn help to reduce confusion for Canberrans, who are already very familiar with Walk-in Centres.

How much funding is being provided to establish ACT UCCs?

- The Commonwealth is contributing \$7.1 million over three years to support the integration of its Medicare UCCs program in the ACT, through our already established Walk-in Centres.
- As part of this funding, the ACT Government will receive yearly operating funding to cover basic staffing (nurse and administrator) sufficient to meet expected demand.

What engagement with stakeholders has occurred on the ACT UCC model?

- Throughout the year, there have been ongoing conversations with local health stakeholders to engage with them on the ACT UCC model.
- This includes unions and other staff representative bodies, health consumer representatives and primary health care representative bodies.
- The ACT Government in partnership with the Commonwealth, will be holding a Webinar at the beginning of November with the broader GP network in the ACT and other interested health professionals. This will be an opportunity to learn more about the UCC model and how the integration of this model with our Walk-in Centres will support our primary care network.

Is this an evidence-based model?

- ACT Emergency Departments have experienced significant growth in presentations in the past decade, averaging 3.4% growth per year between 2004-05 and 2020-21.
- Walk-in Centres were introduced in the ACT in 2010 to help alleviate pressure on our Emergency Departments. They have been operating for 13 years and in that time have become a critical part of our health system.
- Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations to ACT Emergency Departments; that is 1.9% per year between 2013-14 and 2020-21.
- The Commonwealth's UCC model enables flexibility in approach to ensure the funding is used to best support the needs of local communities. We have worked closely with the Commonwealth on this innovative model and will be closely monitoring the impacts on our Emergency Departments and the care being delivered.
- The Commonwealth has also committed to evaluating the UCC program at the national level.

Will the UCC Walk-in Centres be able to provide the same level care as the GP-led UCCs operating in other jurisdictions?

- Our Walk-in Centres are nurse-led and therefore they have a different scope of practice to GPs.
- Our Walk-in Centres already have well established referral processes in place to ensure patients requiring more complex care are referred to the appropriate public provider.
- This funding will expand scope of services provided at our Walk-in Centres, through new equipment and more allied health professionals. For example, there will be an advanced scope physiotherapist at the Weston Creek Walk-in Centre to treat patients with musculoskeletal injuries.

Why is Weston Creek getting more services than the other Walk-in Centres across the ACT? How have these decisions been made?

- Services at all Walk-in Centres will be boosted through this funding, with more nurses and more equipment at all Centres.
- The Weston Creek Walk-in Centre is co-located with the Weston Creek Medical Imaging Service. The new medical imaging staff will increase capacity of this existing service to provide after-hours imaging, which all Canberrans can access.
- The advanced scope physiotherapist will be based at Weston Creek Walk-in Centre to complement the medical imaging service, which will see Canberrans able to receive assessment, medical imaging, and treatment for a minor injury all in the same location, without the need to go to the hospital.
- The physiotherapist will also provide virtual assessments and support for nursing staff in other Walk-in Centres if appropriate to the condition.

Bartlett, Madeline (Health)

From: Doyle, Tom (Health)
Sent: Tuesday, 16 April 2024 9:51 AM
To: Khng, Josie (Health)
Cc: Foote, Claire (Health); Canberra Health Services Media
Subject: RE: Canberra Times media request

Hey Josie, all over it. I got some additional context from the journo and will relay this to CC. Claire and Tracey are helping me with a response.

From: Khng, Josie (Health) <Josie.Khng@act.gov.au>
Sent: Tuesday, April 16, 2024 8:55 AM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Re: Canberra Times media request

Hi team,

Let me know if you have anything i can help with or else ill leave yall to it!

Cheers

Josie Khng | Senior Director - Brand

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

Strategic Communications and Engagement | Canberra Health Services | ACT Government

Building 8, Canberra Hospital, Garran ACT, 2605 | canberrahealthservices.act.gov.au

From: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Sent: Monday, April 15, 2024 4:00:09 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Inman, Mick <Mick.Inman@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: RE: Canberra Times media request

Thanks Tom –

A few things in prepping your response:

- Can we get some advice on the first point. I think it's a stretch to be using data from 2010 when presentations were significantly less than what they are more than 10 years later and even more WiC's opened. Could CHS provide an updated estimated cost, we understand this to be a lot less than \$196 per presentation.
- Please include lines on advanced scope of NPs and APNs
- We should have 2022-23 data on referrals to ED, understand this is pretty low (less than 10%).
- Please speak to ACT Health and include a line on the true cost of seeing a GP in the ACT

Was there a request to speak to a Nurse Prac or someone?

Also, what does inbound / outbound mean!

Thanks,
Caitlin

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Monday, April 15, 2024 3:17 PM
To: Inman, Mick <Mick.Inman@act.gov.au>; Cook, Caitlin <Caitlin.Cook@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>;
Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: Canberra Times media request

Hey Caitlin and Mick

We have received a walk-in centre enquiry from Canberra Times and will develop a response.

I spoke to [REDACTED] and she is also interviewing a general practitioner as part of the story.

She said the story will, at this stage, also touch on the cost of visiting a general practice compared to a walk-in centre.

~ Tom

From: [REDACTED]
Sent: Monday, April 15, 2024 3:01 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: media request

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Good morning,

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If you do not have the average, please send me the latest known cost per patient/service in each of the 5 ACT walk-in centres.

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I am seeking a monthly number for 2023. If you do not have this information, please send me the latest numbers you have.

Deadline for this is 3pm 16 April. Please call me on [REDACTED] if you have any queries, including if you require more time.

Many thanks,

[REDACTED]



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Bartlett, Madeline (Health)

From: Health Media
Sent: Tuesday, 16 April 2024 10:11 AM
To: Gosling, Penny (Health); Health Media; Dorrington, Melanie (Health); Doyle, Tom (Health)
Cc: Benson, Andrew (Health); Canberra Health Services Media
Subject: RE: Canberra Times media request

Thank you Penny.

[@Doyle, Tom \(Health\)](#) please see below a response to your query from the Chief GP and Primary Care Officer's office.

Many thanks,
 Liz

Elizabeth Bellamy | Assistant Director, Media

Pronouns: she/her

Phone: [REDACTED] | Email: elizabeth.bellamy@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate

Level 2, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Please consider the environment before printing this email.

From: Gosling, Penny (Health) <Penny.Gosling@act.gov.au>
Sent: Monday, April 15, 2024 6:43 PM
To: Health Media <HealthMedia@act.gov.au>; Dorrington, Melanie (Health) <melanie.dorrington@act.gov.au>
Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: RE: Canberra Times media request

Hi team,

Dr Dorrington is on leave currently and I am working in clinical practice tomorrow, so a very quick reply in terms of cost of seeing a GP. I have not done a comprehensive analysis but this is based on the costs I found for level B consults at various clinics across Canberra.

In terms of the questions posed below and the reference to the WICs, I will present costs incurred for a 'level B' (standard) consult, in which most WIC presentations could be addressed.

Most private GP clinics charge between \$75 (concession card fee) and \$110 for a level B consult. Patients are then entitled to a federal government rebate of \$40.10. Out of pocket cost therefore varies between \$35-\$60.

Cost to Federal Government: \$40.10

Cost to consumer \$35-\$60.

When patients are bulk billed, the doctor discounts their fee and accepts the patient's Medicare rebate as full payment for the consult. For some groups (Commonwealth concession card holders, Children <16) the Federal Government also provides a bulk-billing incentive of \$20.65.

Cost to Federal Government: \$40.10 - \$60.75.

Cost to consumer: Nil

There is no ACT Government funding of GP visits.

Hope that's helpful.

Dr Penny Gosling BSc MBBS FRACGP

GP Policy Advisor (Acting)

Academic Unit of General Practice, ACT Health Directorate

Penny.Gosling@act.gov.au

Phone + [REDACTED]

My ACT Health working days are Monday (Bowes St), Wednesday (10:30-2:30) and Friday (AUGP).

From: Health Media <HealthMedia@act.gov.au>

Sent: Monday, April 15, 2024 5:32 PM

To: Dorrington, Melanie (Health) <melanie.dorrington@act.gov.au>; Gosling, Penny (Health) <Penny.Gosling@act.gov.au>

Cc: Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Subject: FW: Canberra Times media request

Hi Melanie and Penny,

We've had a request from CHS media, re a media inquiry they're responding to, to find out **the true cost of seeing a GP in the ACT?**

Can you help?

Many thanks,

Liz

Elizabeth Bellamy | Assistant Director, Media

Pronouns: she/her

Phone: [REDACTED] | Email: elizabeth.bellamy@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate

Level 2, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



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 *Please consider the environment before printing this email.*

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Sent: Monday, April 15, 2024 4:10 PM

To: Health Media <HealthMedia@act.gov.au>

Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>

Subject: FW: Canberra Times media request

Hey @Health Media, **would you happen to know the true cost of seeing a GP in the ACT?** This is for a media enquiry. Email chain below.

From: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Sent: Monday, April 15, 2024 4:00 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Inman, Mick <Mick.Inman@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: RE: Canberra Times media request

Thanks Tom –

A few things in prepping your response:

- Can we get some advice on the first point. I think it's a stretch to be using data from 2010 when presentations were significantly less than what they are more than 10 years later and even more WiC's opened. Could CHS provide an updated estimated cost, we understand this to be a lot less than \$196 per presentation.
- Please include lines on advanced scope of NPs and APNs
- We should have 2022-23 data on referrals to ED, understand this is pretty low (less than 10%).
- **Please speak to ACT Health and include a line on the true cost of seeing a GP in the ACT**

Was there a request to speak to a Nurse Prac or someone?

Also, what does inbound / outbound mean!

Thanks,
Caitlin

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Monday, April 15, 2024 3:17 PM
To: Inman, Mick <Mick.Inman@act.gov.au>; Cook, Caitlin <Caitlin.Cook@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: Canberra Times media request

Hey Caitlin and Mick

We have received a walk-in centre enquiry from Canberra Times and will develop a response.

I spoke to [REDACTED] and she is also interviewing a general practitioner as part of the story.

She said the story will, at this stage, also touch on the cost of visiting a general practice compared to a walk-in centre.

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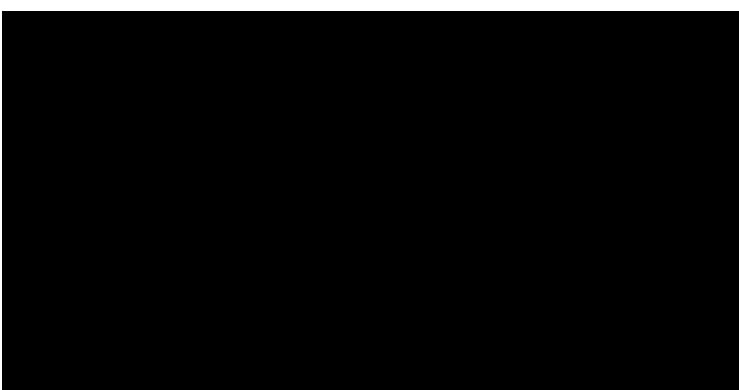
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Many thanks,



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Bartlett, Madeline (Health)

From: Douglas, Anne (Health)
Sent: Tuesday, 16 April 2024 4:53 PM
To: Doyle, Tom (Health)
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data
Attachments: 240417 - Media response (Canberra Times) - Walk-in Centres-AD.docx

Hey Nice work [@Doyle, Tom \(Health\)](#) !! I have a couple of comments.
 Regards Anne

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Tuesday, April 16, 2024 4:41 PM
To: CHS CAS <CHS.CAS@act.gov.au>; Douglas, Anne (Health) <Anne.Douglas@act.gov.au>
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Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hey [@Douglas, Anne \(Health\)](#)

Response attached for your review.

~ Tom

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Hope to hear further advice from Anne ADON for the WiC's ASAP.

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 Division of Cancer and Ambulatory Support | Canberra Health Services | ACT Government
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Khng, Josie (Health) <Josie.Khng@act.gov.au>

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Do we have access to this information / data? Happy to discuss over the phone.

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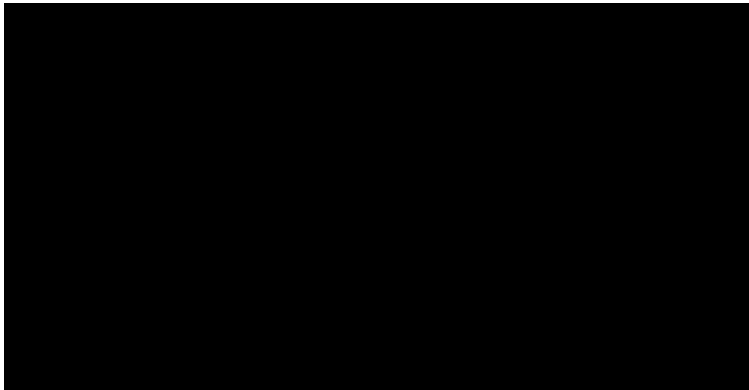
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Statement can be attributed to an ACT Government spokesperson:

All health services have different, but equally important roles to play in the provision of health care within the ACT community. Some of the main health care options in the ACT include:

- General Practitioners (GPs): they are the first point of contact for all health concerns - unless it's an emergency. They provide immediate short-term care and long-term care for complex needs. They can coordinate care for multiple health needs.
- Walk-in Centres: provide free health care for non-life-threatening injuries and illnesses to anyone over one year of age. The centres are open from 7.30am to 10pm, every day of the year. Appointments are not needed.
- Emergency Departments: for immediate life-threatening conditions, such as severe difficulty breathing, stroke, uncontrollable bleeding etc.
- Pharmacies: Community pharmacists do more than just give medication. They provide advice and other services like blood glucose testing and vaccinations.
- Canberra Health Services community care: Canberra has a range of free public health services, everything from specialised clinics and services to preventive care and screenings.

Our Walk-in Centres are led by a team of highly skilled advanced practice nurses and nurse practitioners who provide care to patients with non-life-threatening injury or illness.

They make a huge difference to the day to day lives of Canberrans, providing anyone over one year of age with a health assessment and treatment for a wide range of health needs. Further information can be found on the [CHS website](#).

There were **over 115,000** presentations at five Walk-in Centres last year and around 6% of patients were redirected to an emergency department from a walk-in centre in [2022](#).

Commented [T1]: Chasing data for 2023

GPs are an incredibly important part of our primary health care network in the ACT. They play a central role in providing ongoing care to people and are often the first point of contact for patients within the health care system.

However, with some of the lowest rates of bulk billing and prevalence of full-time equivalent GPs, access and cost are challenges for Canberrans ([2024 Report on Government Services](#)).

The impact of Walk-in Centres

ACT Emergency Departments have experienced significant growth in presentations in the past decade, averaging 3.4% growth per year between 2004-05 and 2020-21.

Walk-in Centres were introduced in the ACT in 2010 to help alleviate pressure on our Emergency Departments. They have been operating for 14 years and in that time have become a critical part of the health care options available to Canberrans. Over this period, their scope of practice has also increased responding to the needs of the community. For example, Walk-in Centres now treat anyone over the age of one and urinary tract infections for [women](#).

Commented [DA(2)]: Id leave that we have treated UTI for ages...maybe just leave it at increased responding to the needs of the community.

Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations (that is, presentations that can be treated by a GP or Walk-in Centre) to ACT Emergency Departments; of 1.9% per year between 2013-14 and 2020-21.

Any financial data from reviews conducted in 2010 about our Walk-in Centres is outdated, and as presentations increase the per unit cost decreases. In addition, our consumer satisfaction with the service provided at our Walk-in Centres continues to grow.

Urgent Care Clinic model in the ACT

Much thought was put into how the Urgent Care Clinic (UCC) model would be implemented given the unique context that we have in the ACT. Key contextual factors considered included our low ratio of GPs per 100,000 people, which is the lowest in the **country**.

Commented [DA(3)]: One of the lowest worse in the NT

The Commonwealth's UCC model enables flexibility in approach to ensure the funding is used to best support the needs of local communities. The ACT Government worked closely with the Commonwealth on this innovative model and will be closely monitoring the impacts on our Emergency Departments and the care being delivered.

Our Walk-in Centres are an important part of an overall system approach, and this new funding is increasing their capacity to enable better access for Canberrans to urgent care when they need it (in particular with extended **hours**), which is a primary aim of the Medicare UCC program. Overtime, it will also enable a wider range of conditions to be treated with new equipment.

Commented [DA(4)]: afterhours when other services are unavailable

Our Walk-in Centres have well established referral processes in place to ensure patients requiring more complex care are referred to the appropriate public provider. They also encourage patients to follow-up with their GP and can send an event summary to the GP.

We continue to work closely with community-based health services, including general practitioners, to ensure we are delivering an integrated health system where Canberrans can access the right care in the right place and at the right **time**.

Commented [DA(5)]: I moved the sentences to end on the collaborative note!

Bartlett, Madeline (Health)

From: Pulli, Tracey (Health)
Sent: Tuesday, 16 April 2024 6:08 PM
To: Doyle, Tom (Health); CHS CAS; Douglas, Anne (Health)
Cc: Canberra Health Services Media; Foote, Claire (Health); Khng, Josie (Health)
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Thanks Tom. Once the response has been cleared through our WiC and CAS teams, I think we will need to send to the Commonwealth so they can be aware of the UCC content. Another option will be for this liaison to be done at the Ministerial level. Can you check with Caitlin in the morning how she wants to do that?

Cheers
 Trace

Tracey Pulli | Senior Director, Content and Engagement (Campus Modernisation/Major Infrastructure)
 Mobile: [REDACTED] | Email: tracey.pulli@act.gov.au
 Strategic Communication and Engagement | Canberra Health Services | ACT Government
 Level 3, Building 8 Canberra Hospital, Garran ACT 2605 | canberrahealthservices.act.gov.au



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[REDACTED]

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Bartlett, Madeline (Health)

From: CHS, DCEO
Sent: Wednesday, 17 April 2024 1:03 PM
To: Doyle, Tom (Health)
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data
Attachments: 240417 - Media response (Canberra Times) - Walk-in Centres DCEO.docx

Hey Tom

Please see attached with Janet's comments. Overall UCC segment is fine however Janet feels the rest doesn't answer the questions that were asked and sounds defensive.

Nic is aware that this will come for CEO clearance this afternoon as Janet will be in interviews.

Thank you

Maddy

Madeline Bartlett | Executive Officer

Phone: 02 5124 9461 | Email: CHSDCEO@act.gov.au

Office of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government

PO Box 11, Woden ACT 2606 | canberrahealthservices.act.gov.au



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Sent: Wednesday, April 17, 2024 12:27 PM
To: CHS, DCEO <CHSDCEO@act.gov.au>
Cc: CHS COO <CHSCOO@act.gov.au>; CEOHealth <CEOHealth@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Maddy

Media response is attached.

Original questions and further context from journo is also included in the document.

Given UCCs are mentioned in the response, we will need to run the response past Department of Health as well.

~ Tom

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Many thanks,

[REDACTED]

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Enquiry:**Original questions:**

I'm doing a story about nurse-led walk-in centres in the ACT and seek responses to the following questions:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this report, it was \$196 per service in 2010.
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?
3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

Further context:

CAS has informed me that we do not have the current cost per walk-in centre patient.

In speaking to the journalist over the phone, she informed me that she has spoken to some GPs as part of the story who mentioned the following:

- They believe walk-in centres haven't taken much pressure off emergency departments
- They are concerned that GPs aren't part of the UCC network in the ACT when they are in other jurisdictions.

Regarding the mention of 'inbound and outbound patients', the journalist didn't entirely understand how and when patients are redirected to an emergency department. So, she is satisfied with just the redirection percentage.

Statement can be attributed to an ACT Government spokesperson:

All health services have different, but equally important roles to play in the provision of health care within the ACT community relies on a network of service providers performing different and essential roles. Some of the main health care options in the ACT include:

- General Practitioners (GPs): they are the first point of contact for all health concerns - unless it's an emergency. They provide immediate short-term care and long-term care for complex needs. They can coordinate care for multiple health needs.
- Walk-in Centres: provide free health care for non-life-threatening injuries and illnesses to anyone over one year of age. The centres are open from 7.30am to 10pm, every day of the year. Appointments are not needed.
- Emergency Departments: for immediate life-threatening conditions, such as severe difficulty breathing, stroke, and uncontrollable bleeding.
- Pharmacies: Community pharmacists do more than just give medication. They provide advice and other services like blood glucose testing and vaccinations.
- Canberra Health Services community care: Canberra has a range of free public health services, everything from specialised clinics and services to preventive care and screenings.

Our Walk-in Centres are led by a team of highly skilled advanced practice nurses and nurse practitioners who provide care to patients with non-life-threatening injury or illness.

They make a huge difference to the day to day lives of Canberrans, providing anyone over one year of age with a health assessment and treatment for a wide range of health needs. Further information can be found on the [CHS website](#).

Commented [BM(1): DCEO - this directly contradicts the WIC statement?
WICs don't do emergencies as much as urgencies.
Are these our standard descriptors?

Commented [BM(2): DCEO - I wouldn't say we do health assessments - this has a much broader preventative / public health connotation.

There were over 115,000 presentations at five Walk-in Centres last year.

Around 6% of patients were redirected to an emergency department from a walk-in centre in 2022.

GPs are an incredibly important part of our primary health care network in the ACT. They play a central role in providing ongoing care to people and are often the first point of contact for patients within the health care system.

However, with some of the lowest rates of bulk billing and prevalence of full-time equivalent GPs, access and cost are challenges for Canberrans ([2024 Report on Government Services](#)).

The impact of Walk-in Centres

ACT Emergency Departments have experienced significant growth in presentations in the past decade, averaging 3.4% growth per year between 2004-05 and 2020-21.

Walk-in Centres were introduced in the ACT in 2010 to help alleviate pressure on our Emergency Departments. They have been operating for 14 years and in that time have become a critical part of the health care options available to Canberrans. Over this period, their scope of practice has also increased responding to the needs of the community.

Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations (that is, presentations that can be treated by a GP or Walk-in Centre) to ACT Emergency Departments; of 1.9% per year between 2013-14 and 2020-21.

Any financial data from reviews conducted in 2010 about our Walk-in Centres is outdated, and as presentations increase the per unit cost decreases. In addition, our consumer satisfaction with the service provided at our Walk-in Centres continues to grow.

Urgent Care Clinic model in the ACT

Much thought was put into how the Urgent Care Clinic (UCC) model would be implemented given the unique context that we have in the ACT. Key contextual factors considered included our low ratio of GPs per 100,000 people, which is one of the lowest in the country.

The Commonwealth's UCC model enables flexibility in approach to ensure the funding is used to best support the needs of local communities. The ACT Government worked closely with the Commonwealth on this innovative model and will be closely monitoring the impacts on our Emergency Departments and the care being delivered.

Our Walk-in Centres are an important part of an overall system approach, and this new funding is increasing their capacity to enable better access for Canberrans to urgent care when they need it (in particular ~~with~~ after hours, when other services are unavailable), which is a primary aim of the Medicare UCC program. Overtime, it will also enable a wider range of conditions to be treated with new equipment.

Our Walk-in Centres have well established referral processes in place to ensure patients requiring more complex care are referred to the appropriate public provider. They also encourage patients to follow-up with their GP and can send an event summary to the GP.

We continue to work closely with community-based health services, including general practitioners, to ensure we are delivering an integrated health system where Canberrans can access the right care in the right place and at the right time.

Commented [DT(3)]: Please note: we can't calculate 2023 data because of DHR.

Commented [BM(4)]: DCEO - what does this mean? Is it less in 2021 than 13/14, or every year in between? 20/21 is not a reasonable comparator due to COVID impact.

Commented [BM(5)]: DCEO - These are unrelated concepts being conflated and we are avoiding the question - this is exactly why we asked?

Bartlett, Madeline (Health)

From: Chong, Kalley (Health)
Sent: Wednesday, 17 April 2024 1:20 PM
To: Doyle, Tom (Health)
Cc: Balakrishnan, Nithin (Health); McIntyre, Jane (Health); Phipps, Michael (Health)
Subject: RE: Walk-in centre data

Hey Tom, just a quick note to say that if you need the presentation numbers checked by ACT Health, please raise a formal request with DAB here [REDACTED]

Regards,

Kalley Chong CERA, AIAA | A/g Director - Reporting and Analysis

Phone: 5124 0962 | Email: Kalley.Chong@act.gov.au

Data Analytics Branch | Policy, Partnerships and Programs Division | ACT Health Directorate

Level 3, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

🌱 Please consider the environment before printing this email.

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Wednesday, April 17, 2024 12:57 PM
To: Phipps, Michael (Health) <Michael.Phipps@act.gov.au>; Chong, Kalley (Health) <Kalley.Chong@act.gov.au>
Cc: Balakrishnan, Nithin (Health) <Nithin.Balakrishnan@act.gov.au>; McIntyre, Jane (Health) <Jane.McIntyre@act.gov.au>
Subject: RE: Walk-in centre data

No worries all. Thank you for checking.

From: Phipps, Michael (Health) <Michael.Phipps@act.gov.au>
Sent: Wednesday, April 17, 2024 12:28 PM
To: Chong, Kalley (Health) <Kalley.Chong@act.gov.au>
Cc: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Balakrishnan, Nithin (Health) <Nithin.Balakrishnan@act.gov.au>; McIntyre, Jane (Health) <Jane.McIntyre@act.gov.au>
Subject: RE: Walk-in centre data

Hi All,

My advice is to just report presentations.

The whole redirections to ED is based on > 10 year model of care when the WiC was co-located at CHS.

I would argue that this measure adds little value.

Kind regards,

Michael Phipps | Director Business Intelligence

Phone: 02 5124 9368 | Mobile: [REDACTED] | Email: michael.phipps@act.gov.au
 Office of the Chief Operating Officer | Canberra Health Services | ACT Government
canberrahealthservices.act.gov.au



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From: Chong, Kalley (Health) <Kalley.Chong@act.gov.au>
Sent: Wednesday, April 17, 2024 12:17 PM
To: Phipps, Michael (Health) <Michael.Phipps@act.gov.au>
Cc: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Balakrishnan, Nithin (Health) <Nithin.Balakrishnan@act.gov.au>; McIntyre, Jane (Health) <Jane.McIntyre@act.gov.au>
Subject: RE: Walk-in centre data

Sorry, I don't have redirections as well. We used to report that in the QPR, however since DHR I don't have an agreed methodology to calculate this out of EDP/BADGER.

Looping Jane in for governance awareness.

Regards,

Kalley Chong CERA, AIAA | A/g Director - Reporting and Analysis
 Phone: 5124 0962 | Email: Kalley.Chong@act.gov.au
Data Analytics Branch | Policy, Partnerships and Programs Division | ACT Health Directorate
 Level 3, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



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Please consider the environment before printing this email.

From: Phipps, Michael (Health) <Michael.Phipps@act.gov.au>
Sent: Wednesday, April 17, 2024 11:08 AM
To: Balakrishnan, Nithin (Health) <Nithin.Balakrishnan@act.gov.au>; Chong, Kalley (Health) <Kalley.Chong@act.gov.au>

Cc: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Subject: RE: Walk-in centre data

Hi,

I can see presentations – however I am unaware of methodology to see redirections.

[@Chong, Kalley \(Health\)](#) – hoping you are aware of how to find that.

Michael

From: Balakrishnan, Nithin (Health) <Nithin.Balakrishnan@act.gov.au>

Sent: Wednesday, April 17, 2024 11:06 AM

To: Chong, Kalley (Health) <Kalley.Chong@act.gov.au>; Phipps, Michael (Health) <Michael.Phipps@act.gov.au>

Cc: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Subject: FW: Walk-in centre data

Hi Kalley/Michael

Received the following request from Tom on Walk-in centre data.

Is that something that either of your areas be able to assist with?

Cheers

Nithin Balakrishnan | Director, Data Capability

Direct Phone: [REDACTED] | Direct Email: nithin.balakrishnan@act.gov.au

Future Capability | Digital Solutions Division | ACT Health Directorate

Level 4, 4 Bowes Street Phillip ACT 2606 health.act.gov.au

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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Sent: Wednesday, April 17, 2024 9:18 AM

To: Balakrishnan, Nithin (Health) <Nithin.Balakrishnan@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>

Subject: Walk-in centre data

Hi Nithin

Are you able to check the following data for me:

Last year there were **over 115,000** presentations at five Walk-in Centres and around **6%** of patients were redirected to an emergency department.

~ Tom

Tom Doyle | Assistant Director - Media

Phone: (02) 6207 3104 | Email: tom.doyle@act.gov.au

Strategic Communication and Engagement | Canberra Health Services | ACT Government

Building 8, Canberra Hospital, Garran ACT, 2605 | canberrahealthservices.act.gov.au



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Bartlett, Madeline (Health)

From: Pulli, Tracey (Health)
Sent: Wednesday, 17 April 2024 2:05 PM
To: Doyle, Tom (Health)
Cc: Foote, Claire (Health)
Attachments: Attachment D - ACT UCCs - alternate model and impacts - June 2023.pdf

OFFICIAL

For the period 1 July 2020 to 20 June 2022, 6.8% WIC presentations were redirected to an ED.

Page 6 of the pdf...

WICs were introduced in 2010 to alleviate the pressure on EDs because of extreme GP shortages. Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations to ACT EDs; that is 1.9% per year between 2013/14 to 2020/21.

	Number	Per cent of total ED presentations
2013/14	49,781	39.5
2014/15	52,598	40.5
2015/16	51,644	38.1
2016/17	53,364	37.1
2017/18	50,749	34.2
2018/19	48,068	32.2
2019/20	41,654	29.5
2020/21	48,576	32.1

Tracey Pulli | Senior Director, Content and Engagement (Campus Modernisation/Major Infrastructure)

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

Strategic Communication and Engagement | Canberra Health Services | ACT Government

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ACT Urgent Care Clinics – Alternate model

The purpose of this document is to outline an alternate model for ACT Urgent Care Clinics (UCCs), in response to a request from the Department of Health and Aged Care on 31 May 2023.

The Department has requested the ACT consider an alternate model that comprises:

- Extended coverage of Nurse Practitioners across all Walk in Centres (WICs) across all hours of operation, in place of a GP; and
- Access to medical imaging services from each Centre, including consideration of potential outsourcing arrangement(s) with local provider(s).

Total UCC funding for the ACT will remain the same. Options for advanced scope physiotherapists will still be considered.

ACT Walk in Centre – current services

Walk-in Centres provide free health care for non life-threatening injuries and illnesses to anyone who is over one year of age. All five ACT WICs are open 7 days a week, including Christmas Day and New Year's Day between 7.30am and 10pm. All centres operate on a no-appointment, walk in model.

The Centres are staffed by Advance Practice Nurses and Nurse Practitioners and provide a range of urgent care services including assessment and treatment of:

- Asthma
- Bites, stings, ticks
- Cellulitis
- Ear Nose and Throat infections (sinusitis, tonsillitis, middle and outer ear infections)
- Ear wax removal
- Emergency contraception
- Gastroenteritis
- Limb injuries including uncomplicated limb, hand and finger fractures.
- Minor head injury
- Migraine
- Mental health first aid
- Primary dysmenorrhea
- Skin conditions infections, rashes dermatitis, school sores, paronychia
- Sick certificates
- STI screening for chlamydia.
- Tetanus boosters if needed following injury.
- Uncomplicated urinary tract infections
- Viral respiratory illness (cough, cold, sore throat, influenza, Covid, croup)
- Wound care
 - wound closure (suturing and gluing)



- cuts, abrasions, bruises, burns, lacerations
- digital nerve block to assist with management of finger injury.
- excision and drainage of simple skin infections eg. boils.

ACT WICs are located in Weston Creek, Gungahlin, Belconnen, Inner North (Dickson) and Tuggeranong. All centres offer the services listed above.

From 31 May 2023, services at Weston Creek WIC will be expanded to include diagnostic medical imaging including ultrasound, Computed Tomography (CT) and X-Ray to improve community access to outpatient imaging services and help reduce pressure and wait times in EDs. Hours of operation of medical imaging at Weston Creek WIC will be 9:00 to 17:00 business days, as delivered through ACT Government funding.

The ACT Urgent Care Clinic model

The proposed ACT UCC investment leverages the success of the ACT WIC model to expand services across all five ACT WICs to relieve pressure on ACT EDs.

Inclusions

The investment will support:

- Additional nursing FTE
 - 3.5 FTE RN 4.2 to enable Nurse Practitioner coverage across all WICs across all hours of operation.
 - 2.9 FTE RN 3.1 to enhance Advance Practice Nurse coverage across all WIC sites and enhance training pathways across the Centres.
- Additional allied health for Weston Creek WIC
 - Radiographer (0.8FTE) and sonographer (0.8 FTE) services to enable after-hours medical imaging
 - Advanced scope physiotherapist for onsite specialist musculoskeletal assessment, diagnosis, management¹ and consultative 'one stop' services (1.8 FTE).
- Additional equipment to facilitate point of care testing, diagnosis and treatment interventions:
 - Slit Lamps (x2 – one each for Weston and Belconnen) to facilitate better eye examinations and removal of foreign bodies in eyes;
 - Hand held ultrasounds (x5 – one for each centre) to assist in examination of deep lacerations, abscesses and foreign bodies;
 - Tanometer (x2 – one each for Weston and Belconnen) for eye examinations;
 - Handheld vascular doppler (x1 for Weston) for investigating blood flow/thrombosis.
- FTE (0.7) to support new data reporting to the Commonwealth for UCCs.

¹ With the recent ACT legislative change includes independent dealings with medicines under medication standing orders; such as analgesia, antiemetics, relevant vaccination and local anaesthetics to patients attending the UCC.



Virtual services can be provided for all services delivered by advanced practice physiotherapists operating from Weston Creek WIC; including assessment, treatment and/or virtual support for onsite nursing staff as appropriate to the condition.

Options to engage private medical imaging providers to provide services across the remaining four Centres (other than Weston Creek) will be considered using MBS revenue generated by Nurse Practitioners funded through the UCC investment (estimated \$242,000 per annum).

Expanded scope of WIC services

The advanced scope physiotherapist at Weston Creek WIC, coupled with onsite medical imaging services, will enable onsite diagnosis and treatment of a range of musculoskeletal conditions not currently offered at WICs and that are outside the scope of nursing staff at WICs.

The extension of Nurse Practitioner staff across all Centres across all hours of operation will increase service provision with work towards:

- Enabling assessment and treatment of patients under 1 year of age at specific centres over time
- Treatment for UTI male and female at all centres
- Removal of foreign bodies in eyes with a slit lamp at 2 centres
- Full STI screening and commencement of treatment
- Treatment of minor illness and injury in pregnancy
- Increased diagnostic ordering scope will increase the conditions able to be seen by NP at all WICs eg- clavicle fracture, shoulder injury.

The investment in new equipment and an advanced scope physiotherapist will also expand the scope of services offered at ACT WICs to include:

- Removal of foreign bodies²
- Thumb injuries
- Hip pain
- Musculoskeletal spinal pain
- Simple joint dislocations
- Simple fracture reductions
- Complex limb injuries/ presentations (that would currently be excluded), such as:
 - persistent and atraumatic joint pain
 - some suspected complex fractures
 - closed tendon ruptures (hand, Achilles, biceps)
 - Knee injuries where the patient can't bend >90 degrees or reports locking
 - Shoulder pain with deformity, suspected fractures, loss of range, traumatic history
- Expedited fracture and dislocation management:

² By nursing staff at sites with new equipment

- CHS credentialed advanced practice physiotherapists can independently review X-rays and develop a treatment plan (nurses in WiCs wait for the formal report before a treatment decision is made – advanced practice physiotherapists could support the review of X-rays for nursing colleagues to expedite services).
- Once radiographically diagnosed, management of common fractures can be directed by advanced practice physiotherapists with direct referral to CHS outpatient orthopaedic and plastics clinics³. This avoids the need for ED presentation.

Implementation Timeline

Milestone	Date
Recruitment of additional nursing (1.0) and allied health (3.4) FTE	July/August 2023
Procurement of additional equipment	July/August 2023
Commencement of remaining nursing FTE	FY 23/24
Completion of market testing for medical imaging services and advice to Department of Health and Aged Care	November 2023

Costings

Financial Impacts Summary	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000	Totals \$'000
Capital Impacts					
Capital					
Expense Impacts					
Expenses	2,532	2,294	2,355		7,180
Expenses – depreciation					
Revenue/Savings/Offsets Impacts					
Revenue*	242	242	242		726
Savings					
Offsets					

*Minimum estimated revenue arising from Nurse Practitioner claimable MBS items.

Revenue will be invested in expansion of medical imaging services across remaining four WiCs, with consideration to outsourcing models.

Expected impact of the ACT UCCs

The ACT UCC investment is expected to have a direct impact on pressure across ACT EDs by expanding the service offering across ACT WiCs. This includes to both reduce the rate of redirections from ACT WiCs and initial presentations to EDs.

³ When this was introduced into CHS ED, it resulted in a reduced median length of stay from 298 to 161 mins (54% reduction) and increased NEAT compliance from 34% to 79%.

WiC presentations

Presentations by Year

Walk-in Centre	2018	2019	2020	2021	2022	Total
Belconnen Walk-in Centre	11,403	23,935	18,696	18,430	20,422	92,886
COVID Walk-in Centre					4,596	4,596
Gungahlin Walk-in Centre	5,855	19,556	16,041	15,469	17,174	74,095
Inner North Walk-in Centre			4,633	12,875	311	17,819
Telehealth			117	53		170
Tuggeranong Walk-in Centre	11,379	23,387	17,926	16,512	13,941	83,145
Weston Creek Walk-in Centre		885	4,577	6,971	15,196	27,629
Total	28,637	67,763	61,990	70,310	71,640	300,340

Since Jan 2023, five centres have had 45,355 presentations; 90,000 presentations are predicted for the 2023 calendar year.

With increased NPs and physiotherapy for musculoskeletal injuries, this will result in an estimated 15 additional patients per clinic, per day, being seen. At Weston Creek the increase will be greater with the additional of the advanced scope physiotherapist. These numbers are estimates based upon approximated activity of clinicians.

ED presentations

ACT EDs have experienced statistically significant growth in presentations over the past decade, averaging 3.4% growth per year between 2004/5 to 2020/21 (95% confidence intervals: 3.1% to 3.7%)⁴. This trend is projected to continue without active intervention.

⁴ Data is sourced from the ACT Emergency Department Information System. A negative binomial regression model was used to forecast ED presentations.

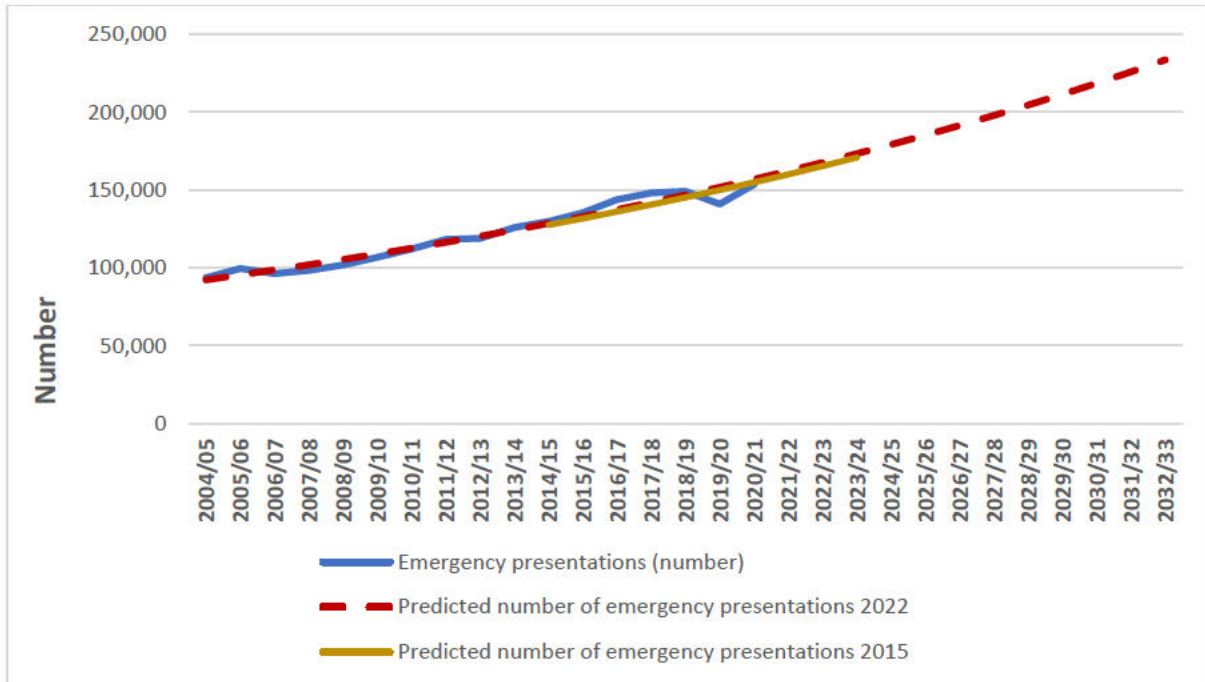


Figure 1. Observed and predicted numbers of ED presentations to ACT hospitals.

WICs were introduced in 2010 to alleviate the pressure on EDs because of extreme GP shortages. Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations to ACT EDs; that is 1.9% per year between 2013/14 to 2020/21.

	Number	Per cent of total ED presentations
2013/14	49,781	39.5
2014/15	52,598	40.5
2015/16	51,644	38.1
2016/17	53,364	37.1
2017/18	50,749	34.2
2018/19	48,068	32.2
2019/20	41,654	29.5
2020/21	48,576	32.1

Figure 2. Primary care type⁵ ACT Emergency Department presentations⁶.

The decline in primary care type ED presentations is consistent with increasing provision of WIC services.

However, the number of primary care type presentations to EDs remains relatively high, which presents an opportunity to target through the UCC investment.

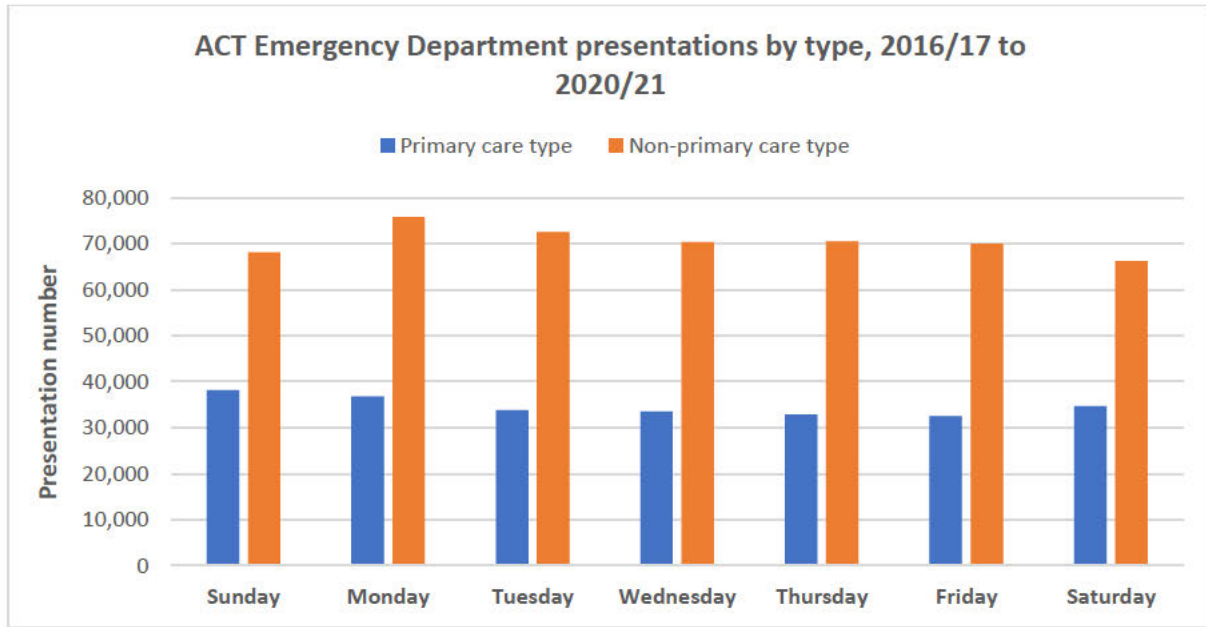


Figure 3. Primary care type Emergency Department presentations.

The expansion of Nurse Practitioner coverage, medical imaging and introduction of an advanced practice physiotherapist at Weston Creek WIC is expected to further reduce primary care type presentations. This includes across all leading diagnostic causes of primary care type ED presentations to ACT EDs across gender and age groups (refer to Appendix A).

WIC redirections

For the period 1 July 2020 to 20 June 2022, 6.8% WIC presentations were redirected to an ED. The ACT UCC investment therefore presents an opportunity to reduce this redirections rate through the increase in nurse practitioners and their extended scope of practice, expansion of services offered by medical imaging and advanced scope of practice physiotherapists.

Of the leading causes of WIC redirections to EDs (see Figure 4), it is expected ACT UCC services will have the greatest impact on musculoskeletal, abdominal pain, minor head injury, infection, eye and respiratory type referrals to the ED.

⁵ Australian Institute of Health and Welfare definition [National Healthcare Agreement: PI 19–Selected potentially avoidable GP-type presentations to emergency departments, 2022](https://www.aihw.gov.au/national-healthcare-agreement/PI-19-Selected-potentially-avoidable-GP-type-presentations-to-emergency-departments-2022) (aihw.gov.au)

⁶ Does not account for population growth.

Clinical Impression	Presentations	% of Total
Wound: Complex Laceration	1,219	12.8%
Other: Musculoskeletal	902	9.5%
Misc: Chest pain	692	7.3%
Gastro: Abdominal pain	604	6.4%
Misc: Minor head injury	395	4.2%
Other: Neurological	347	3.7%
Other: Cardiac	291	3.1%
Wound: Infection	267	2.8%
Other: Eye	259	2.7%
Other: Respiratory	219	2.3%

Figure 4. Leading causes of WIC referrals to Emergency Departments.

It is not expected the ACT model will reduce redirections for chest pain, complex lacerations or complex fractures as these require hospital-based assessment and treatment.

Appendix A

ICD code	Principal diagnosis	Number	Percent
B34.9	Viral infection of unspecified site	3,686	3.1
S93.40	Sprain of unspecified ligament of ankle	3,381	2.8
S61.0	Open wound of finger(s) without damage to nail	3,329	2.8
R10.4	Other and unspecified abdominal pain	2,876	2.4
Z09.9	Follow-up examination after unspecified treatment for other conditions	2,363	2.0
S52.30	Fracture of shaft of radius	2,099	1.7
S60.9	Contusion of finger(s) without damage to nail	2,080	1.7
S83.6	Tear of articular cartilage of knee	1,814	1.5
S01.9	Open wound of head	1,807	1.5
S61.9	Open wound of wrist and hand, part unspecified	1,750	1.5
A09.9	Gastroenteritis and colitis of unspecified origin	1,731	1.4
S62.60	Fracture of other finger	1,526	1.3
T15.0	Foreign body in cornea	1,502	1.2

Figure 5. Leading diagnostic cause for primary care type presentations for males in ACT hospitals, all ages, 2017/8 to 2020/21.

ICD code	Principal diagnosis	Number	Percent
R10.4	Other and unspecified abdominal pain	2876	4.7
S93.40	Sprain of unspecified ligament of ankle	3381	3.2
B34.9	Viral infection of unspecified site	3686	3.0
Z09.9	Follow-up examination after unspecified treatment for other conditions	2363	2.3

N39.0	Urinary tract infection, site not specified	436	2.0
S52.30	Fracture of shaft of radius	2099	1.9
A09.9	Gastroenteritis and colitis of unspecified origin	1731	1.6
S83.6	Tear of articular cartilage of knee	1814	1.4
S61.0	Open wound of finger(s) without damage to nail	3329	1.4
S60.9	Contusion of finger(s) without damage to nail	2080	1.4
S63.58	Sprain and strain of wrist	1344	1.3
J06.9	Acute upper respiratory infection	1422	1.3
N93.9	Abnormal uterine and vaginal bleeding	1,539	1.3

Figure 6. Leading diagnostic cause for primary care type presentations for females in ACT hospitals, all ages, 2017/8 to 2020/21.

ICD code	Principal diagnosis	Number	Percent
B34.9	Viral infection of unspecified site	1530	14.2
A09.9	Gastroenteritis and colitis of unspecified origin	592	5.5
J06.9	Acute upper respiratory infection	505	4.7
J05.0	Acute obstructive laryngitis [croup]	401	3.7
S01.9	Open wound of head	392	3.6
S09.9	Unspecified injury of head	368	3.4
R11	Nausea and vomiting	324	3.0
R21	Rash and other nonspecific skin eruption	293	2.7
S00.90	Superficial injury of head, part unspecified	220	2.0
R50.9	Fever, unspecified	216	2.0
Z09.9	Follow-up examination after unspecified treatment for other conditions	208	1.9
J21.9	Acute bronchiolitis, unspecified	186	1.7

J03.9	Acute tonsillitis, unspecified	175	1.6
-------	--------------------------------	-----	-----

Figure 7. Leading diagnostic cause for primary care type presentations for males in ACT hospitals, 0-2 years, 2017/8 to 2020/21.

ICD code	Principal diagnosis	Number	Percent
B34.9	Viral infection of unspecified site	1,249	14.5
J06.9	Acute upper respiratory infection	459	5.3
A09.9	Gastroenteritis and colitis of unspecified origin	407	4.7
R11	Nausea and vomiting	356	4.1
S09.9	Unspecified injury of head	274	3.2
J05.0	Acute obstructive laryngitis [croup]	242	2.8
R21	Rash and other nonspecific skin eruption	242	2.8
S01.9	Open wound of head	235	2.7
R50.9	Fever, unspecified	194	2.3
S00.90	Superficial injury of head, part unspecified	177	2.1
S53.40	Sprain and strain of elbow	176	2.0
Z09.9	Follow-up examination after unspecified treatment for other conditions	156	1.8
J03.9	Acute tonsillitis, unspecified	139	1.6

Figure 8. Leading diagnostic cause for primary care type presentations for females in ACT hospitals, 0-2 years, 2017/8 to 2020/21.

Bartlett, Madeline (Health)

From: CHS CAS
Sent: Wednesday, 17 April 2024 3:15 PM
To: Doyle, Tom (Health)
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Tom,

Mel has actually called me and she mentioned as well as our finance business partner team that health directors should provide the information available.

Kind Regards,

Aidan Pini | Executive Assistant to Executive Director, Melissa O'Brien
Phone: 02 5124 2738 | Email: aidan.pini@act.gov.au
Division of Cancer and Ambulatory Support | Canberra Health Services | ACT Government
Level 5, Building 19, Canberra Hospital



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



From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Wednesday, April 17, 2024 2:53 PM
To: CHS CAS <CHS.CAS@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Thanks Aidan

From: CHS CAS <CHS.CAS@act.gov.au>
Sent: Wednesday, April 17, 2024 2:36 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Tom,

I'm reaching out to our finance business partner if they could have the answer, Anne has replied she is unable to provide such information.

Kind Regards,

Aidan Pini | Executive Assistant to Executive Director, Melissa O'Brien
 Phone: 02 5124 2738 | Email: aidan.pini@act.gov.au
 Division of Cancer and Ambulatory Support | Canberra Health Services | ACT Government
 Level 5, Building 19, Canberra Hospital



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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Wednesday, April 17, 2024 2:21 PM
To: CHS CAS <CHS.CAS@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; Douglas, Anne (Health) <Anne.Douglas@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Aidan

DCEO has asked for us to more directly answer the questions. We have made some changes, but can you fill in the gaps (highlighted below):

The estimated cost per presentation in **XXXX financial or calendar year was XXXX**. This was based on **XXXX**. This was last reviewed in **XXXX** and has not been reviewed since then **because...**

Latest version is attached.

~ Tom

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Sent: Monday, April 15, 2024 3:36 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; CHS CAS <CHS.CAS@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Tom,

Thank you for the below.

Our ED, DON currently away in Perth and ADON for WiCs is not in today. We will not be able to manage a 3pm deadline unfortunately.

Hope to hear further advice from Anne ADON for the WiC's ASAP.

Kind Regards,

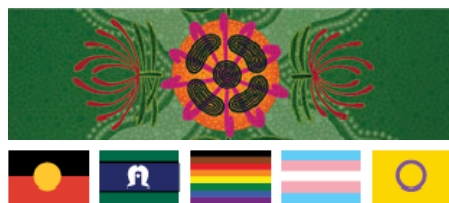
Aidan Pini | Executive Assistant to Executive Director, Melissa O'Brien
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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Sent: Monday, April 15, 2024 3:26 PM

To: CHS CAS <CHS.CAS@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>;

Khng, Josie (Health) <Josie.Khng@act.gov.au>

Subject: MEDIA ENQUIRY: Walk-in centre cost and data

Hi team

The following questions have been sent through by Canberra Times:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this [report](#), it was \$196 per service in 2010.
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?
3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

Do we have access to this information / data? Happy to discuss over the phone.

They have provided a deadline of **3pm tomorrow**, but let me know if this is manageable or not.

~ Tom

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Sent: Monday, April 15, 2024 3:01 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: media request

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Good morning,

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If you do not have the average, please send me the latest known cost per patient/service in each of the 5 ACT walk-in centres.

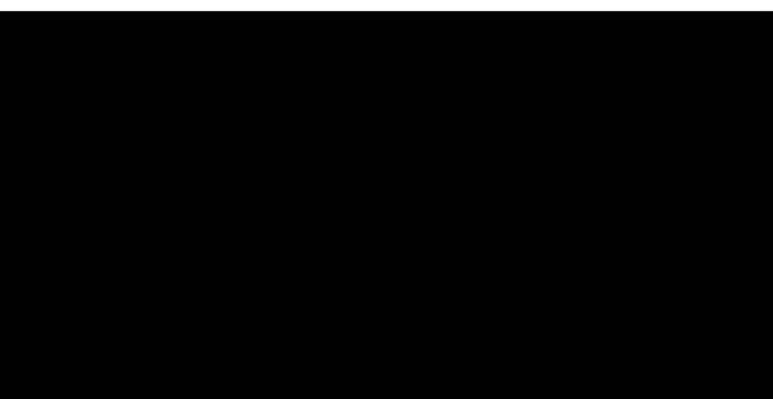
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?

3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

I am seeking a monthly number for 2023. If you do not have this information, please send me the latest numbers you have.

Deadline for this is 3pm 16 April. Please call me on [REDACTED] if you have any queries, including if you require more time.

Many thanks,



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Bartlett, Madeline (Health)

From: Zhu, Allen (Health)
Sent: Wednesday, 17 April 2024 4:41 PM
To: CHS CAS
Cc: Zhu, Amber (Health); Douglas, Anne (Health); Young, Florence (Health); Canberra Health Services CFO; Kellar, Craig (Health)
Subject: FW: MEDIA ENQUIRY: Walk-in centre cost and data
Attachments: 240417 - Media response (Canberra Times) - Walk-in Centres.docx; WIC expenditure 2023 Final.xlsx; ACTHealthWalk-inCentreReport.pdf

Hi Aidan,

Please find the attached spreadsheet which shows that 2023 calendar year cost per presentation is \$128. Please note: Figures are direct cost centre level actual amounts from general ledger which exclude overheads. Presentation number is from attached word document which I think CAS has provided previously. Let me know if there is any change against presentation number - I am using 115,000 for my calculation here.

Many thanks

Hi Florence,

FYI – the data from Canberra Time (\$196 per presentation 2010) is from the attached ANU report. We do not know how this worked out.

After discussing with Craig, the attached spreadsheet is the best information we can supply.

Regards

Allen

From: CHS CAS <CHS.CAS@act.gov.au>
Sent: Wednesday, April 17, 2024 2:25 PM
To: Zhu, Allen (Health) <Allen.Zhu@act.gov.au>; Zhu, Amber (Health) <Amber.Zhu@act.gov.au>; Douglas, Anne (Health) <Anne.Douglas@act.gov.au>
Subject: FW: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Allen, Amber and Anne

Would you have the below information to provide for Tom?

Kind Regards,

Aidan Pini | Executive Assistant to Executive Director, Melissa O'Brien
 Phone: 02 5124 2738 | Email: aidan.pini@act.gov.au
 Division of Cancer and Ambulatory Support | Canberra Health Services | ACT Government
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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Sent: Wednesday, April 17, 2024 2:21 PM

To: CHS CAS <CHS.CAS@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; Douglas, Anne (Health) <Anne.Douglas@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>

Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Aidan

DCEO has asked for us to more directly answer the questions. We have made some changes, but can you fill in the gaps (highlighted below):

The estimated cost per presentation in XXXX financial or calendar year was XXXX. This was based on XXXX. This was last reviewed in XXXX and has not been reviewed since then because...

Latest version is attached.

~ Tom

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Sent: Monday, April 15, 2024 3:36 PM

To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; CHS CAS <CHS.CAS@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>

Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Tom,

Thank you for the below.

Our ED, DON currently away in Perth and ADON for WiCs is not in today. We will not be able to manage a 3pm deadline unfortunately.

Hope to hear further advice from Anne ADON for the WiC's ASAP.

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To: CHS CAS <CHS.CAS@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>;

Khng, Josie (Health) <Josie.Khng@act.gov.au>

Subject: MEDIA ENQUIRY: Walk-in centre cost and data

Hi team

The following questions have been sent through by Canberra Times:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this [report](#), it was \$196 per service in 2010.
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?
3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

Do we have access to this information / data? Happy to discuss over the phone.

They have provided a deadline of 3pm tomorrow, but let me know if this is manageable or not.

~ Tom

From: [REDACTED]

Sent: Monday, April 15, 2024 3:01 PM

To: Canberra Health Services Media <CHSmedia@act.gov.au>

Subject: media request

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Good morning,

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If you do not have the average, please send me the latest known cost per patient/service in each of the 5 ACT walk-in centres.

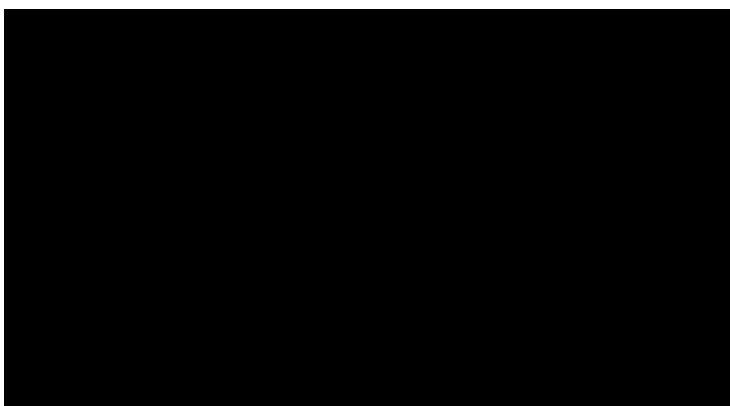
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?

3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

I am seeking a monthly number for 2023. If you do not have this information, please send me the latest numbers you have.

Deadline for this is 3pm 16 April. Please call me on [REDACTED] if you have any queries, including if you require more time.

Many thanks,



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Walk in Centres Expenditure	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total
Walk in Centres	\$ 1,320,553	\$ 1,019,142	\$ 1,268,230	\$ 1,171,172	\$ 1,162,975	\$ 1,440,385	\$ 1,229,708	\$ 1,267,351	\$ 1,172,607	\$ 1,347,799	\$ 1,211,661	\$ 1,096,540	\$ 14,708,122

WIC 2023 calendar year Total	\$ 14,708,122
Total presentation number 2023	115,000
Cost per presentation 2023	\$ 128

Notes:

Figures are direct cost centre level actual amounts from general ledger which exclude overheads.

Bartlett, Madeline (Health)

From: Doyle, Tom (Health)
Sent: Wednesday, 17 April 2024 5:00 PM
To: CHS, DCEO
Cc: CEOHealth; Canberra Health Services Media; Foote, Claire (Health); Pulli, Tracey (Health)
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data
Attachments: Attachment D - ACT UCCs - alternate model and impacts - June 2023.pdf

Hey Maddy

Based on Janet's comments, we have made some changes to the response.

CFO are attempting to identify the average cost per Walk-in Centre presentation. Once we hopefully have that figure, would you like me to send it back for Janet to have another look or to CEO Office?

For your knowledge, we sourced the ED data from the below table (which can be found in the attached document). The 1.9% is the average percentage decline in the proportion of primary care type presentations to ACT EDs between 2013/14 and 202/21.

WICs were introduced in 2010 to alleviate the pressure on EDs because of extreme shortages. Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations to ACT EDs; that is 1.9% per year 2013/14 to 2020/21.

	Number	Per cent of total ED presentations
2013/14	49,781	39.5
2014/15	52,598	40.5
2015/16	51,644	38.1
2016/17	53,364	37.1
2017/18	50,749	34.2
2018/19	48,068	32.2
2019/20	41,654	29.5
2020/21	48,576	32.1

~ Tom

From: CHS, DCEO <CHSDCEO@act.gov.au>
Sent: Wednesday, April 17, 2024 1:03 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hey Tom

Please see attached with Janet's comments. Overall UCC segment is fine however Janet feels the rest doesn't answer the questions that were asked and sounds defensive.

Nic is aware that this will come for CEO clearance this afternoon as Janet will be in interviews.

Thank you

Maddy

Madeline Bartlett | Executive Officer
Phone: 02 5124 9461 | Email: CHSDCEO@act.gov.au
Office of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government
PO Box 11, Woden ACT 2606 | canberrahealthservices.act.gov.au



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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Wednesday, April 17, 2024 12:27 PM
To: CHS, DCEO <CHSDCEO@act.gov.au>
Cc: CHS COO <CHSCOO@act.gov.au>; CEOHealth <CEOHealth@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Maddy

Media response is attached.

Original questions and further context from journo is also included in the document.

Given UCCs are mentioned in the response, we will need to run the response past Department of Health as well.

~ Tom

From: [REDACTED]
Sent: Monday, April 15, 2024 3:01 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: media request

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Good morning,

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If you do not have the average, please send me the latest known cost per patient/service in each of the 5 ACT walk-in centres.

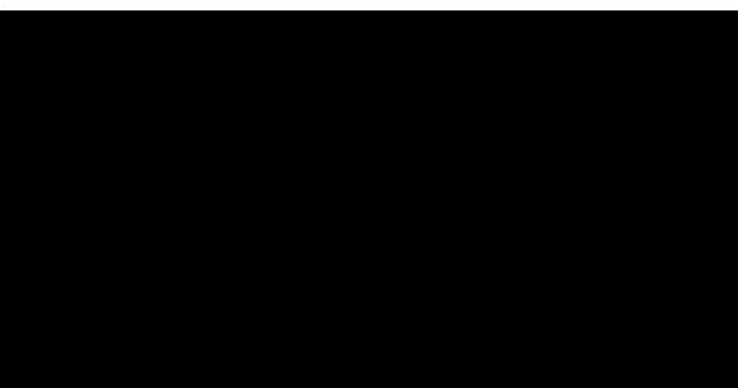
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Many thanks,



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Bartlett, Madeline (Health)

From: Doyle, Tom (Health)
Sent: Wednesday, 17 April 2024 5:16 PM
To: Inman, Mick; Cook, Caitlin
Cc: Foote, Claire (Health); Canberra Health Services Media; Khng, Josie (Health)
Subject: RE: Canberra Times media request

Hey Mick, sorry, still chasing the dollar figure.

From: Inman, Mick <Mick.Inman@act.gov.au>
Sent: Wednesday, April 17, 2024 4:43 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Cook, Caitlin <Caitlin.Cook@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: RE: Canberra Times media request

Just checking in on this.

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Monday, April 15, 2024 3:17 PM
To: Inman, Mick <Mick.Inman@act.gov.au>; Cook, Caitlin <Caitlin.Cook@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>
Subject: Canberra Times media request

Hey Caitlin and Mick

We have received a walk-in centre enquiry from Canberra Times and will develop a response.

I spoke to Bageshri and she is also interviewing a general practitioner as part of the story.

She said the story will, at this stage, also touch on the cost of visiting a general practice compared to a walk-in centre.

~ Tom

From: [REDACTED]
Sent: Monday, April 15, 2024 3:01 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: media request

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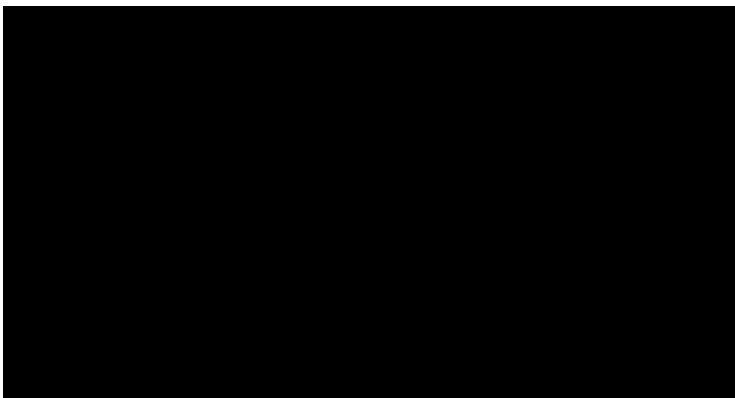
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Many thanks,



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Bartlett, Madeline (Health)

From: Douglas, Anne (Health)
Sent: Thursday, 18 April 2024 9:42 AM
To: Doyle, Tom (Health)
Subject: FW: MEDIA ENQUIRY: Walk-in centre cost and data
Attachments: WIC expenditure 2023 Final v2.xlsx

Here's some more

From: Kellar, Craig (Health) <Craig.Kellar@act.gov.au>
Sent: Thursday, April 18, 2024 9:34 AM
To: Zhu, Allen (Health) <Allen.Zhu@act.gov.au>; CHS CAS <CHS.CAS@act.gov.au>
Cc: Zhu, Amber (Health) <Amber.Zhu@act.gov.au>; Douglas, Anne (Health) <Anne.Douglas@act.gov.au>; Young, Florence (Health) <Florence.Young@act.gov.au>; Canberra Health Services CFO <CHSCFO@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Aidan,

We have just received some information from Health Directorate on a similar request in 17-18. Based on this information I have included an overhead estimate in the cost.

As per attached spreadsheet the inclusion of overhead shows a revised 2023 calendar year cost per presentation of \$194 based on 115,000 presentations in 2023.

Please note: Figures are based on direct cost centre level actual amounts from general ledger + an overhead estimate. Presentation number is from word document Allen provided yesterday which we believe CAS has provided previously.

Cheers,
 Craig Kellar

From: Zhu, Allen (Health) <Allen.Zhu@act.gov.au>
Sent: Wednesday, April 17, 2024 4:41 PM
To: CHS CAS <CHS.CAS@act.gov.au>
Cc: Zhu, Amber (Health) <Amber.Zhu@act.gov.au>; Douglas, Anne (Health) <Anne.Douglas@act.gov.au>; Young, Florence (Health) <Florence.Young@act.gov.au>; Canberra Health Services CFO <CHSCFO@act.gov.au>; Kellar, Craig (Health) <Craig.Kellar@act.gov.au>
Subject: FW: MEDIA ENQUIRY: Walk-in centre cost and data

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Please find the attached spreadsheet which shows that 2023 calendar year cost per presentation is \$128. Please note: Figures are direct cost centre level actual amounts from general ledger which exclude overheads. Presentation number is from attached word document which I think CAS has provided previously. Let me know if there is any change against presentation number - I am using 115,000 for my calculation here.

Many thanks

Hi Florence,

FYI – the data from Canberra Time (\$196 per presentation 2010) is from the attached ANU report. We do not know how this worked out.

After discussing with Craig, the attached spreadsheet is the best information we can supply.

Regards

Allen

From: CHS CAS <CHS.CAS@act.gov.au>

Sent: Wednesday, April 17, 2024 2:25 PM

To: Zhu, Allen (Health) <Allen.Zhu@act.gov.au>; Zhu, Amber (Health) <Amber.Zhu@act.gov.au>; Douglas, Anne (Health) <Anne.Douglas@act.gov.au>

Subject: FW: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Allen, Amber and Anne

Would you have the below information to provide for Tom?

Kind Regards,

Aidan Pini | Executive Assistant to Executive Director, Melissa O'Brien

Phone: 02 5124 2738 | Email: aidan.pini@act.gov.au

Division of Cancer and Ambulatory Support | Canberra Health Services | ACT Government

Level 5, Building 19, Canberra Hospital



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Sent: Wednesday, April 17, 2024 2:21 PM

To: CHS CAS <CHS.CAS@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>;

Douglas, Anne (Health) <Anne.Douglas@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>

Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Aidan

DCEO has asked for us to more directly answer the questions. We have made some changes, but can you fill in the gaps (highlighted below):

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Latest version is attached.

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Hi team

The following questions have been sent through by Canberra Times:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this [report](#), it was \$196 per service in 2010.
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Subject: media request

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Good morning,

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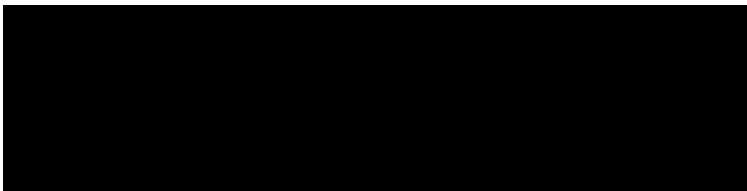
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Deadline for this is 3pm 16 April. Please call me on [REDACTED] if you have any queries, including if you require more time.

Many thanks,

[REDACTED]



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Walk in Centres Expenditure	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total
Walk in Centres	\$ 1,320,553	\$ 1,019,142	\$ 1,268,230	\$ 1,171,172	\$ 1,162,975	\$ 1,440,385	\$ 1,229,708	\$ 1,267,351	\$ 1,172,607	\$ 1,347,799	\$ 1,211,661	\$ 1,096,540	\$ 14,708,122

WIC 2023 calendar year direct cost Total \$ 14,708,122

Overhead Cost \$ 7,648,224

WIC 2023 calendar year Total \$ 22,356,346

Total presentation number 2023 115,000

Cost per presentation 2023 \$ 194

Notes:

Figures includes an estimated % for Overhead costs based on 17-18 ACT Health costing submission data

Bartlett, Madeline (Health)

From: O'Brien, Melissa (Health)
Sent: Thursday, 18 April 2024 10:03 AM
To: CHS CAS
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Still not comfortable. I think we've said to [REDACTED] that we can not provide accurate information. So I don't think we can turn around and provide it to the Canberra Times!

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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Sent: Thursday, April 18, 2024 9:36 AM
To: O'Brien, Melissa (Health) <Melissa.O'Brien@act.gov.au>
Subject: FW: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Mel,

Please see below and attached WiC cost data. Require your clearance to be provided to the DECO and Media team.

Kind Regards,

Aidan Pini | Executive Assistant to Executive Director, Melissa O'Brien
 Phone: 02 5124 2738 | Email: aidan.pini@act.gov.au
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From: Kellar, Craig (Health) <Craig.Kellar@act.gov.au>

Sent: Thursday, April 18, 2024 9:34 AM

To: Zhu, Allen (Health) <Allen.Zhu@act.gov.au>; CHS CAS <CHS.CAS@act.gov.au>

Cc: Zhu, Amber (Health) <Amber.Zhu@act.gov.au>; Douglas, Anne (Health) <Anne.Douglas@act.gov.au>; Young, Florence (Health) <Florence.Young@act.gov.au>; Canberra Health Services CFO <CHSCFO@act.gov.au>

Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Aiden,

We have just received some information from Health Directorate on a similar request in 17-18. Based on this information I have included an overhead estimate in the cost.

As per attached spreadsheet the inclusion of overhead shows a revised 2023 calendar year cost per presentation of \$194 based on 115,000 presentations in 2023.

Please note: Figures are based on direct cost centre level actual amounts from general ledger + an overhead estimate. Presentation number is from word document Allen provided yesterday which we believe CAS has provided previously.

Cheers,
Craig Kellar

From: Zhu, Allen (Health) <Allen.Zhu@act.gov.au>

Sent: Wednesday, April 17, 2024 4:41 PM

To: CHS CAS <CHS.CAS@act.gov.au>

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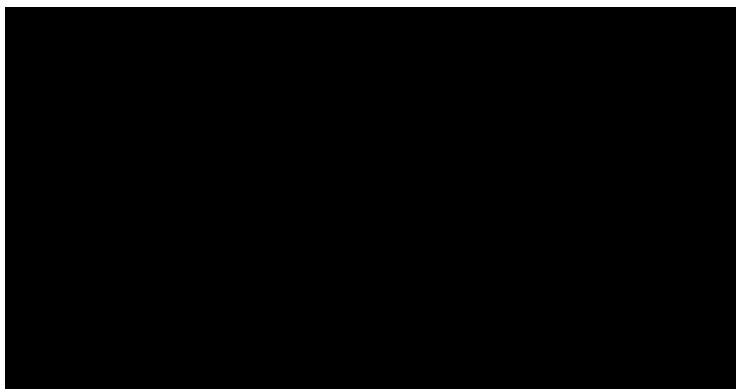
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Bartlett, Madeline (Health)

From: Doyle, Tom (Health)
Sent: Thursday, 18 April 2024 2:02 PM
To: Inman, Mick; Cook, Caitlin
Cc: Foote, Claire (Health); Canberra Health Services Media
Subject: Media response on walk-in centres
Attachments: 240417 - Media response (Canberra Times) - Walk-in Centres.docx

Hey Mick and Caitlin

Sorry for the delay in getting this to you. Media response attached for review.

~ Tom

Tom Doyle | Assistant Director - Media

Phone: (02) 6207 3104 | Email: tom.doyle@act.gov.au

Strategic Communication and Engagement | Canberra Health Services | ACT Government

Building 8, Canberra Hospital, Garran ACT, 2605 | canberrahealthservices.act.gov.au



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Further context:

In speaking to the journalist over the phone, she informed me that she has spoken to some GPs as part of the story who mentioned the following:

- They believe walk-in centres haven't taken much pressure off emergency departments
- They are concerned that GPs aren't part of the UCC network in the ACT when they are in other jurisdictions.

Regarding the mention of 'inbound and outbound patients', the journalist didn't entirely understand how and when walk-in centre patients are redirected to an emergency department. So, she is satisfied with just the redirection percentage.

Statement can be attributed to an ACT Government spokesperson:

Our Walk-in Centres are led by a team of highly skilled advanced practice nurses and nurse practitioners who provide care to patients with non-life-threatening injury or illness.

There were over 115,000 presentations at the five ACT Walk-in Centres in 2023.

For the period 1 July 2020 to 20 June 2022, 6.8% Walk-in Centre presentations were redirected to an emergency department.

The impact of Walk-in Centres

ACT Emergency Departments have experienced significant growth in presentations in the past decade, averaging 3.4% growth per year between 2004-05 and 2020-21.

Walk-in Centres were introduced in the ACT in 2010 to help alleviate pressure on our Emergency Departments. They have been operating for 14 years and in that time have become a critical part of the health care options available to Canberrans. Over this period, their scope of practice has also increased responding to the needs of the community.

Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations (that is, presentations that can be treated by a GP or Walk-in Centre) to ACT Emergency Departments; averaging 1.9% per year between 2013-14 and 2020-21.

Urgent Care Clinic model in the ACT

Much thought was put into how the Urgent Care Clinic (UCC) model would be implemented given the unique context that we have in the ACT. Key contextual factors considered included our low ratio of GPs per 100,000 people, which is one of the lowest in the country.

The Commonwealth's UCC model enables flexibility in approach to ensure the funding is used to best support the needs of local communities. The ACT Government worked closely with the

Commonwealth on this innovative model and will be closely monitoring the impacts on our Emergency Departments and the care being delivered.

Our Walk-in Centres are an important part of an overall system approach, and this new funding is increasing their capacity to enable better access for Canberrans to urgent care when they need it (in particular after hours, when other services are unavailable), which is a primary aim of the Medicare UCC program. Overtime, it will also enable a wider range of conditions to be treated with new equipment.

Our Walk-in Centres have well established referral processes in place to ensure patients requiring more complex care are referred to the appropriate health provider. They also encourage patients to follow-up with their GP and can send an event summary to the GP.

We continue to work closely with community-based health services, including general practitioners, to ensure we are delivering an integrated health system where Canberrans can access the right care in the right place and at the right time.

Further information about our Walk-in Centres can be found on the [CHS website](#).

Bartlett, Madeline (Health)

From: Pulli, Tracey (Health)
Sent: Thursday, 18 April 2024 10:45 AM
To: Doyle, Tom (Health); Foote, Claire (Health)

OFFICIAL

[Independent evaluation of the ACT Health nurse-led walk-in centre | National Centre for Epidemiology and Population Health \(anu.edu.au\)](#)

Tracey Pulli | Senior Director, Content and Engagement (Campus Modernisation/Major Infrastructure)

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

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Bartlett, Madeline (Health)

From: O'Brien, Melissa (Health)
Sent: Monday, 22 April 2024 9:13 AM
To: Doyle, Tom (Health)
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Tom,

I agree with all the content in this response.

Not sure if there is need for the HD to review as well – given their involvement in the UCC negotiation.

I'm happy either way, but thought I'd raise it.

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

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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Monday, April 22, 2024 9:06 AM
To: O'Brien, Melissa (Health) <Melissa.O'Brien@act.gov.au>
Subject: FW: MEDIA ENQUIRY: Walk-in centre cost and data

From: Doyle, Tom (Health)
Sent: Thursday, April 18, 2024 12:58 PM
To: CHS, DCEO <CHSDCEO@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hey Kate

As discussed, latest version attached for Janet's review.

~ Tom

From: CHS, DCEO <CHSDCEO@act.gov.au>
Sent: Wednesday, April 17, 2024 1:03 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Subject: RE: MEDIA ENQUIRY: Walk-in centre cost and data

Hey Tom

Please see attached with Janet's comments. Overall UCC segment is fine however Janet feels the rest doesn't answer the questions that were asked and sounds defensive.

Nic is aware that this will come for CEO clearance this afternoon as Janet will be in interviews.

Thank you

Maddy

Madeline Bartlett | Executive Officer
 Phone: 02 5124 9461 | Email: CHSDCEO@act.gov.au
 Office of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government
 PO Box 11, Woden ACT 2606 | canberrahealthservices.act.gov.au



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Subject: MEDIA ENQUIRY: Walk-in centre cost and data

Hi Maddy

Media response is attached.

Original questions and further context from journo is also included in the document.

Given UCCs are mentioned in the response, we will need to run the response past Department of Health as well.

~ Tom

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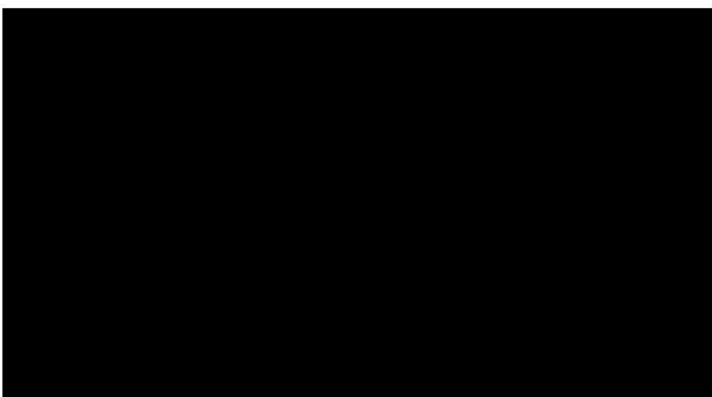
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3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

Further context:

CAS has informed me that we do not have the current cost per walk-in centre patient.

In speaking to the journalist over the phone, she informed me that she has spoken to some GPs as part of the story who mentioned the following:

- They believe walk-in centres haven't taken much pressure off emergency departments
- They are concerned that GPs aren't part of the UCC network in the ACT when they are in other jurisdictions.

Regarding the mention of 'inbound and outbound patients', the journalist didn't entirely understand how and when patients are redirected to an emergency department. So, she is satisfied with just the redirection percentage.

Statement can be attributed to an ACT Government spokesperson:

Our Walk-in Centres are led by a team of highly skilled advanced practice nurses and nurse practitioners who provide care to patients with non-life-threatening injury or illness.

There were over 115,000 presentations at the five ACT Walk-in Centres in 2023.

For the period 1 July 2020 to 20 June 2022, 6.8% Walk-in Centre presentations were redirected to an emergency department.

The impact of Walk-in Centres

ACT Emergency Departments have experienced significant growth in presentations in the past decade, averaging 3.4% growth per year between 2004-05 and 2020-21.

Walk-in Centres were introduced in the ACT in 2010 to help alleviate pressure on our Emergency Departments. They have been operating for 14 years and in that time have become a critical part of the health care options available to Canberrans. Over this period, their scope of practice has also increased responding to the needs of the community.

Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations (that is, presentations that can be treated by a GP or Walk-in Centre) to ACT Emergency Departments; averaging 1.9% per year between 2013-14 and 2020-21.

Urgent Care Clinic model in the ACT

Much thought was put into how the Urgent Care Clinic (UCC) model would be implemented given the unique context that we have in the ACT. Key contextual factors considered included our low ratio of GPs per 100,000 people, which is one of the lowest in the country.

The Commonwealth's UCC model enables flexibility in approach to ensure the funding is used to best support the needs of local communities. The ACT Government worked closely with the Commonwealth on this innovative model and will be closely monitoring the impacts on our Emergency Departments and the care being delivered.

Our Walk-in Centres are an important part of an overall system approach, and this new funding is increasing their capacity to enable better access for Canberrans to urgent care when they need it (in particular after hours, when other services are unavailable), which is a primary aim of the Medicare UCC program. Overtime, it will also enable a wider range of conditions to be treated with new equipment.

Our Walk-in Centres have well established referral processes in place to ensure patients requiring more complex care are referred to the appropriate health provider. They also encourage patients to follow-up with their GP and can send an event summary to the GP.

We continue to work closely with community-based health services, including general practitioners, to ensure we are delivering an integrated health system where Canberrans can access the right care in the right place and at the right time.

Further information about our Walk-in Centres can be found on the [CHS website](#).

Bartlett, Madeline (Health)

From: Doyle, Tom (Health)
Sent: Monday, 22 April 2024 9:19 AM
To: O'Brien, Melissa (Health); CHS CAS
Subject: RE: Media response on walk-in centres

Thanks Mel

From: O'Brien, Melissa (Health) <Melissa.O'Brien@act.gov.au>
Sent: Monday, April 22, 2024 9:08 AM
To: CHS CAS <CHS.CAS@act.gov.au>; Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Subject: RE: Media response on walk-in centres

Hi Tom,
 As discussed, budget for WiCs for 22/23 financial year was \$12, 618,233

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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Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

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



From: CHS CAS <CHS.CAS@act.gov.au>
Sent: Friday, April 19, 2024 1:40 PM
To: O'Brien, Melissa (Health) <Melissa.O'Brien@act.gov.au>
Subject: FW: Media response on walk-in centres

Hi Mel,

Please see below.

Kind Regards,

Aidan Pini | Executive Assistant to Executive Director, Melissa O'Brien
 Phone: 02 5124 2738 | Email: aidan.pini@act.gov.au
 Division of Cancer and Ambulatory Support | Canberra Health Services | ACT Government
 Level 5, Building 19, Canberra Hospital



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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Sent: Friday, April 19, 2024 12:22 PM

To: CHS, DCEO <CHSDCEO@act.gov.au>; CHS CAS <CHS.CAS@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>;

Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Khng, Josie (Health) <Josie.Khng@act.gov.au>

Subject: FW: Media response on walk-in centres

Hey [@CHS, DCEO](#) and [@CHS CAS](#)

Message from MO regarding WiC media enquiry: Meg has come back to me and is keen for more up to date info on the average cost per patient question.

I'm heading to hospital now for a 1pm media standup, but happy to chat after 1.30pm.

~ Tom

From: Cook, Caitlin <Caitlin.Cook@act.gov.au>

Sent: Friday, April 19, 2024 11:48 AM

To: Inman, Mick <Mick.Inman@act.gov.au>; Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>

Subject: Re: Media response on walk-in centres

[@Doyle, Tom \(Health\)](#) for your awareness, the office had a chat to Janet on this one last night so DCEO should hopefully have more insight on it

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From: Inman, Mick <Mick.Inman@act.gov.au>

Sent: Friday, April 19, 2024 11:37:04 AM

To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Cook, Caitlin <Caitlin.Cook@act.gov.au>

Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: RE: Media response on walk-in centres

Hi Tom,

Meg has come back to me and is keen for a more up to date info on the average cost per patient question.

Is that possible please?

Thanks. Mick

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Sent: Thursday, April 18, 2024 2:02 PM

To: Inman, Mick <Mick.Inman@act.gov.au>; Cook, Caitlin <Caitlin.Cook@act.gov.au>

Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>

Subject: Media response on walk-in centres

Hey Mick and Caitlin

Sorry for the delay in getting this to you. Media response attached for review.

~ Tom

Tom Doyle | Assistant Director - Media

Phone: (02) 6207 3104 | Email: tom.doyle@act.gov.au

Strategic Communication and Engagement | Canberra Health Services | ACT Government

Building 8, Canberra Hospital, Garran ACT, 2605 | canberrahealthservices.act.gov.au



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Bartlett, Madeline (Health)

From: Doyle, Tom (Health)
Sent: Monday, 22 April 2024 12:12 PM
To: Cook, Caitlin
Cc: Foote, Claire (Health); Canberra Health Services Media; Williams, Gareth (Health)
Subject: RE: Media response on walk-in centres
Attachments: 240417 - Media response (Canberra Times) - Walk-in Centres.docx

Hey Caitlin

Updated response attached.

~ Tom

From: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Sent: Friday, April 19, 2024 11:48 AM
To: Inman, Mick <Mick.Inman@act.gov.au>; Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Cc: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Re: Media response on walk-in centres

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Enquiry:**Original questions:**

I'm doing a story about nurse-led walk-in centres in the ACT and seek responses to the following questions:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this report, it was \$196 per service in 2010.
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?
3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

Further context:

In speaking to the journalist over the phone, she informed me that she has spoken to some GPs as part of the story who mentioned the following:

- They believe walk-in centres haven't taken much pressure off emergency departments
- They are concerned that GPs aren't part of the UCC network in the ACT when they are in other jurisdictions.

Regarding the mention of 'inbound and outbound patients', the journalist didn't entirely understand how and when walk-in centre patients are redirected to an emergency department. So, she is satisfied with just the redirection percentage.

Statement can be attributed to an ACT Government spokesperson:

Our Walk-in Centres are led by a team of highly skilled advanced practice nurses and nurse practitioners who provide care to patients with non-life-threatening injury or illness.

There were over 115,000 presentations at the five ACT Walk-in Centres in 2023.

In the 2022/23 ACT Budget, there was \$12,618,233 in funding for the five Walk-in Centres.

For the period 1 July 2020 to 20 June 2022, 6.8% Walk-in Centre presentations were redirected to an emergency department.

The impact of Walk-in Centres

ACT Emergency Departments have experienced significant growth in presentations in the past decade, averaging 3.4% growth per year between 2004-05 and 2020-21.

Walk-in Centres were introduced in the ACT in 2010 to help alleviate pressure on our Emergency Departments. They have been operating for 14 years and in that time have become a critical part of the health care options available to Canberrans. Over this period, their scope of practice has also increased responding to the needs of the community.

Their introduction has been associated with a statistically significant decline in the proportion of primary care type presentations (that is, presentations that can be treated by a GP or Walk-in Centre) to ACT Emergency Departments; averaging 1.9% per year between 2013-14 and 2020-21.

Urgent Care Clinic model in the ACT

Much thought was put into how the Urgent Care Clinic (UCC) model would be implemented given the unique context that we have in the ACT. Key contextual factors considered included our low ratio of GPs per 100,000 people, which is one of the lowest in the country.

The Commonwealth's UCC model enables flexibility in approach to ensure the funding is used to best support the needs of local communities. The ACT Government worked closely with the Commonwealth on this innovative model and will be closely monitoring the impacts on our Emergency Departments and the care being delivered.

Our Walk-in Centres are an important part of an overall system approach, and this new funding is increasing their capacity to enable better access for Canberrans to urgent care when they need it (in particular after hours, when other services are unavailable), which is a primary aim of the Medicare UCC program. Overtime, it will also enable a wider range of conditions to be treated with new equipment.

Our Walk-in Centres have well established referral processes in place to ensure patients requiring more complex care are referred to the appropriate health provider. They also encourage patients to follow-up with their GP and can send an event summary to the GP.

We continue to work closely with community-based health services, including general practitioners, to ensure we are delivering an integrated health system where Canberrans can access the right care in the right place and at the right time.

Further information about our Walk-in Centres can be found on the [CHS website](#).

Bartlett, Madeline (Health)

From: Canberra Health Services Media
Sent: Tuesday, 23 April 2024 4:48 PM
To: Williams, Gareth (Health); Doyle, Tom (Health)
Subject: FW: media request

From: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Sent: Tuesday, April 23, 2024 4:43 PM
To: [REDACTED]; Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: RE: media request

Hi [REDACTED]

Thanks so much for your patience and apologies for the delay. Below can be attributed to an ACT Gov spokesperson:

STARTS

Statement can be attributed to an ACT Government spokesperson:

The ACT's nation-leading nurse-led Walk-in Centre network has continued to expand since the 2010 report to look at the viability of the Walk-in Centre model.

The cost of \$196 per service in 2010 would no longer be relevant due to the expansion of the network, growth in presentations and increase in staffing profile. The 2010 evaluation highlighted the reduction in costs that would come with an increase in presentations and that Walk-in Centres cost significantly less than an average emergency department presentation.

Canberra Health Services does not record the cost of each presentation to a Walk-in Centre.

In the 2022-23, the ACT Government allocated \$12,618,233 in funding for the five Walk-in Centres. There were over 115,000 presentations across the network in 2023, this is more than the total amount of emergency department presentations to North Canberra Hospital.

Averaging expenditure across presentations, this would be less than \$110 per presentation, which is approximately the same cost as a standard GP consultation at many ACT practices. Consultations at a WIC are often longer than a standard 15-minute GP appointment due to the need to assess and treat injuries and the fact that patients raise issues beyond the minor injury or illness with which they present. Walk-in Centres also provide services for extended hours 365 days a year.

It would not be accurate to compare Walk-in Centre costs with the Medicare rebate for a standard GP consultation, as a similar visit to a GP may see multiple services billed to Medicare or otherwise funded by government (for example, if a patient sees a practice nurse to dress a wound or receive an immunisation, this would be billed to Medicare in addition to the GP consultation or funded through the Workforce Incentive Program).

In recent years, the percentage of Walk-in Centre presentations being redirected to the emergency department has been between 5-7%. For example, data from July to September 2022 showed 5.9% of presentations were redirected to an emergency department.

The introduction of Walk-in Centres has been associated with a statistically significant decline in the proportion of primary care type presentations (that is, presentations that can be treated by a GP or Walk-in Centre) to ACT Emergency Departments, averaging 1.9% per year between 2013-14 and 2020-21.

The impact of Walk-in Centres

Canberra's network of nurse-led Walk-in Centres plays a valuable role in the overall ACT public health system, providing people with access to free public healthcare for non-life-threatening illnesses and injuries.

The ACT Government recognises the valuable role GPs play in supporting the health and wellbeing of our community. The Walk-in Centres are not designed as an alternative to GPs. They provide an option for people to seek treatment for one-off injuries and illnesses.

With more than 115,000 presentations last year, we know the Walk-in Centres are a valued and needed healthcare option for the ACT.

Urgent Care Clinic model in the ACT

The proposal to have GPs included in the Urgent Care Centre network was considered during consultation. Ultimately, the Commonwealth and ACT Government agreed to maintain the fully nurse-led model of care for the network.

This investment has delivered funding for an increase in the number of nurses and allied health professionals – three new nurse practitioners and three new advanced practice nurses; an advanced scope physiotherapist for the Weston Creek Walk-in Centre to treat patients with musculoskeletal injuries (and to provide virtual assessments and support for the nursing staff at other walk-in centres); and a radiographer and sonographer at the Weston Creek medical imaging service, to expand the service to provide after-hours imaging.

Under this initiative, funding will also provide more equipment for the nurse-led walk-in centres to treat a wider range of conditions. This includes slit lamps and tonometers for eye examinations and removal of foreign objects in the eyes; handheld ultrasound machines for the examination of lacerations and other wound types; and vascular dopplers for investigating blood flow. This is all about enabling our highly skilled advanced practice nurses and nurse practitioners to work to an even wider scope of practice.

The scope of services is planned to further expand to include treatment for: shoulder injuries; male urinary tract infections; injuries for people who are pregnant; and screening for sexually transmitted infections.

Our Walk-in Centres have well established referral processes in place to ensure patients requiring more complex care are referred to an appropriate health provider. Patients are also encouraged to follow-up with their GP and WICs can send an event summary to the GP with a patient's consent.

The ACT Government will continue to work closely with community-based health services, including GPs, to ensure we are delivering an integrated health system where Canberrans can access the right care in the right place and at the right time.

In developing this model, the Minister and Health Directorate reflected on a visit to one of South Australia's GP-led Priority Care Centres in 2022, where the challenge of GP recruitment was a prominent topic, particularly to cover weekends and extended hours. It was apparent from this visit that advanced practice nurses and nurse practitioners would be able to provide almost the full scope of services offered by these Centres, supported by additional investment in equipment and access to imaging services.

In addition, a GP-led model would not reduce fragmentation of services, as it would still be a separate service from the person's usual GP providing one-off care for an acute presentation.

ENDS

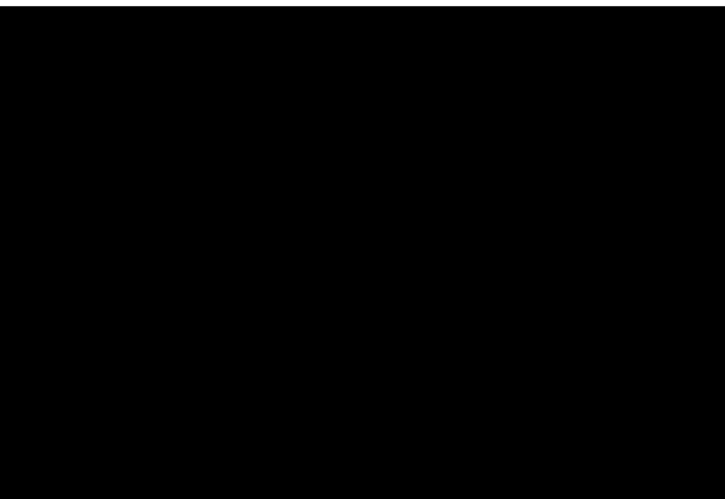
From: [REDACTED]
Sent: Tuesday, April 23, 2024 12:40 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Cc: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Subject: Re: media request

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Hello,

I'm following up on this media request, noting it is a week over deadline with no definite communication about when the response is coming.



On Mon, 15 Apr 2024 at 15:00, [REDACTED] wrote:

Good morning,

I'm doing a story about nurse-led walk in centres in the ACT and seek responses to the following questions:

1. What is the current or last known average cost per patient/service in ACT walk-in centres? In this [report](#), it was \$196 per service in 2010.

If you do not have the average, please send me the latest known cost per patient/service in each of the 5 ACT walk-in centres.

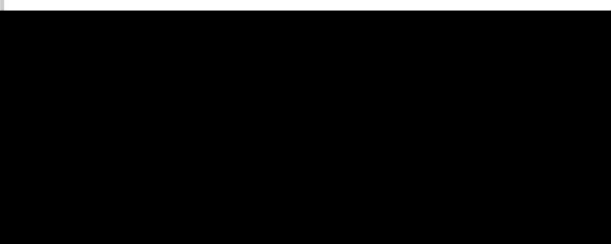
2. When was the last time ACT walk-in centres were reviewed for their cost and reducing the number of patients presenting at EDs?

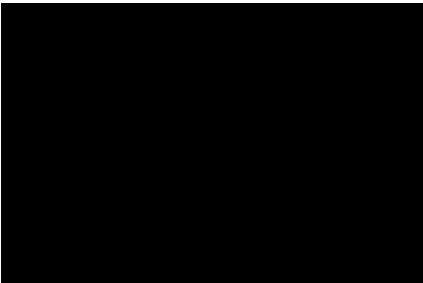
3. How many inbound and outbound patients seen at walk-in centres were referred to EDs?

I am seeking a monthly number for 2023. If you do not have this information, please send me the latest numbers you have.

Deadline for this is 3pm 16 April. Please call me on [REDACTED] if you have any queries, including if you require more time.

Many thanks,





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