

GP After Hours Support Program – Year 2 EOI

The demands being experienced across the health system, particularly during the after hours period, are ongoing. The Darling Downs and West Moreton PHN recognises the valuable contribution general practices involved in the recent After Hours Support Program made to providing the right care to patients, in the right place, at the right time. Subsequently, the GP After Hours Support Program has been extended with the aim of:

- reducing waiting times for GP consultations;
- reducing pressures on Emergency Departments; and
- improving access to preventative health assessments for the healthy, working age cohort, in the after-hours period.

Program Aim

Continuation of the Darling Downs and West Moreton PHN's After Hours program, aims to support general practice and the increased patient demand for services, by offering administrative support payments and business performance tools to extend opening hours into the after hours period to:

- Address the additional demands currently being experienced across the health system and our communities.
- Provide ongoing support to the 'Living with COVID-19' health care environment.
- Help optimise current practice resources, with a view to providing ongoing sustainable after hours services.

Furthermore, the PHN recognises the importance of a preventative approach to health care. Subsequently, the PHN is encouraging general practices to provide innovative service models of after hours preventative health, with an aim to:

- Provide working community members with an opportunity to access after hours preventative health care.
- Promote preventative health care within the community.
- Support practices to provide innovative models of preventative health care in an ongoing sustainable manner.

Program eligibility

Practices participating in the After Hours Support Program can access two administrative support payments depending on the mix of services provided during the defined after hours periods, an After Hours Payment and After Hours Preventative Health Payment. Eligible practices may also seek reimbursement for costs associated with purchasing business development tools to help your practice assess the viability of a long term sustainable after hours business model.

After Hours Payment

For the purposes of this initiative, from 1 November 2022 to 30 June 2023 the after hours periods that will attract support payments are as follows (please refer to the appropriate PIP and MBS guidelines for payments as they apply):

| Day of week | After hours eligible times | Minimum session duration to attract payment | Payment available per session |
|--------------------------------|-------------------------------|---|-------------------------------|
| Monday to Friday | Before 8:00am or after 6:00pm | 2 hour period (accumulative across AM & PM permitted on the same day) | \$300 |
| Saturday | After 12:00pm | 4 hour period | \$300 |
| Sunday | All day | 4 hour period | \$300 |
| All designated public holidays | All day | 2 hour period | \$300 |

If your practice is already offering after hours sessions that match the above criteria, each participating practice can claim support payments. Medical deputising services are not eligible.

Each participating practice must meet the following requirements (regardless of the number of services delivered):

- Consultations must be provided by a GP.
- The practice should be open as 'business as usual' during the after hours period delivering patient consultations. Specifically:
 - most services undertaken should be conducted as **in-practice face to face consultations**,
 - a small minority of consultations may be undertaken as telehealth consultations (however only when this is the most appropriate method e.g., patients with respiratory issues or when an in-practice consultation is not advised).
- Provide after hours consultations for patients in accordance with the Royal Australian College of General Practitioners (RACGP) standards for general practice.

After Hours Preventative Health Payment

To encourage preventative health care in the working community, the PHN will provide an additional administrative support payment to cover the costs associated with initiating innovative models of preventative health delivery in the after hours period. This consists of two payment mechanisms:

- A sessional payment, or
- A lump sum payment.

Sessional Payment:

To be eligible to receive a sessional payment, your practice must undertake and bill at least two preventative health checks in each after hours session. Payments will be provided to practices to support the additional expenses incurred by conducting preventative health clinics i.e., administration fees, chronic disease nurse wages and expenses, partnerships with allied health providers, advertising and marketing of preventative health clinics expenses etc.

Practices will be entitled to an additional \$300 per after hours session, if providing preventative health assessments during the defined after hours periods. Please note, practices can claim both the Preventative Health Incentive Payment and After Hours Payment, if there is a combination of preventative health and general appointments within the session.

Please refer to the 'Additional Information' section in this document for a comprehensive list of eligible preventative health assessments.

Program Eligibility Summary

| Day of week | After hours eligible times | Minimum session duration to attract payment | Payment available per session | Additional payment per session if conducting two or more preventative health appointments | Total payment available per session (if conducting 2 or more preventative health sessions in the after hours period) |
|--------------------------------|-------------------------------|---|-------------------------------|---|--|
| Monday to Friday | Before 8:00am or after 6:00pm | 2 hour period | \$300 | \$300 | \$600 |
| Saturday | After 12:00pm | 4 hour period | \$300 | \$300 | \$600 |
| Sunday | All day | 4 hour period | \$300 | \$300 | \$600 |
| All designated public holidays | All day | 2 hour period | \$300 | \$300 | \$600 |

The maximum amount each practice can claim in payments for innovative preventative health clinics and after hours sessions by 30 June 2023 is \$10,000. Please note, the maximum amount a practice may receive is dependent on the number of participating practices in the After Hours Support Program and may increase or decrease accordingly.

Lump Sum Payment

Alternatively, to set up an innovative preventative health clinic, funding of up to \$10,000 is available to general practices, to support the initial administrative costs of additional projects that meet the objectives of the After Hours Support Program listed above. This would be in lieu of sessional payments. Projects could include outreach clinics, drop-in centres, group sessions, ante-natal, and other chronic disease and preventative health clinics. These projects must further address the needs of vulnerable patients and provide preventative health care to patients in the community.

Funding opportunities will be decided on a case-by-case basis. A written proposal addressing the above criteria will be required for consideration by the PHN. Please note, there is a limited amount of funding available, and this opportunity will be available until all funds have been allocated.

Business performance tools reimbursement**

If your practice chooses to participate in the After Hours Support Program, a range of financial and business performance tools are available to help your practice evaluate the viability of a long term sustainable after hours business model and these tools are eligible for reimbursement under this initiative.

Up to \$3,500.00 per practice is available to support the evaluation process.

Examples of business performance tools include, but are not limited to:

- Cubiko subscription,
- Other business planning software's compatible with the practice management system, e.g., KPEyes etc
- Business consulting fees for professional services provided by a qualified accountant, financial planner, solicitor, architect, or designer for the purposes of business planning.

An invoice for reimbursement for expenditure must be made separately to your practice monthly session payments.

****If** your practice received re-imbursement of business performance tools during the last after hours program, you are not eligible for this payment. It is the practice's responsibility to source the appropriate business performance tools for their practice moving forward.

Program obligations

Mandatory requirements of the After Hours Support Program

To receive payments for after hours sessions +/- preventative health clinic sessions, you will need to complete the following form each month ([click here](#)) and submit a separate invoice. This form will require:

- Date/s of eligible after hours sessions performed,
- Number of patient consultations undertaken in after hours session,
- Number of "preventative health check" consultations undertaken (if any),
- Types of preventative health consultations undertaken (if any),
- Innovative preventative care after hours model description (if any),
- Attachment of your monthly invoice.

Additional mandatory requirements:

- Communicate the practice after hours arrangements to patients, visible both internally and externally on-site at each participating practice and/or through each participating practice's telephone answering machine, voice message or answering service,
- Update the after hours information on each practice's website,
- List each practice's opening hours on the National Health Services Directory,
- Participate in the After Hours initial, interim and final evaluation process including surveys and reporting,



- Permit the PHN to promote available preventative health checks to the local community and businesses.

If participating in the innovative preventative health incentive program component,

- Communicate the practices preventative health check appointments available in the after hours period to their working age patients and community. Suggested mediums include telephone answering machine, text, Practice software recalls, practice website & internal and external visible signage, etc.

Business performance tools mandatory requirements

- Complete the form ([click here](#)) for reimbursement of the business performance tools with:
 - An attached invoice from the direct supplier (e.g., Cubiko / Accountant),
 - A Brief explanation of how these business performance tools will support the practice to provide ongoing after hours services.
- Be participating in the After Hours Support Program and abide by all mandatory requirements.

Innovation Funding mandatory requirements

- Provide a written proposal addressing the criteria to be forwarded to the PHN for consideration.
- Once approved, the practice must provide monthly reporting via the [After Hours Program Practice Reporting](#) form, including
 - Session days,
 - Session times,
 - Number of patients,
 - Number of preventative health consultations (if relevant to initiative),
 - Types of preventative health consultations (if relevant to initiative).
- Participate in the After Hours initial, interim, and final evaluation process including surveys and reporting.

Additional Information

Preventative Health

- MBS 699 - Professional attendance on a patient who is 30 years of age or over for a heart health assessment by a general practitioner at consulting rooms lasting at least 20 minutes.
- MBS 715 - Health Assessment for Aboriginal and Torres Strait Islander People.
- MBS 701 - 707
 - a health assessment for people aged 45-49 years who are at risk of developing chronic disease,
 - a type 2 diabetes risk evaluation for people aged 40-49 years with a high risk of developing type 2 diabetes as determined by the Australian Type 2 Diabetes Risk Assessment Tool,
 - a health assessment for people with an intellectual disability,
 - a health assessment for refugees and other humanitarian entrants.
- MBS 2497 - 2509 Identification of patients due for cervical screening.
- MBS 721 & 723 GPMP.
- Antenatal appointments
 - 16590, 16591 Items for Planning and Management of a Pregnancy,
 - 16407, 16400, 16500, 91855.
- Health assessments for children in out of home care – [click here](#)
- Smoking cessation.

Please note, this list is a guide. If there is a preventative health assessment item not listed above, that you would like to be considered as part of a preventative health clinic, to meet criteria for payment, please contact the PHN for clarification.





Toolkit

A toolkit has been developed for all participants in the After Hours Support Program. The toolkit contains:

- A sample script for your phone messaging system
- Instructions to update the National Health Service Directory
- PIP-QI recipe toolkits for various preventative health initiatives
- Business performance tools information
- Links to Business Proposal writing tips

Next steps

If your practice is interested in participating in the program, please complete the attached Expression of Interest form and return to your Primary Care Consultant. The Contracts team will then email you a contract for your review and signing.

After returning the signed contract to the contracts team, your Primary Care Consultant will be in touch to provide you with the toolkit and then you are able to submit invoices. All after hours sessions conducted from 1 November 2022 until 30 June 2023 will be eligible for invoicing.

Contact information

Should you have any queries relating to the after hours program, please contact your Primary Care Consultant.



Expression of Interest After Hours Support Program

- ☐ Yes, my practice is interested in participating in the After Hours Support Program and we understand the following mandatory requirements apply:

| Day of week | After hours eligible times | Minimum session duration to attract payment | Payment available per session | Additional payment per session if conducting two or more preventative health appointments |
|--------------------------------|-------------------------------|---|-------------------------------|---|
| Monday to Friday | Before 8:00am or after 6:00pm | 2 hour period | \$300 | \$300 |
| Saturday | After 12:00pm | 4 hour period | \$300 | \$300 |
| Sunday | All day | 4 hour period | \$300 | \$300 |
| All designated public holidays | All day | 2 hour period | \$300 | \$300 |

- The maximum amount each practice can claim in payments for the duration of the support program to 30 June 2023 is currently \$10,000.00, with an additional \$3,500.00 if you elect to implement Business performance strategies/tools. The maximum amount is dependent on the number of participating practices and may increase or decrease as required.
- The funding will be paid to each general practice upon receipt of a monthly tax invoice in arrears using Jotform (link to be provided upon receipt of this Expression of Interest). The form will outline the number of eligible after hours sessions that were undertaken during the calendar month and the number of patients that received a consultation during these sessions. If conducting innovative preventative health clinics, it will also outline the number and type of preventative health checks undertaken in the after hours periods.
- Each general practice must advertise the after hours and preventative health services available at a minimum via either their website, phone messaging system, National service directory and/or internal/external signage. The PHN will also promote preventative health checks within the local community for those practices that have opened in the after hours.
- Each general practice must participate in the initial, interim and final evaluation process.
- Each general practice is fully responsible for any costs associated with the after hours service.
- Each general practice is fully responsible for ensuring any actions taken as a result of this Expression of Interest are conducted in a way that complies with relevant legislation, regulations, guidelines and professional standards.
- Each general practice is eligible to execute one Expression of Interest General Practice After Hours Support Program, however a general practice that operates multiple sites may execute an Expression of Interest for each location.
- The PHN reserves the right to amend or terminate this Expression of Interest and reclaim invoiced funds at any point in time if the specified general practice is deemed ineligible.
- This Expression of Interest relates specifically to general practices, as defined by the Royal Australian College of General Practitioners and practices located in the Darling Downs and West Moreton local government areas only.



Please tick the following that applies. My practice is interested in participating in:

- ☐ General After-Hours Program
- ☐ Innovative Preventative Health After Hours Clinics **OR** ☐ Innovation Funding
- ☐ Business performance Tools
- ☐ My practice consents to the PHN promoting our after hours +/- preventative health services to the community.

Please complete your practice details below and return this form to your Primary care consultant (or practicesupport@ddwmpnh.com.au).

Date: _____

General practice name: _____

Primary contact: _____

General practice address: _____

Contact number: _____

General practice email: _____

General practice ABN: _____

