



West Coast District Health Board

Te Poari Hauora a Rohe o Tai Poutini

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21 December 2020

9(2)(a)

RE Official information request WCDHB 9506

I refer to your email received 14 December 2020 requesting the following information under the Official Information Act from West Coast DHB regarding After-Hours and Urgent Care services. Specifically:

- 1. Does your DHB have a current plan or strategy for the provision of After-Hours / Urgent Care Services as defined in the PHO Services Agreement?**
 - a. If yes, please provide a copy of the plan / strategy documentation.**

The West Coast DHB supports After-Hours / Urgent Care services in various ways, although there is not a specific strategy document.

For rural communities, rural general practices are paid rural subsidies in accordance with our Alliance plan documented in Schedule F2.2A of our Primary Health Organisation Services Agreement (PHOSA).

Please refer to the tables below for more information about our after-hours arrangements:

Local After Hours Service Arrangements
<u>All West Coast:</u> Over 95% of the DHB's enrolled population have access to urgent care services after-hours within one hour's travel. All general practices on the West Coast have 24/7 after hours arrangements in place. All general practices have access to nurse-led telephone triage provided by Homecare Medical to triage to direct patients to care appropriate to their needs.
<u>Buller:</u> Buller Medical Services and Coast Medical collectively provide weekend urgent care clinics on Saturday and Sunday 2-4pm. Collectively, practices participate in the on-call after hours care with Buller Medical providing cover from 5pm on behalf of both practices. The initial triaging of calls is provided by Homecare Medical.
<u>Greymouth:</u> All Greymouth general practices collectively provide an after-hours on call roster to 8pm at night. From 8pm to 8am after-hours cover is provided by Greymouth Hospital ED. Reefton Medical Centre provides after hours on-call care from Reefton.
<u>Hokitika & South Westland:</u> Westland Medical Centre and South Westland Area Practices independently provide after-hours care. In Hokitika, Westland Medical Centre provides on-call access to urgent care, weekend and public holiday walk in clinics at 10am and 5pm. In the remote South Westland regions this cover is provided by an on-call Rural Nurse Specialist, with initial triaging of calls provided by Homecare Medical.
Name of After Hours Service Provider
After Hours services are provided by a combination of Homecare Medical, General Practices, PRIME services and the Greymouth ED. All general practices participate in after hours service provision.
Funding Arrangements
The DHB funds Homecare Medical to be available to all general practices after hours.
The DHB funds the delivery of free Under 14's after hours services available through all general practices.

Rural Funding supports the sustainability of general practices designated as 'rural' including their delivery of weekend clinics and PRIME services.

After Hours Service Providers

Please refer to the list of general practices in the region here: <https://www.wcdhb.health.nz/your-health/find-and-enrol-at-a-health-center/> or on Health Point here: <https://www.healthpoint.co.nz/gps-accident-urgent-medical-care/west-coast/>

Opening hours of After Hours Service Provider

Homecare Medical provides 24/7 telephone triage for the whole region.

Buller Medical Services and Coast Medical collectively provide weekend urgent care clinics on Saturday and Sunday 2-4pm. Collectively practices participate in the on-call after hours care with Buller Medical providing cover from 5pm on behalf of both practices.

All Greymouth general practices collectively provide an after-hours on call roster to 8pm at night. From 8pm to 8am after-hours cover is provided by Greymouth Hospital ED. Reefton Medical Centre provides after hours on-call care from Reefton.

Hokitika & South Westland: Westland Medical Centre and South Westland Area Practice independently provide after-hours care, including PRIME. In Hokitika, Westland Medical Centre provides after hours on-call access to urgent care, weekend and public holiday walk in clinics at 10am and 5pm. In the South Westland region, this cover is provided by an on-call Rural Nurse Specialist.

Note: Please also refer to the responses for Questions 3 and 4.

- 2. As a DHB, do you directly provide or fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement?**
- a. If yes, please provide details of the nature and size of services funded or directly provided by the DHB (excluding financials).**

Please refer to the detail given within the response for Question 1

- 3. Within your DHB district, do PHOs (or equivalent bodies) directly provide or fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement?**
- a. If yes, please provide details of the nature and size of services funded or directly provided by the PHO(s) (excluding financials).**

The West Coast PHO is the payment agency of the Free After-Hours for Under 14s contracts, but West Coast DHB is the organisation funding the contracts. The service is delivered by the individual general practices in our region.

- 4. Are General Practices within your DHB district required to fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement?**
- a. If yes, please provide details of the nature and size of services funded by General Practice.**

Some practices voluntarily share after-hours service provision with other rural practices in their region. This is a pragmatic, voluntary scheme, not a requirement.

- 5. Are General Practices within your DHB district required to participate in an urgent care / after-hours / on-call roster in order to meet their Urgent Care Services obligations, as defined in the PHO Services Agreement?**
- a. If yes, is this participation (and cost of on-call availability of clinicians) at the cost of the General Practice or another entity?**

Please refer to the response for Question 4.

I trust this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in blue ink, appearing to read "R La Salle". The signature is written in a cursive, slightly slanted style.

Ralph La Salle
Acting Executive Director
Planning, Funding & Decision Support