

## **HealthOne NSW NEWS**

Issue 1: December 2010

Welcome to the first issue of the new HealthOne NSW newsletter. This newsletter will come to you regularly throughout 2011 and beyond to provide updates on the progress of the HealthOne NSW program, news and perspectives from individual HealthOne NSW services and articles on subjects of interest to those in the field of primary health care. This newsletter is intended to reflect the work being carried out around the state to meet the primary health needs of our communities through the HealthOne NSW program.

**HealthOne NSW NEWS** is also intended as a forum for sharing information and ideas about primary and community health care. We would like to discuss issues of interest or concern, and to focus the spotlight on activities being undertaken by HealthOne NSW services.

Your contributions will be important to the value of this newsletter. We look forward to receiving your feedback on its contents, your suggestions for topics that could be covered and any news items, articles or photographs that you would like to be included in future editions.

**HealthOne NSW NEWS** will be distributed electronically. If you have been given or sent this copy by someone else and would like to subscribe in your own right, please send an email to [healthonensw@doh.health.nsw.gov.au](mailto:healthonensw@doh.health.nsw.gov.au)



*HealthOne Rouse Hill*

### **2010 – A BUSY YEAR FOR HEALTHONE NSW**

It certainly has been a busy year for everyone involved with the planning and development of HealthOne NSW services, as well others concerned with the commissioning and operation of new services. HealthOne Coonamble, in the Central Western Plains and HealthOne Rouse Hill in western Sydney formally commenced operation in 2010. Construction of HealthOne Auburn has recently been completed, while the establishment of HealthOne Manilla and HealthOne Quirindi in the Hunter New England Area Health Service is progressing. Capital works will shortly commence for HealthOne Gulgong in the Central West and HealthOne Pottsville on the north coast of NSW. Planning is well underway for four other HealthOne NSW services. More details about current and planned HealthOne NSW services can be found on pages 2 and 3.

The Department's Health Reform Unit has been occupied with a range of activities in the continued development and implementation of the HealthOne NSW program that are detailed overleaf. The Health Reform team can be contacted via the HealthOne NSW email account [healthonensw@doh.health.nsw.gov.au](mailto:healthonensw@doh.health.nsw.gov.au)

## **HealthOne NSW developments**

\$54 million has been applied to the capital development and recurrent requirements of HealthOne NSW services since the inception of the program in 2006/07. The infrastructure development program has progressed steadily, with the completion of several services in 2010. A brief update regarding each service follows.

### **'Operational' services**

**HealthOne Mount Druitt** – The service hub has been operational since mid-2008, with the establishment of a hub and spoke model multidisciplinary service. Services in this culturally diverse, economically disadvantaged, urban area focus on the care of children and families and the care of people with chronic and complex care needs.

A 'spoke' service has been established in Willmot, a disadvantaged community on the outskirts of Mt Druitt, and further spoke services are planned.

**HealthOne Elderslie** – The Schwartz Family General Practice and Sydney South West Area Health Service Community Health have established the service with the aim of providing quality community-based chronic disease management.

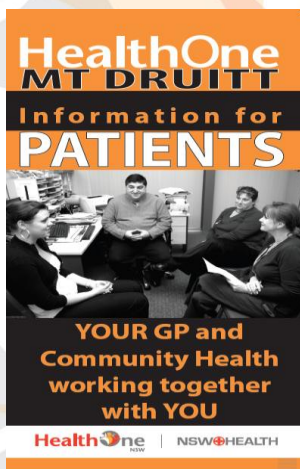
**Health One Rylstone** – Co-located with the Rylstone Multi-Purpose Service, HealthOne Rylstone opened in June 2009, complementing the services provided by the MPS. The hub integrates primary and community health services to residents of the Rylstone, Kandos and Ilford communities.

**HealthOne Blayney** – This service opened in November 2009 as part of the Blayney MPS, in the Central Tablelands. The HealthOne Blayney hub is virtually integrated with several primary health services in the surrounding area and focuses on people with chronic and complex care needs, children and adolescents, mothers and babies, teenage mothers, people with mental illness and people with low incomes. Health promotion and prevention programs have received very positive responses from the community.

**HealthOne Molong** – An initiative of Cabonne Council, the Greater Western Area Health Service and the Central West Division of General Practice, HealthOne Molong opened in November 2009. Multidisciplinary primary care is provided with a focus on clients with chronic care needs, children and adolescents, and mothers and babies.

**HealthOne Rouse Hill** – This service opened in May 2010. A General Practitioner and community nurse are co-located for two days per week in the HealthOne Rouse Hill hub to facilitate clinical partnerships and multidisciplinary clinics with primary and community health services in the wider area. While this urban growth area has an average age of 32, the over 85 age group is growing at the fastest rate in NSW and the service focus is on frail older people, elderly, clients with chronic and complex care needs and local indigenous families.

**HealthOne Coonamble** – Established as part of the MPS, HealthOne Coonamble, in the Central Western Plains, opened in August 2010. Primary health services, health education and prevention activities are tailored to the needs of the local and wider community, comprising high proportions of indigenous and older people.



**HealthOne Auburn** – Has recently opened for business and has begun enrolling clients. The HealthOne Auburn hub was completed in December 2010 as part of the new Auburn Community Health Centre on the Auburn Hospital site.

Auburn is an urban growth area with high levels of economic disadvantage. Services are configured to meet the needs of frail older people, refugee and humanitarian immigrants and those with complex and chronic care needs in both of these groups, as well as children and families.

### **Services under planning and development**

**HealthOne Manilla** – Capital works are underway for the construction of HealthOne Manilla, as part of the Manilla MPS on the North West Slopes region. Construction is scheduled for completion in December 2011. HealthOne Manilla will integrate services provided by the Manilla Rural Medical clinic with community health and private allied health services.

**HealthOne Quirindi** – The construction of HealthOne Quirindi, to adjoin the Quirindi Hospital, is due to be completed in mid-2011. The service will aim to meet the needs of disadvantaged families and young children, indigenous communities and isolated families and individuals in outlying areas of the North West Slopes.

**HealthOne Corowa** – HealthOne Corowa, close to the NSW/Victoria border, will comprise general practice and community health facilities co-located on the Corowa Hospital campus. New models of care have been developed, with a focus on people with chronic and complex care needs, frail older people, mothers and babies, people with mental illness and people with drug and alcohol addiction. Completion is anticipated in mid-2011.

**HealthOne Gulgong** – Capital works for the establishment of HealthOne Gulgong in the Central West will commence in early 2011. Services will be integrated and tailored to the needs of the community, with particular focus on the needs of older people and those with chronic and complex conditions, as well as children and adolescents.

**HealthOne Cootamundra** – Capital works are due to start soon for the extension of existing health facilities adjacent to Cootamundra Hospital. Children and families, people with mental health needs, people with chronic and complex conditions and those at risk of avoidable hospital admissions are the particular focus of this service.

**HealthOne Forster-Tuncurry** – Early planning has commenced for the establishment of HealthOne Forster-Tuncurry adjacent to the Cape Hawke Community Hospital. The HealthOne facility will provide premises for the community health team, and local GPs will be virtually linked. The service will target frail older people, vulnerable families, people with disabilities and chronic disease, indigenous people and the economically disadvantaged.

**HealthOne Raymond Terrace** – Planning is well advanced for the development of HealthOne Raymond Terrace to the north of Newcastle. Situated in a socio-economically disadvantaged community, the HealthOne service will use clinical pathways developed for the care of older people and people with chronic pulmonary disease, heart failure, chronic and complex care needs and diabetes.

**HealthOne Pottsville** – Construction has recently commenced for a purpose-built facility near the town's business and retail centre, close to the NSW/Queensland coastal border. Services will target older people, particularly those with chronic illness and children, young people and families.



HealthOne Manilla construction site

### **HealthOne NSW website update**

The HealthOne NSW website, created in 2007, has been updated with a new look and structure to assist people in navigating its pages and accessing information about the HealthOne NSW program.

The new website endeavours to inform the reader about the objectives of the program and the HealthOne NSW model of care. The website comprises five main sections, with links for navigation between sections.



- ↳ 'What is HealthOne?' covers the key aspects of the program;
- ↳ 'Service locations' provides information about individual HealthOne NSW services;
- ↳ 'News and events' provides information and links to documents relating to HealthOne NSW Learning Forums, workshops and media articles;
- ↳ the 'Links' page provides links to the websites on primary health care policy development, research, service provision, health strategy and other useful information
- ↳ the 'Contacts' page provides key contact details of the HealthOne NSW team in the Department as well as HealthOne NSW service personnel in the field.

We trust you find the new look website useful and will visit regularly. Please feel free to provide updated information about your service to [healthonensw@doh.health.nsw.gov.au](mailto:healthonensw@doh.health.nsw.gov.au)

### **Dementia Clinical Nurse Consultant pilots in HealthOne NSW services**

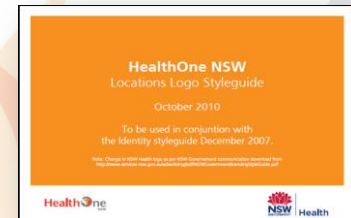
Under the NSW Dementia Services Framework 2010–2015, the NSW Government has allocated \$1.2 million "to employ additional community nurses dedicated to dementia care" across NSW. Following a selection process undertaken earlier this year, 8 pilot Community Dementia Clinical Nurse Consultant positions will be established across NSW to build expertise in the diagnosis, assessment and ongoing management of people with dementia in the community, and to provide leadership and clinical advice, consultation, education and support to existing health professionals in the provision of evidence-based dementia care.

While in most Areas these pilot positions will be located within specialist health services for older people, two positions will be located within HealthOne Pottsville and HealthOne Mt Druitt respectively. The location of the pilot positions in HealthOne NSW service will assist in determining where integrated models of care involving GPs, practice nurses and specialist health services for older people are best placed to improve the diagnosis, assessment and ongoing management of people with dementia in the community.

Further information about this initiative may be obtained from Ms Anne Cumming, Principal Policy Officer, NSW Dementia Policy Team, Primary Dementia Collaborative Research Centre, University of New South Wales at [a.cumming@unsw.edu.au](mailto:a.cumming@unsw.edu.au)

### **HealthOne Logo**

The HealthOne NSW Style Guide was recently updated with the NSW Government logo.



The Style Guide supports the statewide identity of HealthOne NSW by providing logos and templates for the preparation of presentations, business cards, letterheads, signage etc.

The Style Guide, together with individual service logos, were sent to HealthOne NSW services in November 2010. Please contact the HealthOne NSW team at [healthonensw@doh.health.nsw.gov.au](mailto:healthonensw@doh.health.nsw.gov.au) with regard to the HealthOne NSW Style Guide.

### **HealthOne NSW NEWS – future editions**

We hope you have enjoyed the first edition of **HealthOne NSW NEWS**.

In future editions, we plan to provide interesting articles that showcase service developments on the ground as well as statewide program developments. Information on health reform as it relates to primary health care and HealthOne NSW will also be provided.

Please do not hesitate to contact the HealthOne NSW team to make any suggestions on contents as well as to provide your contributions to **HealthOne NSW NEWS**.

**Janet Anderson**  
**Director, Inter-Government & Funding Strategies**