



Research Directions

Office of Research Services

Access all Hours

Dr John Haw and Dr Janette Perz from the School of Psychology are collaborating with the Nepean Division of General Practice to improve access to after hours medical care in Western Sydney.



'In 2006 the federal Department of Health and Ageing launched a strategy to give Western Sydney residents better access to after hours medical services through the establishment of an after hours GP clinic at Nepean Hospital' says Dr Haw. 'Our partner, Nepean Division of General Practice (NDGP) was given responsibility for the start up and ongoing management of the services, and they wish to know how effective their GP services have been and how they can be improved. In addition to this, the government's stated objective in setting up the after hours clinics was to reduce the burden of waiting times in hospital emergency departments. The research will test the success of this endeavour.'

Working closely with NDGP, the research team will survey patients of the Nepean After Hours GP Clinic in order to gather information about their experiences, perceptions, motivations and obstacles when accessing the clinic, and what expectations patients have about standards of care. Quantitative data such as numbers and frequencies of visits at different times of the day will also be analysed to determine peak and minimum usage rates, waiting times, and whether there are discernable access patterns over the course of the clinic operations.

This research will assist the NDGP to maintain and improve current access to after hours medical care through the Nepean After Hours GP Clinic, and in doing so, the significant burden on hospital emergency departments may be minimized, thus providing the Western Sydney community with faster access and better standards of care during medical emergencies and times of illness.

Project Title: After Hours General Practice Care: An investigation of patient access issues to the Nepean After Hours GP Clinic

Funding has been set at: \$16,500

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Contact Details:

john.haw@uws.edu.au

<http://www.uws.edu.au/school/psychology>