



ORDINARY MEETING LATE ITEMS AGENDA

Tuesday 16 May 2023
commencing at 09:30am

Quilpie Shire Council Boardroom
50 Brolga Street, Quilpie

Ordinary Meeting of Council

15 May 2023

The Mayor and Council Members
Quilpie Shire Council
QUILPIE QLD 4480

Dear Members

Reference is hereby made to the Ordinary Meeting of the Quilpie Shire Council scheduled to be held at the Council Chambers, on **Tuesday 16 May 2023**, commencing at **09:30am**.

An agenda for the Ordinary Meeting was forwarded to all Members on 9 May 2023. In addition to the agenda, please find attached a summary of "Late Items".

Yours faithfully

Justin Hancock
Chief Executive Officer





ORDINARY MEETING OF COUNCIL AGENDA

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16 LATE ITEMS**16.1 QUILPIE MEDICAL SERVICES - FUTURE SERVICE DELIVERY MODEL****IX: 236732****Author: Lisa Hamlyn, Director Corporate and Community Services****Attachments: 1. Quilpie Shire Council Health Action Plan May 2023****KEY OUTCOME**

Key Outcome: 1. Great Place to Live

Key Initiative: 1.1 Well-planned and highly liveable communities

EXECUTIVE SUMMARY

The purpose of this report is to provide Council with a summary of actions and progress to date in regard to Quilpie Doctor Services and future models of service delivery to the community and to request further direction to assist in achieving Council's objectives in regard to Healthcare / Doctor Services in Quilpie.

RECOMMENDATION

1. That Council prioritises the option of a permanent roster of doctors who have indicated interest in working in Quilpie on a two-week rotation and continues to advocate for a full-time doctor to work and live in Quilpie by providing support to South West Hospital and Health Service where appropriate and supports the Quilpie Community Advisory Network Chair to lead this process in collaboration with SWHHS.

BACKGROUND

A community meeting was held in Quilpie on Monday 27 March 2023 with 86 community members attending to discuss concerns regarding the provision of healthcare / doctor services in Quilpie. Quilpie was without a doctor for over 100 days within the past 12 months. Whilst it was acknowledged that Australia is currently facing one of the most significant health workforce shortages ever seen which is severely impacting rural and remote areas, it was also agreed that it is vital that a suitable healthcare model is found moving forward to service the needs of the Quilpie community.

Whilst all agreed that the best solution was having a doctor working and living in the community, other Healthcare Service models discussed were:

- "Hub and Spoke Model" – A full time Nurse Practitioner in Quilpie with a doctor in attendance 3 days per week (travelling from Charleville) with an undertaking from SWHHS to continue the recruitment process for a full-time doctor.
- A permanent roster of doctors (3/4) who have indicated their interest in being in Quilpie on a two-week rotation which will provide continuity of care to the community.

South West Hospital and Health Service distributed a copy of a letter from Dr Anthony Brown and notes from the Meeting to those in attendance who provided their email / postal addresses.

Actions following the Community Meeting:

Action	Status
Names of doctors, known to the community, who may be interested in a two / three doctor rotation be provided to the HHS for follow up. Each doctor would spend two weeks in the community.	<i>Complete</i>
Distribution of meeting summary to the community meeting attendees.	<i>Complete</i>
Consensus from the community on future path, Quilpie CAN Chair to lead and provide response to South West HHS.	<i>In Progress</i>
Follow up correspondence sent to SWHHS Chair / CEO including request to access information from SWHHS required for consultant to undertake an assessment of the Quilpie Medical Practice <i>*Response received from Acting Health Service Chief Executive as Dr Brown still on leave</i>	<i>Complete</i>
Regular communication from South West HHS outlining progress / actions that will be made available to the community via letter and social media.	<i>Second Communication letter received</i>

An assessment of the viability of Quilpie Medical Practice to be operated as a Private Practice was also raised at the meeting as a possible incentive to attract a doctor. An independent Consultant was approached following the community meeting to pursue this assessment on behalf of Council. A request was forwarded to SWHHS in regard to the release of information relating to the Quilpie Medical Centre to assist with the assessment. A response has not been received to date; however the matter is being considered. As SWHHS is actively recruiting for a doctor in Quilpie, is it Council's priority to advocate for a full-time doctor employed by Qld Health or establish the viability of the Quilpie Medical Centre to operate as a Private Practice?

Quilpie Shire Council Medical Service Action Plan

The Quilpie Shire Council Medical Service Action Plan was developed by Council after recognising an opportunity to partner with SWHHS with a view to improving various areas within the delivery of Healthcare in Quilpie. As a result of meetings held with SWHHS in August 2022, several actions were identified and prioritised in regard to improvement, outcomes sought, resources required, responsible agencies and timeframes to action. An updated copy of the plan will be available at the Meeting.

Clarification in regard to the Quilpie Shire Council Medical Service Action Plan is also sought - particularly its' relevance moving forward, prioritisation of items contained in the plan and a budget allocation for items identified in the plan e.g., upgrading furnishings in the doctor's house to executive standard.

OPTIONSOption 1

That Council prioritises the option of a permanent roster of doctors who have indicated interest in working in Quilpie on a two-week rotation and continues to advocate for a full-time doctor to work and live in Quilpie by providing support to South West Hospital and Health Service where appropriate

and supports the Quilpie Community Advisory Network Chair to lead this process in conjunction with SWHHS.

Option 2

That Council prioritises the implementation of opportunities identified in the Quilpie Shire Council Medical Services Action Plan and allocates an appropriate budget to achieve the action items contained in the Plan.

Option 3

That Council prioritises pursuing the assessment of the viability of Quilpie Medical Practice to be operated as a Private Practice and engages independent Consultant, Stan Stavros pending the release of information by South West Hospital and Health Service to assist with the assessment.

Option 4

That Council prioritises supporting the recruitment of a full-time doctor for Quilpie.

CONSULTATION (Internal/External)

Chief Executive Officer

Quilpie Shire Council Staff

Quilpie MPHS

SWHHS

LEGAL IMPLICATIONS

NA

POLICY AND LEGISLATION

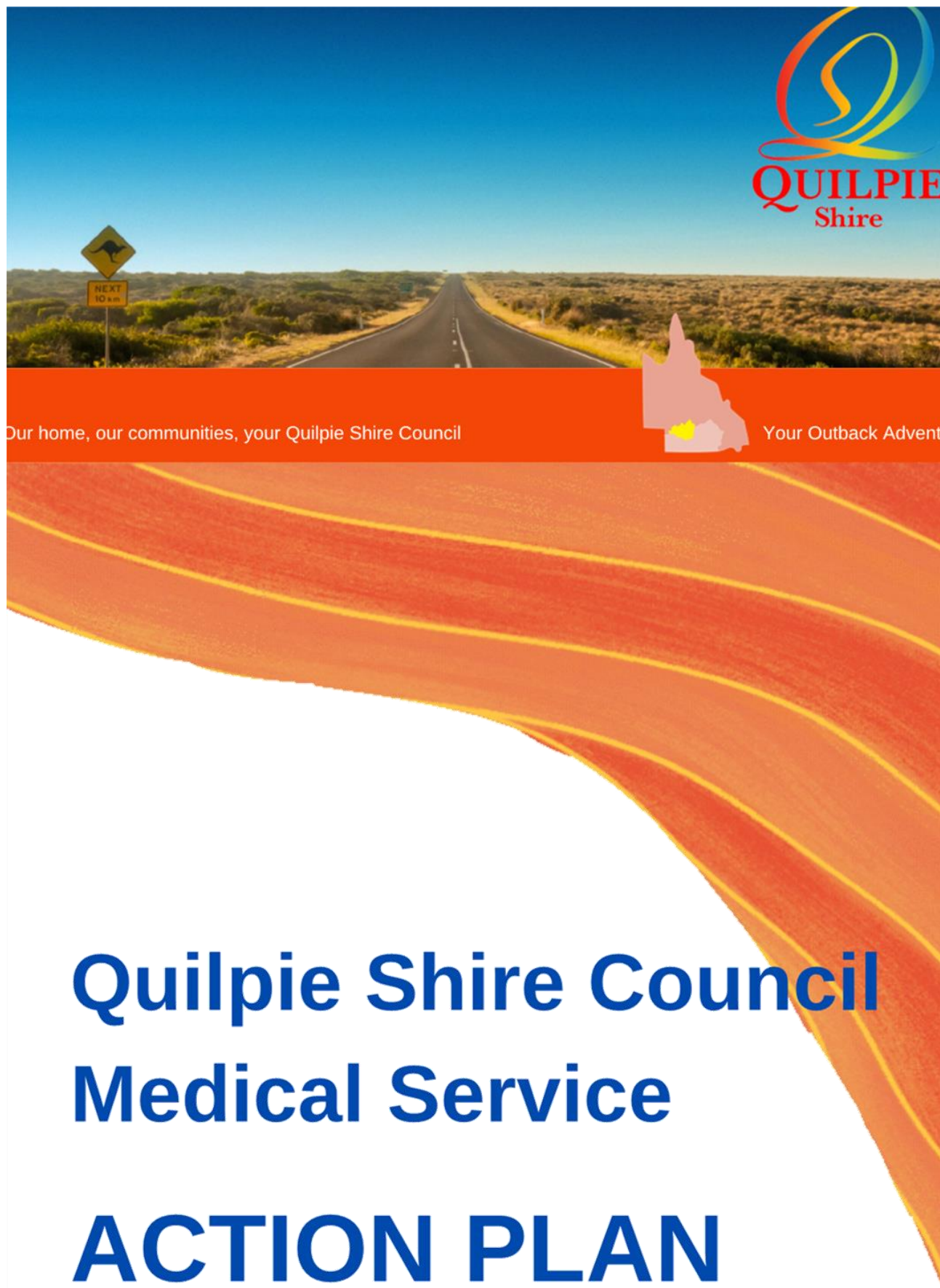
NA

FINANCIAL AND RESOURCE IMPLICATIONS

Unknown

RISK MANAGEMENT IMPLICATIONS

Low, in accordance with Council's Risk Management Policy



Background

Quilpie Shire is located in South-West Queensland, approximately 1,000km west of Brisbane and has a population of 790, of which 654 reside in the town of Quilpie. The Shire has primarily been serviced through the Quilpie Multi-Purpose Health Service (MPHS) operated by the South West Hospital and Health Service (SWHHS) for General Practitioner (GP) services, with the practitioner being on call for the hospital.

The Quilpie MPHS is the most western facility in the SWHHS region providing on call practitioner services, with the referring hospitals being Charleville Hospital (222Km), Toowoomba Base Hospital (829Km) and Princess Alexandra Hospital (950Km).

GP services are delivered through a Locum service, traditionally providing services on a rotational two (2) week period, with GP's being on call for 24 hours per day. This service replaced a permanent GP located in the community due to the inability to attract and retain a GP to reside locally.

The community also receives specialist services through visiting practitioners, these services are delivered through multiple agencies, including but not limited to:

- South West Hospital and Health Service (SWHHS);
- Western Queensland Primary Health Network (WQPHN);

- Charleville and Western Areas Aboriginal and Torres Strait Islander Community Health Limited (CWAATSICH);
- Vital Health; and
- Royal Flying Doctor Service (RFDS).

For the period January to August 2022, the community went without GP services for a total of 60 days. Council initiated meetings with local service providers and experienced regional practitioners to establish an action plan in order to support medical services to the community.

Actions identified as part of this report have been identified as a result of meetings held in August 2022, these actions identify the opportunities for improvement, outcomes sought, resources required, responsible agencies and timeframes to action.

Council look to be the lead agency for this initiative and work collaboratively with service providers to Quilpie to ensure an improved service can be delivered to the community.

As part of Council's 2022 – 2027 Corporate Plan, an identified objective is to support the growth of the community back to a population of 1,000 residents. This objective is to be supported in partnership with service delivery agencies, with medical services being crucial to supporting the developing youth to our aging senior population who require more acute care to remain in their community.

	Opportunity Identified	Outcome Sought	Resources Required	Status - Update May 2023	Responsible Agency	Action Period
1. COMMUNITY & LIVEABILITY						
1.1	Undertake an audit of the existing Doctor's House to ensure that all maintenance issues have been addressed and the property is of an executive standard.	SWHHS & Council to undertake an inspection of the house and identify maintenance items. Council to action all reasonable requests as a matter of priority.	SWHHS and Council to provide an Officer(s) for 2 hours to undertake and audit. Maintenance works to be funded through Council's Maintenance Budget. Council to undertake inspection every 16 weeks to ensure the Doctor's House is kept at an executive standard.	Property inspected. Drainage under house improved. Fence requires a cement trim at bottom. Pop up sprinkler system required.	SWHHS & Council	September 2022
1.2	Undertake an audit of the furnishing of the Doctor's House to ensure the property is of an executive standard.	SWHHS & Council to undertake an inspection of the house and identify upgrades required to ensure the furnishing are of an executive standard.	SWHHS and Council to provide an Officer(s) for 2 hours to undertake and audit. Furnishing are currently the responsibility of SWHHS, Council to consider providing furnishings and revise rental tenancy agreement.	Dishwasher ordered. Outdoor setting delivered. Curtains/ Linen require addressing. Styling of house under consideration.	SWHHS & Council	September 2022
1.3	Supply of Internet and Foxtel services for the Doctor's House.	Internet and Foxtel services to be provided to the Doctor's House.	Internet and Foxtel are currently the responsibility of SWHHS, Council to consider providing these services and revise rental tenancy agreement. Annual Budget - \$1,800 (Telstra - \$960 & Foxtel - \$840)	Internet access provided Potential update of TV to Smart TV.	SWHHS & Council	September 2022
1.4	Access to community facilities.	Access to the Pool and Gym were identified as an additional attraction and retention tool for Doctors.	SWHHS to enter into an agreement with Quilpie Sports & Recreation for an annual gym membership. Annual Budget - \$480	Subsidy paid to Quilpie Auxiliary for Gym Membership.	SWHHS	September 2022

	Opportunity Identified	Outcome Sought	Resources Required	Status - Update May 2023	Responsible Agency	Action Period
1.5	'Welcome Pack' to be provided to Doctors.	A small welcome pack of fruit and vegetables to be provided to Doctors each fortnight. This is to be accompanied by a letter welcoming the doctor to the community and a list of community events occurring during their fortnightly stay.	Council's Health Promotions Officer to arrange 'Welcome Pack' fortnightly and Welcome Letter. Annual Budget - \$1,300	Health Promotions Officer has purchased Welcome Packs and Welcome Letters for all Doctors.	Council	September 2022
1.6	'Welcome to Quilpie' – New Residents Guide.	Development of booklet to provide to new community members outlining everything about the Shire, e.g. local businesses, community/ sporting groups, weekend activities, where to get local news etc.	Council to develop a 'Welcome to Quilpie' booklet, this can be utilised by Council and local businesses when welcoming new members to the community. Estimated Budget - \$3,000	Under development by Manager of Tourism and Economic Development.	Council	December 2022
2. QUILPIE MPHS SERVICES						
2.1	Develop a targeted promotional campaign for attracting Medical Professionals to Quilpie.	Work with key stakeholders (SWHHS, Health Workforce Queensland etc) to develop a campaign highlighting the benefits of providing services in Quilpie Shire.	Council to work with service providers to develop campaign material when looking to attract medical professionals to the region.	SWHHS promote Quilpie when recruiting medical professionals. QSC to assist where possible to make promotion more appealing to applicants.	Council	December 2022
2.2	Provision of consultancy/ professional development opportunities for the Practice Manager to maximise the return of the practice.	SWHHS and Council to partner in undertaking a review of the delivery of the practice to ensure maximum revenue is being generated. This may support the provision of a private GP service in the future if the facility can be shown to be profitable.	Undertake a Request for Quote to undertake a review of the Practice Management operations and provide professional development opportunities to SWHHS Staff.	Awaiting response from SWHHS in relation to the release of information to enable a consultant to undertake assessment of the practice.	SWHHS & Council	December 2022
2.3	Undertake an audit of medical equipment available at the Quilpie MPHS.	Identify the current equipment available and opportunities to invest in new equipment to better support GPs at the Quilpie MPHS e.g. Ultrasound.	SWHHS, Quilpie Hospital Auxiliary and Council to work in partnership to fund equipment identified as part of the audit.	Ultrasound machine ordered Feb 2023.	SWHHS & Council	December 2022

	Opportunity Identified	Outcome Sought	Resources Required	Status - Update May 2023	Responsible Agency	Action Period
2.4	Improved patient travel.	Undertake a review of the current patient travel arrangements and identify opportunities to improve access to travel options.	SWHHS & Council to work collaboratively to review the current patient travel arrangements and identify any alternative options available for patient travel.	Quilpie Shire Council donate bus hire to transport patients to appointments in Charleville. MPHS to pay for fuel.	SWHHS & Council	December 2022
2.5	Investigate the opportunity for support / networking opportunities.	Investigate the potential of scheduling regular reoccurring online meetings between doctors in Augathella, Charleville, Cunnamulla and Quilpie in order to establish a support / professional network within the region.	SHWWS to investigate establishing a regular reoccurring online meeting (e.g. 1 hour fortnightly) between doctors located in Augathella, Charleville, Cunnamulla and Quilpie to establish a support/ professional network within the region.	Deferred whilst establishing regular doctors in towns.	SWHHS	December 2022
3. QUILPIE MEDICAL SERVICES						
3.1	Establish terms of reference for an Inter-Agency Medical Services Committee.	Formally establish an Inter-Agency Medical Services Committee through the development of terms of reference. This committee is to include all agencies delivering medical services in Quilpie Shire.	Council to draft terms of reference for an Inter-Agency Medical Services Committee in conjunction with service delivery agencies.	Establishment of Terms of Reference in progress. Formalise and review membership of existing Quilpie Interagency Committee network.	Council	March 2023
3.2	Develop a 'Service Map' of all medical services funded to be delivered in the Shire.	Undertake a 'Service Map' exercise to identify all services funded to be delivered within the Shire.	Inter-Agency Medical Services Committee to undertake 'Service Map' exercise.	DCCS work with DON to review services to include in membership for the Interagency Medical Services Committee	Inter-Agency Medical Services Committee	June 2023
3.3	Identify specialist medical services currently not delivered in the Shire.	Through the establishment of a 'Service Map', this project should identify services currently not delivered within the Shire	Inter-Agency Medical Services Committee to undertake 'Service Map' exercise.		Inter-Agency Medical Services Committee	June 2023

APPENDIX 1 – RESPONSIBLE OFFICERS

	COUNCIL	SWHHS	IAMSC
1.1	Justin Hancock - Chief Executive Officer P: 07 4656 0500 E: ceo@quilpie.qld.gov.au		
1.2	Justin Hancock - Chief Executive Officer P: 07 4656 0500 E: ceo@quilpie.qld.gov.au		
1.3	Justin Hancock - Chief Executive Officer P: 07 4656 0500 E: ceo@quilpie.qld.gov.au		
1.4			
1.5	Michelle Donohue – Health Promotions Officer P: 07 4556 0509 E: MichelleD@quilpie.qld.gov.au		
1.6	Karen Grimm - Manager Tourism & Economic Development P: 07 4656 0540 E: KarenG@quilpie.qld.gov.au		
2.1	Maree Radnedge – Manager Human Resources P: 07 4656 0507 E: MareeR@quilpie.qld.gov.au		
2.2	Justin Hancock - Chief Executive Officer P: 07 4656 0500 E: ceo@quilpie.qld.gov.au		
2.3	Lisa Hamlyn – Director Corporate & Community Services P: 07 4656 0504 E: dceo@quilpie.qld.gov.au		
2.4	Lisa Hamlyn – Director Corporate & Community Services P: 07 4656 0504 E: dceo@quilpie.qld.gov.au		
2.5			
3.1	Lisa Hamlyn – Director Corporate & Community Services P: 07 4656 0504 E: dceo@quilpie.qld.gov.au		
3.2			TBA
3.3			TBA