

Glossary of Key Terms

Access

Improving access to after hours services may mean:

- making after hours services available in areas where access to such services is currently non-existent or limited, for example some rural, regional and remote areas;
- increased opening hours or adjustment of opening hours of the after hours service to better align with local community needs;
- improved physical access, for example by locating after hours services in close proximity to public transport links, by providing disabled access and/or by improving security arrangements;
- having alternative access arrangements available, for example GP telephone consultations, home visit services, and on-call arrangements;
- making the after hour service available to the general public and not limiting attendances to the practice's existing patient group or a specific group or groups in the community; and
- having alternative bill payment methods available to patients.

After Hours Period

For the purposes of the General Practice After Hours Program, the after hours period is generally defined as:

****Before 8.00am and after 6.00pm weekdays; before 8.00am and after 12.00pm Saturdays; and all day on Sundays and public holidays****

After Hours Service Delivery Model

There is no "one size fits all" model of after hours service delivery. After hours service delivery models could include, but are not limited to:

- clinic-based GP services, including those provided through GP co-operatives;
- home visit services;
- GP-hospital co-located clinics;
- GP on-call services;
- medical deputising services;
- solo GP services providing after hours care;
- mobile GP clinic services;
- telephone-based GP consultations (with nurse attendance where necessary); and
- service delivery models utilising GP locums.

Quality After Hours Service

A quality after hours service will be accredited, or have indicated a commitment to undergo accreditation, against standards relevant to the applicant organisation, including as appropriate accreditation against the Royal Australian College of General Practitioners' Standards for General Practice (3rd edition).

Well Located After Hours Service

Factors that may help determine whether a service is "well-located" include:

- the proximity of the service to the target population ie. whether the after hours service is centrally located or otherwise easily accessible eg. via public transport
- availability of parking
- provision of disabled access
- lighting
- security
- access to other health services eg. hospital Emergency Department, pharmacy etc.