

The Hon Ryan Park MP

Minister for Health
Minister for Regional Health
Minister for the Illawarra and the South Coast



Ref: M25/8184

Mr Bob Buckley
convenor@a4.org.au

One Stop Shop Service at Westmead Hospital

Dear Mr Buckley

A handwritten signature in black ink, appearing to read "Bob", written over the name "Dear Mr Buckley".

Thank you for writing about the One Stop Shop service at Westmead Hospital.

I acknowledge your concerns and appreciate your interest in this matter.

I acknowledge the valuable service the One Stop Shop provides to the community, and I appreciate you bringing this to my attention. Access to community health services is important. Ensuring that patients with disabilities have access to appropriate support is in line with NSW Health's inclusive, person-centred care.

After you got in touch, I followed up on this matter with Westmead Hospital to get a better understanding of the situation.

I am advised that the One Stop Shop service was established in July 2021 to provide coordinated, multidisciplinary care for adults with significant disability and complex health needs. The clinic enables patients to receive multiple assessments and treatments in a single visit, supported by procedural sedation where needed.

The clinic is held monthly and receives funding for a rehabilitation staff specialist. A core group of clinicians from the rehabilitation service and an anaesthetist attend every clinic. Based on patient needs, clinicians from other hospital disciplines attend the clinic on an ad hoc basis.

I am informed that the Agency for Clinical Innovation is publishing an updated Rehabilitation Model of Care for NSW. The One Stop Shop will be included in recognition of the innovative model developed at the hospital and promote similar initiatives across NSW.

Thank you for taking the time to share your concerns. The safety and care of patients is the highest priority for NSW Health.

Thank you again for writing. For more information, please contact Dr Brett Gardiner, Acting Director Medical Services, Westmead Hospital, Western Sydney Local Health District, at brett.gardiner@health.nsw.gov.au or on 0418 809 516.

Yours sincerely

A handwritten signature in black ink, appearing to read "Ryan", written over the words "Yours sincerely".

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