

## Media Release

6 February 2024

# Urgent Care Service now open in Bankstown

The community of Bankstown and surrounding suburbs now has greater access to advice and treatment for their urgent healthcare needs without having to wait at a busy hospital emergency department.

A NSW Government-funded Urgent Care Service (UCS) opened today at Bankstown, providing one-off care for urgent healthcare needs which are not life-threatening and is safe to provide in a healthcare setting outside of an emergency department.

Bankstown UCS is a collaboration between NSW Health and South Western Sydney Primary Health Network (SWSPHN). It is one of three Urgent Care Services in South Western Sydney, with others located at Liverpool and Gregory Hills.

SWSPHN Chief Executive Officer, Dr Keith McDonald PhD, welcomed the opening of the Bankstown UCS.

Dr McDonald said the service was intended to complement the role of GPs by providing short-term, episodic care for urgent, non life-threatening conditions, while also relieving pressure on already stretched emergency departments

“If your GP is closed or you can’t get an appointment, and your condition cannot wait until you can see your regular GP, you can call Healthdirect for advice on accessing appropriate care,” he said.

“Urgent Care Services can treat minor illnesses like gastrointestinal illness or urinary tract infections; minor injuries like closed fractures or simple lacerations; and procedures like suturing, drainage of abscesses and basic fracture management.

“The service means our community can get the care they need without having to wait in an emergency department, and allow our busy emergency departments to focus on the most critically ill or injured patients.”

The NSW Government has committed \$124 million in funding over two years to deliver 25 Urgent Care Services across NSW by 30 June 2025.

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South Western Sydney PHN is a not-for-profit organisation dedicated to supporting general practitioners, practice nurses and other primary health providers to deliver the best possible care for their patients. Our aim is to improve access to quality local healthcare for all residents living in the Bankstown, Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee LGAs, areas which include but are not exclusive to the major traditional nations of Dharawal (Tharawal) and Gundangarra (Gandangara).

We acknowledge the traditional custodians of the waters and lands on which we live and work, and pay our respects to Elders past, present and emerging.

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#### Media Enquiries:

Michelle Pozo  
Media and Communications Officer  
T: 4632 3020

#### Office Address:

Level 2, 1 Bolger St,  
Campbelltown NSW 2560

#### Mailing Address:

PO Box 90  
Macarthur Sq NSW 2560

P: 4632 3000

F: 4625 9466

E: [enquiries@swsphn.com.au](mailto:enquiries@swsphn.com.au)

W: [swsphn.com.au](http://swsphn.com.au)

ABN 74 605 441 067

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Treatment is free for all Medicare eligible card holders.

The new service is open seven days a week (including public holidays) from 8am to 8pm.

Residents can access the service by calling Healthdirect for free, anytime on 1800 022 222.

Callers speak with a registered nurse who asks a series of questions about their condition and then guides them to the care they need (for interpreter services, call TIS on 131 450 and ask for Healthdirect).

The Healthdirect nurse can:

- connect the patient with a health expert by phone or video call
- book the patient an appointment at a local Urgent Care Service
- connect the patient with other appropriate, locally available healthcare, including the patient's usual GP
- call the patient an ambulance or direct them to the nearest emergency department if their situation is an emergency

For more information about Urgent Care Services, visit [health.nsw.gov.au](http://health.nsw.gov.au)

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