**Title**

Transforming General Practice in Western Sydney – the practice perspective

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**Background**

Western Sydney has higher than average health and health workforce needs yet, supported by the Primary Health Network (WentWest), general practices in the area have been actively engaging in Patient Centred Medical Home (PCMH) transformation. This has been in response to strong evidence for this model of primary health care internationally and well ahead of the Health Care Home initiative(1).

**Aims**

We aimed to describe this primary care transformation and the associated costs as well as to identify data sources for future quantitative evaluation.

**Method**

We purposively sampled practices to provide a range of PCMH experience. Interviews with key staff were transcribed and thematically analysed. Separate interviews were conducted with relevant practice staff to provide a retrospective analysis of costs related to PCMH transformation.

**Results**

Interviewees described the importance of shared vision and a range of practice based strategies, as well as structures and processes required to support transformation. Additionally they reported some early outcomes. Our costing analysis revealed that practices were paying substantial initiation costs and anticipating large ongoing costs. This data suggests that payments for Health Care Home practices may not be sufficient to achieve and sustain transformational change. We also identified sources of quantitative data which will inform future evaluation activities.

**Conclusion**

Although PCHM transitions are well described internationally, there is limited evidence regarding such change in the Australian context. This timely research highlights facilitators and barriers to transformation that will inform future such endeavours in Australia. It also provides a framework for evaluation of these initiatives.

**References**

1. Australian Government Department of Health. *Health Care Homes: Patient-centered, coordinated, flexible*. 2018 [cited 2018 14 February]; Available from: <http://www.health.gov.au/internet/main/publishing.nsf/Content/health-care-homes-information>.