This service model framework has been developed to support the states, territories and the private sector in developing services for transvaginal mesh complications and mesh removal services. Clinical care pathways, models of care, and workforce considerations also inform the development of service models and service delivery.

A number of core components of the model of care and service delivery have been determined in consideration of the issues reported by women who have received services in relation to transvaginal mesh implantation, treatment for complications; and/or removal. These include:

- A system-wide approach that ensures ready access for consumers and clinicians to information about the location, range, and clinicians involved in providing services in each state and territory
- A patient-centred model of care, including access to appropriate consumer information and resources; an appropriate and robust consent process; and, a means for the patient to easily access their medical record free of charges
- An integrated, well-coordinated multi-disciplinary care pathway, including an effective interface with general practitioners in the referral and post-care phases
- Clear referral networks to the designated services, using telehealth where appropriate, to support access for rural and remote consumers
- The critical threshold to ensure a comprehensive and safe service is able to be provided for the full range of mesh implantation, complications and removal. This may require a statewide, or integrated, networked service approach
- An established system to review and validate the appropriate credentialing and continuing professional development that defines and manages the scope of clinical practice for the clinicians involved in provision of these services.

Each of the states and territories use a range of guidance documents and policies to inform the planning and operation of services, including minimum support services, workforce and other requirements for clinical services to be delivered safely and sustainably. Examples include the Queensland Health Clinical Services Capability Framework for Public and Licensed Private Health Facilities, and the NSW Health Guide to the Role Delineation of Clinical Services. Generally, each service is described as one of six levels of service, in ascending order of complexity.

Services may be delivered at a single location, or through formalised network arrangements. Given the clinical complexity of transvaginal mesh complications and removal, services are considered to be optimally:

- Provided at level 6 role delineation with inpatient and multi-disciplinary team clinics
- Led by a specialist medical consultant with expertise in the pelvic floor
- Comprise a multi-disciplinary team to include the following:
  - gynaecologists
  - urologists
  - urogynaecologists
  - colorectal surgeons
  - specialist continence nurses
- physiotherapists with an advanced skill level in the pelvic floor medicine
- comprehensive diagnostic services
- pain specialists
- psycho-social services
- psychiatrists
- social workers
- links to other health services, such as occupational health, surgical services and plastic surgery as required.

- As part of effective integrated care, the service should have formalised arrangements with GPs to facilitate referral and post-care services
- Have access to telehealth and formalised outreach services for rural and remote patients.

**Figure 1: Services required as part of a Transvaginal Mesh Complications Service**

Each state and territory will determine a model of care as the basis for service planning and service delivery that best meets their population’s needs. In planning and delivering these services it is important to consider the range of factors outlined in this Framework. In addition, it is important to note that many women who will require access these services have not experienced responsive and supportive health services in the past.
The states and territories have advised of the following support services, help lines, website information and hospital-based services:

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| **New South Wales** | NSW Health provides information through its website at www.health.nsw.gov.au/patients/Pages/default.aspx  
NSW Health specialist services are provided at:  
Nepean Hospital Phone: 02 4734 1474 or 02 4734 2000  
Royal North Shore Hospital Phone: 02 9463 2377  
Royal Prince Alfred Hospital Phone: 02 9515 4526 or 0459 899 735  
St George Hospital Phone: 02 9113 2272 or 02 9113 1588  
Westmead Hospital Phone: 02 8890 7668  
Arrangements are in place for referrals from patients outside of these Local Health Districts to the specialist clinics. Patients from rural and remote regions will be able to be seen at any of these specialist services. Services available at the hospitals listed above include: urogynaecology, ultrasound, pain services, pelvic floor physiotherapists, psychology, urology, and colorectal.  
| **Victoria** | In Victoria, a Mesh Information and Help Line is available by calling 1800 55 6374 (1800 55 MESH).  
The information line is supported by the Continence Foundation. Calls are returned for all messages left, within 24 hours.  
Safer Care Victoria provides information for GPs through its website at:  
Safer Care Victoria has also published information and provides links to important information such as credentialing and freedom of information resources on the public website:  
Specialist multidisciplinary services are provided at:  
Royal Women’s Hospital Phone: 03 8345 3143  
Mercy Hospital for Women Phone: 03 8458 4500  
Monash Health Phone: 03 9928 8588  
Western Health Phone: 0481 908 118  
Services at these hospitals include:  
- Mercy Hospital for Women. A multi-disciplinary team provides services for affected women. Services include urogynaecology, urology, colorectal surgery, pain management and community linkage with psychiatric services.  
- Monash Health. The Pelvic Floor Unit leads care, in conjunction with physiotherapy, pain management, and where indicated, colorectal, urology and plastic surgery. Other specialised services include psychology, a sexual and relationship difficulty clinic, and a continence nursing service.  
- Royal Women's Hospital. Urogynaecology is the lead discipline, with services such as plastic surgery, urology and colorectal surgery are also involved, depending on patient needs. Patients can also access pain physicians and physiotherapists.  
- Western Health. Services include urogynaecology, urology, colorectal surgery, pain management and community linkage with psychiatric services. The lead discipline is urogynaecology with a multidisciplinary clinic involving urology, pelvic floor physiotherapy and continence nursing. |
| **Queensland** | Queensland Health is in the process of establishing transvaginal mesh services with information available at: www.health.qld.gov.au/clinical-practice/guidelines-procedures/patient-safety/transvaginal-mesh/where-can-i-find-services-to-help  
Queensland Health also has a range of resources available at  
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| South Australia | SA Health has established a Consumer Support telephone line on 1800 66 MESH. A continence nurse provides support to callers. The line operates 0800-1600 Monday to Friday, excluding public holidays. Consumer and GP Information related to pelvic mesh is available at: [www.sahealth.sa.gov.au/pelvicmesh](http://www.sahealth.sa.gov.au/pelvicmesh)  
SA Health is establishing a Pelvic Mesh Clinic at a major metropolitan site to provide comprehensive multi-disciplinary health care for women experiencing major complications related to pelvic mesh implants that will:  
- provide care in accordance with nationally agreed-upon standards and guidelines  
- enhance clinical knowledge resulting from the collaboration of various clinical specialists  
- ensure patient involvement in the decision-making process  
- improve the quality of life, mental health and overall well-being of affected women.  
SA Health provides a statewide urogynaecology/gynaecology referral service, where care is provided by specialist gynaecologists with ready access to urology, plastics and colorectal services, specialised pelvic floor nurse physio; continence nurses and pain management services at the following sites:  
- Flinders Medical Centre  
- Lyell McEwin Hospital  
- Women’s and Children’s Hospital  
- The Queen Elizabeth Hospital  
- Royal Adelaide Hospital.  
In addition SA Health provides less complex urogynaecology/gynaecology referral services at Modbury Hospital with access to physiotherapists; continence nurses and pain management services.  
In country South Australia:  
- Mt Gambier Hospital provides a urogynaecology/gynaecology referral service, for some complex cases led by specialist gynaecologists with access to physio; continence nurses and pain management services  
- Port Pirie Hospital, Murray Bridge Hospital; Berri Hospital; Port Augusta Hospital; Mount Barker Hospital; and Narracoorte Hospital all offer low risk gynaecology services provided by visiting specialist gynaecologists. These hospitals refer complex cases to larger services. |
| Western Australia | WA Health provides a Pelvic Mesh phone line through 1800 962 202  
Further information is available at: [www.healthywa.wa.gov.au/Articles/N_R/Pelvic-mesh](http://www.healthywa.wa.gov.au/Articles/N_R/Pelvic-mesh)  
In Western Australia, the King Edward Memorial Hospital (KEMH) provides a mesh clinic staffed by urogynaecologists and a multidisciplinary team. The clinic has access to multidisciplinary specialists tailored for each patient’s needs, including access to pain specialist, clinical psychologist, physiotherapy, urodynamics, urogynaecology specialist nurse, social workers, occupational therapists and ultrasound specialists. |
| Tasmania | Tasmania has a small number of public and private hospitals providing mesh implantation for SUI and even fewer for POP and for removal of mesh. Most patients access services through GP referral into a gynaecology clinic at one of the following hospitals  
Royal Hobart Hospital | Phone: 03 6166 8308  
North West Regional Hospital | Phone: 03 6493 6000  
Launceston General Hospital | Phone: 03 6777 6777  
Tasmanian Health Services support | Email: THS.alertsandrecalls@ths.tas.gov.au  
Mesh implantation for SUI is available at all three hospitals. Mesh implantation for POP (with appropriate credentialing and ethics approval for a formal research trial) and removal of mesh is available at Royal Hobart Hospital and Launceston General Hospital.  
The Royal Hobart Hospital has a full urogynaecology service, including services for urodynamics, advanced surgery (vaginal + laparoscopic mesh and native tissue), management of mesh exposure, pelvic physiotherapy, urogynaecology nurse and medical consultant. There are no sub-specialist urogynaecologists.  
The Launceston General Hospital has a full specialist obstetrics and gynaecology service that offers both mesh insertion and removal. Complex cases are referred to Melbourne. |
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| **ACT** | Canberra Health Services has a dedicated service for women who have undergone surgery or treatment involving mesh and who have concerns or questions: 02 5124 7474 or meshreview@act.gov.au  
The phone line is staffed during office hours, and there is a message service for after-hours calls. Women are offered clinical review as part of contact with this service.  
Canberra Hospital provides multidisciplinary urogynaecological services for patients with Pelvic Organ Prolapse (POP) and urinary incontinence. Transvaginal mesh surgery for POP is no longer performed at Canberra Hospital and such procedures are performed with native tissue repair or with sacrocolpopexy. Transvaginal mesh procedures are performed for Stress Urinary Incontinence (SUI) by clinicians who have been credentialed according to the criteria set by the Commission. An electronic database has been set up for prospective collection of outcome data. All clinicians credentialed for mesh insertion are also credentialed for minor adjustments of mesh.  
Calvary Public Hospital, Bruce is the other public hospital which has offered women the opportunity for review if they had surgery involving mesh in the past. Clinicians undergo the same credentialing process if they are to perform mesh surgery for SUI. Calvary Public Hospital, Bruce has a phone line for women who have undergone surgery or treatment involving mesh and who have concerns or questions: 02 6201 6570. This phone line is staffed during office hours, and women are offered clinical review as part of this service.  
Complex cases are either referred to Canberra Hospital for initial assessment or to Westmead Hospital if it is likely that the patient requires mesh removal.  
All patients requiring further investigation for potential mesh removal will be referred to the Urogynaecology Service at Westmead Hospital, Sydney. |

**References**

2. Guide to the Role Delineation of Clinical Services. NSW Health; 2018