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2023 Symposium

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2023 Equally Well Symposium

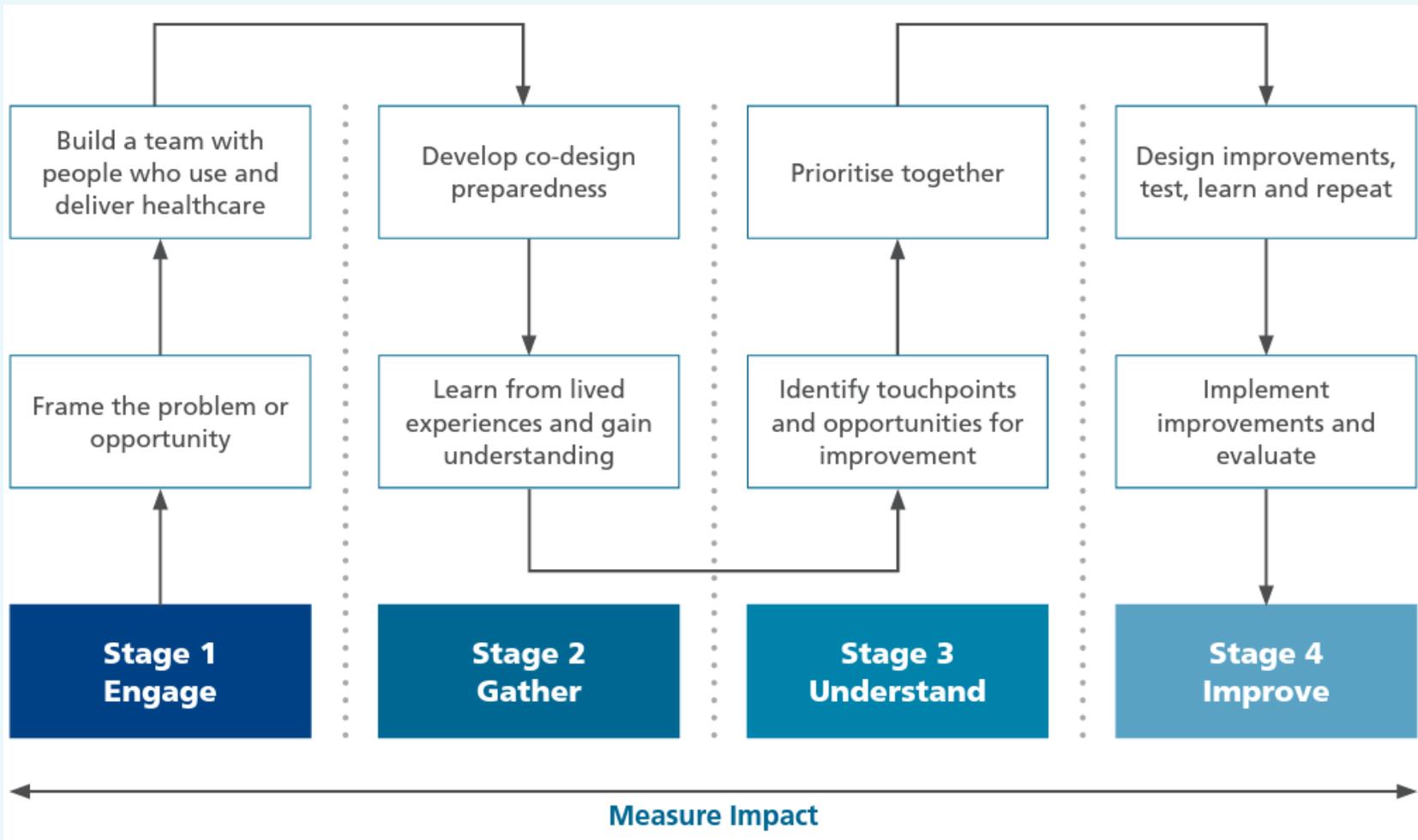
While you wait...

Supporting GP and consumer engagement whilst
waiting for specialist mental health services

CESPHN would like to acknowledge the Traditional Custodians and Sovereign People of the Aboriginal land on which we meet today. I recognise their continuing connection to land, water and community and pay respect to Elders past, present, and emerging.

CESPHN wishes to acknowledge people, families and carers with living experience of mental health issues and a lived experience of suicide and recognise the valuable contributions of all community members in helping shape the support systems in our region.

Our Codesign Journey



- Agency for Clinical Innovation
(2019, pp. 5)



Increased Service Demand



Exploration of Practical Solutions



Resource Development

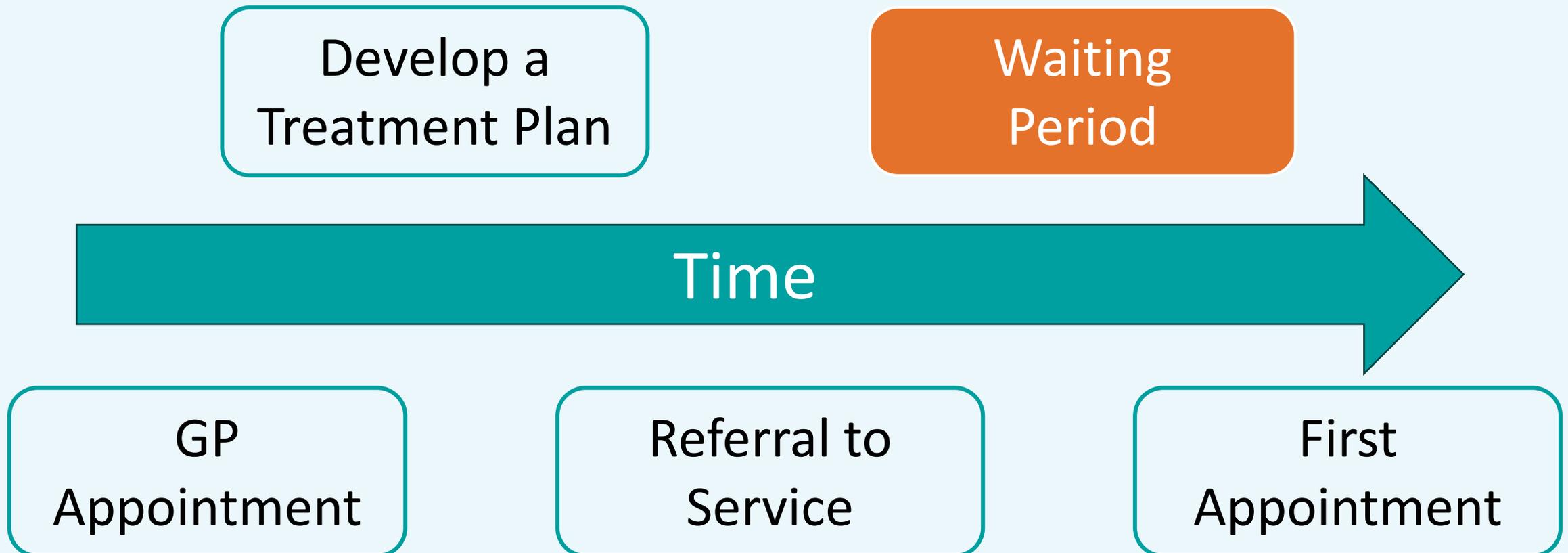


Prototype Testing Workshops



Launch of Resource

The Consumer Journey





Increased Service Demand



Exploration of Practical Solutions



Resource Development



Prototype Testing Workshops



Launch of Resource

Evaluation and Continuous Improvement Activities

- Website Analytics
- Other Distribution Metrics
- Qualitative Feedback
- Workshopping New Content

WHILE YOU WAIT
Conversation Guide for GPs

About this resource

This is handout 1 of 3 in the "While You Wait" resource kit.

The "While You Wait" resource kit has been developed to help GPs and their patient create a plan for their first specialist mental health appointment.

GPs and Patients can use these resources in a variety of ways, the aim is to make sure that the patient has the support they need to prepare so they can get the most out of the time while waiting to see their mental health specialist.

Steps in the process

- During a GP appointment a mental health plan is developed
- The GP makes a referral to a mental health specialist
- The patient makes a plan for what they want from their appointment

Introduction

Following the assessment of a patient, developing their care plan, and making a referral to a suitable service, a challenge for GPs is working with patients to manage and minimise risk while they wait for their first appointment. This 'While You Wait Conversation Guide' has been developed to assist GPs to patients to make

MAKING YOUR TIME COUNT

About this resource

This handout has been developed to help you create a plan for your first specialist mental health appointment.

GPs and patients can use this handout in a variety of ways. The aim is to make sure that you have the support you need to prepare for your first specialist appointment so that you can get the most out of the time while waiting to see them.

Steps in the process

- During your GP appointment, a mental health care plan is developed
- Your GP will give you a referral for your first mental health appointment

Let's get started

Once you have decided to access mental healthcare, it can be frustrating to find out that you may have to wait for an appointment. Use this resource to develop a plan to make the most of your time while you wait.

You may find that some of these questions can be hard. Please take your time, come back to it, or complete your plan with a trusted person.

SUPPORTING YOU TO SUPPORT THEM
Additional resources for GPs

About this resource

This is handout 3 of 3 in the "While You Wait" resource kit. The following resources have been collated for GPs to support them in their work.

The "While You Wait" resource kit has been developed to help GPs and their patient create a plan for their first specialist mental health appointment.

GPs and patients can use these resources in a variety of ways. The aim is to make sure that the patient has the support they need to prepare so they can get the most out of the time while waiting to see their mental health specialist.

Supports for GPs

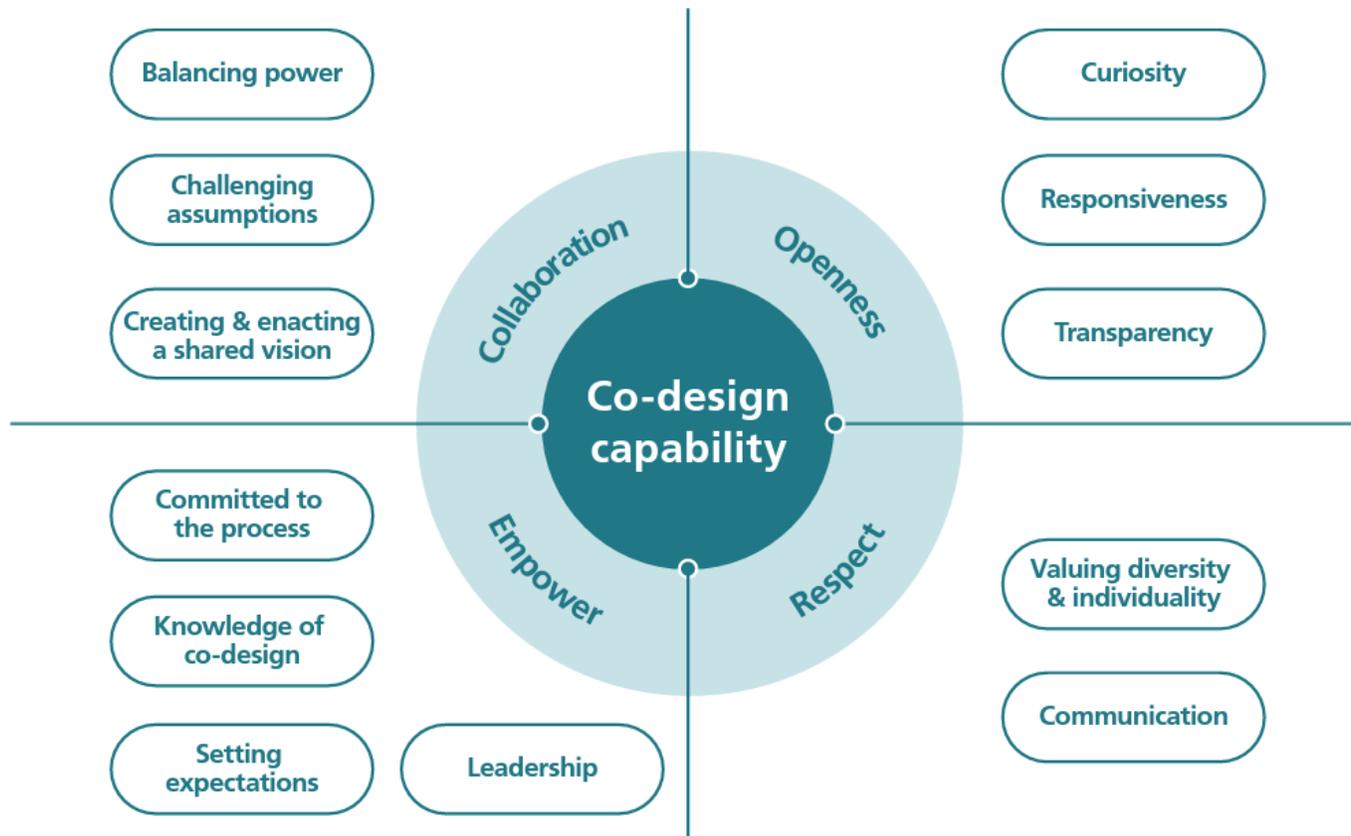
We should acknowledge that just as this is a distressing time for patients, GPs need support too.

Practitioner specific counselling support is available through:

- [The Doctors Clinic](#)
- [DRS4DRS](#)
- [RACGP GP Support Program](#)
- [AMA Doctors for Colleagues](#)

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Closing Remarks



- Agency for Clinical Innovation (2019, pp. 8)

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Questions



Access the While You Wait GP Resource Pack
by scanning the QR Code of visiting:
<https://cesphn.org.au/mental-health/>

Questions and feedback can be sent to:
regionalplan@cesphn.com.au

References

Agency for Clinical Innovation (2019) Patient Experience and consumer engagement – A guide to build co-design capability. https://aci.health.nsw.gov.au/_data/assets/pdf_file/0013/502240/Guide-Build-Codesign-Capability.pdf

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