

Mental Health Stepped Care Codesign – Mackay

42 attendees from 24 organisations

Workshop summary

Northern Queensland Primary Health Network (NQPHN) was delighted to welcome local stakeholders to the Mackay Mental Health Stepped Care Codesign workshop on 22 March 2023.

Attendees provided valuable insights into what was working and not working within the current system and spent time reimagining how a future system could improve care for the communities we serve.

What you told us

Current state

- The system is difficult to navigate, and people are confused about what's available, the referral processes, and what services deliver once they reach them.
- There is a lack of processes and systems to enable client information sharing, or consistent and reliable provision of service information.
- Services have inflexible and inconsistent approaches to responding to a person's needs, with lengthy or multiple assessments.
- There is a lack of holistic approaches to care, particularly for people with co-occurring mental health and AOD concerns.
- There are long wait times, both for GPs and providers.
- Affordability of services prevents access.
- Housing insecurity is a huge challenge and barrier for people accessing help.

Future state

- Broaden referral pathways and access points beyond GPs.
- Greater collaboration and integration between providers, particularly when clients are transitioning in/out of service.
- Clearer pathways into services.
- More family inclusiveness across the whole journey.
- Support and care that is holistic and tailored to a person's range of needs, delivered where the person desires.
- Avoiding multiple assessments and re-telling of story.
- Improved knowledge and understanding by service providers and GPs about what is available.
- Greater continuity of care.
- More opportunities for peer and lived experience workforce.



Messages in a bottle

"Great session. Hoping some of the ideas are put into action. All working for the good of the consumer"

"Fantastic opportunity for community involvement - thank you"

"Actions into words"

"Working together needs to work better NOW not later"

"More of these events, more bringing our community and resources together and being a team and not working against each other is so so important!"

Mental Health Stepped Care Codesign – Townsville

28 attendees from 20 organisations

Workshop summary

Northern Queensland Primary Health Network (NQPHN) was delighted to welcome local stakeholders to the Townsville mental health stepped care codesign workshop on 16 March 2023.

Attendees provided valuable insights into what was working and not working within the current system and spent time reimagining how a future system could improve care for the communities we serve.

WHAT YOU TOLD US

Current state

- The system is complex at all points of engagement - knowing what's available, navigating referral processes, accessing supports, and transitioning on from supports.
- The system is inflexible and inconsistent in responding to a person's range of needs and there is a lack of holistic approaches to care.
- Wait times are an issue, and capacity cannot currently meet demand.
- Recruitment and retention of staff is a challenge, as is managing staff wellbeing.

Future state

- Referral options in addition to GPs.
- One entry point with clearer pathways into services and the whole journey explained on entry.
- Services and supports are holistic and responsive to a person's range of needs.
- Consistency in services, supports and workers.
- Increased flexibility in service delivery options.
- Increased collaboration between services including shared professional development.
- Transport options to access and continue with supports.
- Greater focus on early intervention.



MESSAGES IN A BOTTLE

"Thank you for the opportunity to share challenges, barriers and possibilities. Excited to see where this leads."

"Let's be bold and remove the shackles of systems, organisational risk avoidance, and unnecessary constraints"

"There is a need for genuine authentic collaboration across all areas"

"Good cross section of the sector. Great discussions"

"Great work. Need more of these sessions to build partnerships and collaborations"

Mental Health Stepped Care Codesign – Cairns

40 attendees from 29 organisations

Workshop summary

Northern Queensland Primary Health Network (NQPHN) was delighted to welcome local stakeholders to the Cairns Mental Health Stepped Care Codesign workshop on 29 March 2023.

Attendees provided valuable insights into what was working and not working within the current system and spent time reimagining how a future system could improve care for the communities we serve.

What you told us

Current state

- There is difficulty navigating the service system, from trying to understand and determine what is available, to during the person's journey of being supported.
- Eligibility criteria are complex and/or restrictive, working to exclude people rather than allow access.
- There is limited physical service provision and access to telehealth (no reception) in rural areas.
- Access to GPs is not working well. Long wait lists, or no GPs in the area.
- We have a committed and passionate workforce who work well together, but there are challenges to recruit and retain staff, and upskilling is required in some areas.
- There is a shortage/absence of psychiatry services.

Future state

- Improved sector understanding of referral processes and what services are available, particularly for GPs.
- Increased options for providers to make referrals to services, rather than only through GPs.
- More collaboration, integration and linkages between community services and Queensland Health services.
- More information sharing, and systems that support greater communication between providers.
- Transition points between supports that are person-centred, have minimal paperwork and have follow up.
- Colocation of services, either physically (hub or one-stop-shop approach), or virtually with seamless transfer of information and access to supports.



Messages in a bottle

“Provide a one stop service where people can be helped in their time of need”

“Focus on the rural communities, not just Cairns”

“What a great forum. Do it more often and turn it into a regular networking opportunity”

“Embrace the rich diversity of experience and expertise available within our system and also build on what’s already done internationally”

“Continuity of services and consistency of services is integral to positive health outcomes”