



## FACTORS OF POSITIVE ENCOUNTERS WITH THE MENTAL HEALTH SYSTEM

- ✓ Attitude of health professional (empathetic, caring, supportive, non-judgemental, no stigma)
- ✓ Having adequate time in consultations, not feeling rushed
- ✓ Positive and appropriate environment (comfortable, welcoming, warm, professional/confidential)
- ✓ Including families and carers (information sharing, recognising them as part of recovery team, offering support, acknowledging the challenges)
- ✓ Accurate and meaningful referrals
- ✓ Access to mental health nurses
- ✓ Bulk billing
- ✓ Receiving holistic care and support; spiritual, emotional and physical
- ✓ Person centered care, treating an individual not an illness, realistic treatment plans
- ✓ Monitoring and review of medications when in use
- ✓ Having the chance to verbalise and gain advice

## FACTORS OF NEGATIVE ENCOUNTERS WITH THE MENTAL HEALTH SYSTEM

- ✗ Out of pocket costs, particularly for specialist care
- ✗ Inaccessibility of services; waiting lists, only having appointments during work hours
- ✗ Stigmatising attitude of health professionals and also service staff such as receptionists, more training is needed in this area
- ✗ Lack of awareness of available support and other services from GPs, families and patients
- ✗ Poor communication; within practices between GPs (making patients repeat their story), between health professionals and patients, between families/carers and health professionals
- ✗ Feeling like you are not being heard
- ✗ 15 minute consultations, feeling rushed, inadequate time to understand and make an accurate diagnosis/prescription
- ✗ Sterile, cold, overly open/public environment
- ✗ Feeling isolated and unsupported, not enough information or targeted follow up for individuals or families/carers
- ✗ Experiencing a 'loss of control', being excluded from participating in creating care plans and having decisions made by others
- ✗ Fragmentation of system makes it hard to get accurate information and referrals to find and access appropriate services
- ✗ Lack of monitoring and understanding of medication therapy by both consumers and professionals
- ✗ Struggling to find information

# MENTAL HEALTH REFORM



## ACCESSING THE MENTAL HEALTH SYSTEM ON THE GOLD COAST

### 11 OUT OF 16

CAC MEMBERS HAVE OR KNOW SOMEONE WHO HAS SEEN A PSYCHOLOGIST



### 3

PEOPLE HAVE NOT PERSONALLY AND DO NOT KNOW ANYONE WHO HAS ACCESSED MENTAL HEALTH SERVICES ON THE GOLD COAST

### 50%

OF CAC MEMBERS HAVE OR KNOW SOMEONE WHO HAS USED GOLD COAST HOSPITAL AND HEALTH SERVICE (GCHHS) FOR MENTAL HEALTH



WHEN ASKED WHAT THEY WOULD CHANGE ABOUT MENTAL HEALTH CARE ON THE GOLD COAST, CAC MEMBERS WISHED FOR ...

- » Easier access to mental health nurses (present in hospital Emergency Departments 24/7, GP clinics and via phone, email and internet)
- » Improve health professional and public knowledge of holistic approach; emotional, physical and spiritual - mental health is part of overall health
- » More action to reduce stigma including programs in schools to support awareness of mental health and build resilience
- » More bulk billing and higher cap of free sessions, particularly for specialists.
- » Increase multidisciplinary teams in general practices, have mental health nurses, psychologists and psychiatrists available in one place and working together
- » More support for those socially disadvantaged

### 10 OUT OF 16

CAC MEMBERS HAVE OR KNOW SOMEONE WHO HAS SEEN A PSYCHIATRIST



### 21.5%

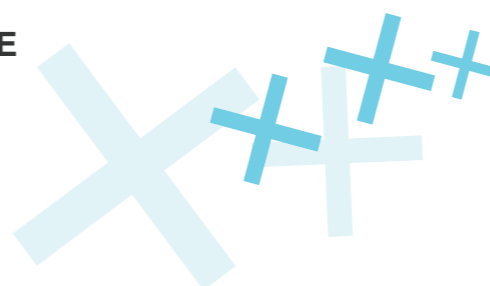
PEOPLE WHO HAD EXPERIENCED THE MENTAL HEALTH SYSTEM STATED THEIR EXPERIENCE WAS NEGATIVE



### 3

PEOPLE SAID THEY ACCESSED OTHER SERVICES AND LISTED:

- » MENTAL HEALTH NURSE
- » MENTAL HEALTH SUPPORT WORKER
- » AFTERCARE



### 78.5%



OF PEOPLE WHO HAD EXPERIENCED THE MENTAL HEALTH SYSTEM SAID THEIR EXPERIENCE WAS POSITIVE OVERALL



### 11 OUT OF 16

CAC MEMBERS HAVE OR KNOW SOMEONE WHO HAS SEEN A GP ABOUT MENTAL HEALTH

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