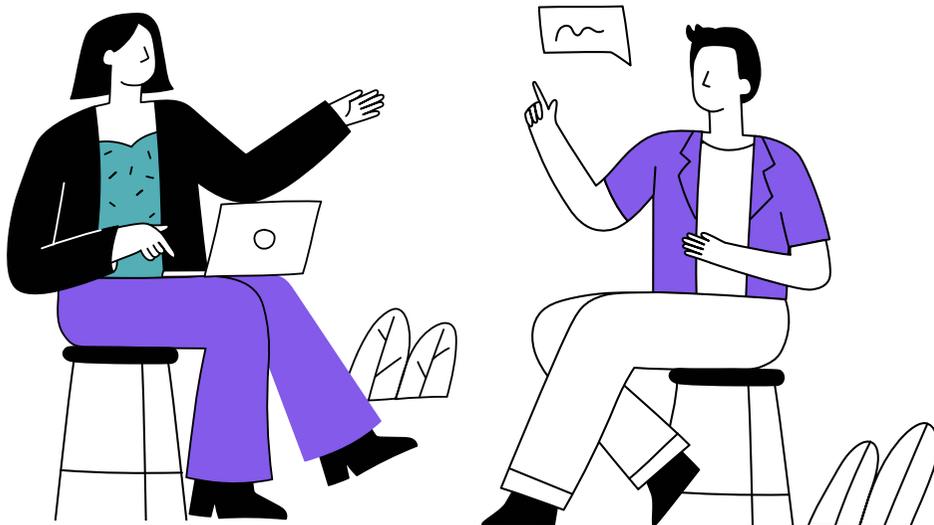


# Understanding the experience for GPs navigating and referring mental health services

The Australian Government Department of Health and Aged Care wants to hear from GPs and practice staff (including practice managers, office staff, nurses, and allied health professionals) about their experiences in supporting mental health patients.

We aim to engage a diverse range of GPs and practice staff operating across Rural, Remote and Metropolitan Areas (RRMA) of Australia.



Australian Government  
Department of Health and Aged Care

## Research objectives

Our goal is to capture the challenges in providing care and support for patients with mental health needs, and identify opportunities for future improvements and policy consideration.

To further support GPs and practice staff, we hope to better understand their:

- approach to supporting patients with a range of mental health care needs, particularly those with milder symptoms
- tools and processes for service navigation, referral, and monitoring
- awareness and use of online treatment and information resources, blended care models, and care plans
- patients' attitudes and experiences with using online resources.



## How to participate

Liquid Interactive has been commissioned to undertake a range of engagement activities throughout the first half of 2024.

We respect the busy schedule and ongoing commitments of all those involved with this research. At this stage, there are two ways for GPs and practice staff to get involved:

- **Online interviews** with one of our experienced researchers for one hour. Participants will be compensated with a \$100 e-gift card for their time.
- **GP on-site observations** to help us understand the environment, daily operations, workflows, and interactions in the GP experience. We are not seeking any exposure to patient interactions. Compensation will be arranged for anyone involved with the visit.

GPs and practice staff who'd like to participate in these activities should register through our online form: <http://www.headtohealth.gov.au/sh/1>.

If you can't join these activities, there will be further opportunities to share feedback in an online survey and co-design workshops planned for 2024. More information will be shared on these when available.



## About Liquid Interactive

Liquid is a proud member of the Research Society and will be carrying out this research in line with professional and ethical standards in working with participants, ensuring privacy, consent, and data protection. Feedback from individual participants will not be identifiable.

**If you have further questions, please contact**  
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