

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”