**Access to services for people with high prevalence psychological disorders in South West Victoria**

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**The Aims**

South West Mental Health Mapping project aims:

1. To identify the level, the accessibility, and the effectiveness of mental health services
2. To describe the flow of consumers between various types of providers
3. To be able to represent the links between different services and the relative prominence of the particular service provider in the network

**Research Design**

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**Design**

- Provider asked to indicate the number of consumers seen in the last three months
- Where did the consumers come from?
- Provider asked to indicate number of consumers referred on to other providers
- Respondents asked to identify the types of services referred to
- Connection within the network represented visually

**Telephone Survey**

- Consumers asked which service they had accessed
- Steps typically seen on consumer pathways
- Most prominent start point and end point

**Telephone Survey**

- The sources and destinations of consumers coming to from each type of provider were analysed and visually represented with provider centric diagrams
Outcomes

Mapping

Where consumers come from

Where consumers go

Abbreviations for mapping

Where consumers come from

Outcomes

Where Consumers go to

Pathways of consumers

The majority of consumers reported that the GP was the first service providers (82.2%)

39% did not require any further provider

Next steps:
- 17.1% psychologists
- 10.6% counsellors
- 10.5% psychiatrists
- 8.1% psychiatric services
Findings
- GPs are the largest group of providers, then private psychologists
- 40% of consumers did not require any further follow-up
- Consumers may have several steps in their pathways
- GPs received referral from and gave referrals to private psychologists

Previous Findings
- Most services are located in Warrnambool
- Some services remain at no cost
- Little knowledge re: MBS items
- Various reasons for barriers and enablers to services

Recommendations
- Enhance team development and communication in primary health care setting
- Collaborative care involving practice nurses and allied health in primary health care
- Improved community information and awareness for Mental Health
- Early detection and diagnosis in Mental Health

Recommendations
- Increased regional health promotion
- Web-based interventions
- Workforce issues, recruitment and retention strategies
- Improved service equity across the region

Conclusions
- The centrality of the GPs is vital in the existing model
- Enhanced multi disciplinarian teams in primary health care setting
- Development of collaborative care model in primary health care setting

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