

Contact details

Please ensure that we have your correct address and phone number so that we can contact you if your appointment is changed. We will also provide you with an appointment reminder call or text.

Feedback

We always appreciate feedback given as it helps us continually improve our services.

You can provide feedback at any time through either your Clinician or by contacting the Lead Clinician at Murray Mallee General Practice Network on 85311 303

Feedback forms are also available in reception.

Complaints

If you have a complaint you are encouraged to first discuss it with your clinician. If the matter is unable to be resolved to your satisfaction, you will be provided with the MMGPN Compliments, Suggestions or Complaints brochure and invited to provide a written or verbal complaint to the CEO, who will meet with you to discuss your concerns.

If you are still unable to resolve the issue you may choose to contact the Health and Community Services **Complaints Commissioner** on 8226 8652 .

www.hcsc.sa.gov.au

Privacy

You will be given information regarding your rights under the Privacy Act at your first appointment. You will also be asked to sign a consent form allowing your mental health clinician to communicate with other professionals involved in your care. Breaches of the Privacy Act may be investigated by the Privacy Commissioner, who has the power to award compensation. Please note that de-identified data will be provided to funding bodies as part of the program evaluation process

Acknowledgment:

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Disclaimer:

“While Country SA PHN & the Australian Government Department of Health has contributed to the funding of this material, the information contained in it does not necessarily reflect the views of Country SA PHN, or the Australian Government Department of Health & is not advice that is provided, or information that is endorsed by Country SA PHN or the Australian Government Department of Health. Country SA PHN or the Australian Government Department of Health is not responsible in negligence or otherwise for any injury, loss or damage however arising from the use of or reliance on the information provided herein’.



Murray Mallee General Practice Network



*Building healthy and resilient
people and communities*

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Information for clients, What do we do?

MMGPN offers a range of services for people referred by their GP under a Mental Health Care Plan (MHCP). The services are funded under Federal Government initiatives and are designed to provide psychological intervention along a stepped care model of service & include:

Psychological Therapies Service (PTS)—provides people experiencing mild to moderate mental health issues with psychological strategies to help improve their thoughts and behaviours. This provides 6-12 sessions (as indicated) per calendar year with an allied health clinician. The PTS service has priority groups which include: children under 12 years, people experiencing suicidal ideation, homelessness, indigenous people, CALD populations, post natal depression, low income earners and people from rural and remote areas.

Better Access: psychological therapy for people experiencing mild to moderate mental health issues with a psychologist. Provides up to 10 sessions (as indicated) in a calendar year with focussed psychological strategies.

Low Intensity Cognitive Behavioural Therapy (LiCBT): a 6 session focussed, structured CBT based model delivered by a LiCBT coach which is behaviourally and goal focussed.

MMGPN also provides care for people with serious mental health issues under the State Government funded **Shared Care program** for people who are NOT receiving a service from the public mental health team.

What does this involve?

The aim of our service is to improve your skills, knowledge & understanding of the range of issues that may be affecting your mental health and general wellbeing, and is therefore goal focussed rather than just general counselling. Staff are experienced in working with people with Mental Health Issues.

Your clinician, in consultation with your doctor, will support you to implement your care plan and make changes in your life through the use of psychological strategies such as Cognitive Behavioural Therapy (CBT).

MMGPN offer services in Murray Bridge, as well as clinics in Tailem Bend, Meningie and Karoonda. All services at MMGPN are free of charge.

Under our funding arrangements we are unable to provide reports for other organisations such as Centrelink, Immigration, the courts, Corrections or Workcover.

Please note that we are not a crisis or emergency service, if you are at acute risk or required immediate intervention then please contact 131 465

Attendance

After your appointment your clinician will decide with you whether a follow up consultation is required. This will be based on need and your availability to attend. If you are unable to attend an appointment or wish to reschedule, please contact the MMGPN office as soon as possible.

Because of the high demand for this service, regular attendance at your appointments is essential. MMGPN has a formal DNA policy which does mean that repeated non-attendance will mean that further appointments are not offered.

Please note we are unable to provide childminding services, if the content of your session is not suitable for

children to be present we ask that you arrange care for them

Client rights and responsibilities

We are committed to ensuring that you receive a quality service. This includes:

- Being treated with respect, dignity & consideration
- Clear communication about your care & the service options available to you
- Being included in decisions & choices about your health care
- Your personal information being private & confidential
- Your right to decline a service
- Your right to have family or carers involved in your care & or present in your appointment.
- Your right to invite an advocate of your choice to be involved

As a client of this service it is your responsibility to:

- Be actively involved in making decisions about your care & take responsibility for the decisions you make
- Tell staff if you do not understand what you have been told
- Treat staff & other clients with courtesy & respect
- Respect the property of others
- Take responsibility for the outcomes of any decisions you make

