



PARTICIPANT INFORMATION SHEET FOR LOW-RISK RESEARCH

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

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You are being invited to take part in a research study. Before you decide to take part, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully. Please ask the study team any questions you have and request any further information you need.

Why is this study being done?

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 with milder symptoms.

Liquid Interactive has been commissioned by the Department to engage a diverse range of GPs and practice staff operating across Rural, Remote and Metropolitan Areas (RRMA) of Australia.

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.

What is involved in the study?

We have identified two primary user groups for participation in the research study, and you have been invited because you may fall into one of these groups:

1. **General Practitioners:** They are the main entry points to the mental health care system.
2. **General Practice staff,** including practice managers, office staff, nurses, and allied health professionals. They assist and support GPs within the practice and can shed further light on the tools, systems, processes, and workflows that they use within the practice.



The study includes a mix of research activities:

Phase 1: Discovery & User Research

- 1-1 interviews – conducted over a 3-week period.
- On-site observation – conducted over a 3-week period.
- Online Surveys – conducted over a 4-week period.

Phase 2: Ideation and co-designing solutions

- Engagement and Co-design Workshops – conducted over a 3-month period.

The research engagement commenced in November 2023 and is expected to be completed by July 2024.

Why have I been chosen?

You completed an Online Expression of Interest form and indicated that you would like to participate in the study with one or more of the research options described above.

Do I have to take part?

Participation in this study is voluntary. The Participant Information Sheet document is not a contract, and you may withdraw from the study at any time, without giving a reason. If you decide to withdraw from the study, the relationship between participant and the researcher will not be affected and there will be no negative impact of consequences for me from withdrawing.

Are there any risks?

This project is assessed to be a **low-risk project**.

The consultations with health professionals will focus on practice systems and procedures and workflows only. Participants will not be asked about their own wellbeing or about any patient's individual health-related circumstances. We do not anticipate the interview will cause any discomfort or elicit a negative emotional response. These consultations will be undertaken by accredited researchers who are experienced in conducting interviews and the risk is negligible.

As defined in paragraph 2.1.7 of the National Statement on Ethical Conduct in Human Research 2007 (Updated 2018), research is considered to be 'negligible risk' where:

- There is no foreseeable risk of harm or discomfort, and
- Any foreseeable risk is no more than inconvenience.



This study has been assessed against these criteria, and therefore is considered to be 'negligible risk' to participants.

Are there any benefits?

If you agree to take part in and then participate in interview sessions, you will be compensated for your time with a \$100 gift card for a one-hour interview.

If you agree to take part in and then participate in the GP on-site observations, compensation will be arranged for anyone involved with the visit.

If you agree to take part in and then participate in the online survey, you will be compensated for your time with a \$25 gift card.

The results obtained from the study may help improve the primary mental health care system in the future.

What are the costs?

There will be no cost to you for participating in this study.

Access to the results of the study

Please note that individual results of this research study will not be made available to participants. The data collected will be analysed for research purposes only and will not be shared beyond the Department and the University of Melbourne, as specified. Your participation is important to us, but we are unable to provide individual results from this study. The results of the study may be published at the discretion of the Department. Any publication will only refer to analysis of de-identified data.

What about confidentiality?

Before the research commences, we will obtain explicit consent and permissions from you to take part in the study, and we will ask explicit permissions to:

- **Collect, store, and share**
 - **unstructured notes, and automated transcripts of the for interviews, site visits and workshops**
 - **raw data of the survey**

This information will be de-identified by the research team at Liquid Interactive to respect your anonymity and privacy. This means all personal details that can identify you, or your practice (such as your name, address, and other identifiers) will be removed from these outputs.

Unstructured notes and automated transcripts will be stored securely for 5 years - as per the recommendations made by the National Health and Medical Research Council (NHMRC).



The de-identified information will be shared with the Head to Health team at the Australian Government Department of Health and Aged Care, and researchers at the Department of General Practice and Primary Care at the University of Melbourne. This information will be used to conduct additional analyses on the perspective of health professionals on mental health.

- **Record and store a video of the interview**, for data analysis purposes only. The research team at Liquid Interactive will review the video to ensure your feedback is accurately and objectively captured.

The video recording will be stored securely for the duration of the research project by Liquid Interactive. After this point, the video will be permanently destroyed. Video records will NOT be shared outside of the research team at Liquid Interactive.

A 'Consent form to participate in this research' will be provided to you for completion and sign off.

Online survey providers

The online survey will be hosted and managed on Qualtrics software – via Liquid Interactive's paid account. Qualtrics is GDPR (General Data Protection Regulation) and CCPA (California Consumer Privacy Act) compliant.

More information Data Protection & Privacy is available on the Qualtrics website (qualtrics.com).

If you have any questions, please contact the Liquid Interactive research team at insights@liquidinteractive.com.au

Should you have any problems or queries about the way in which the study is conducted, and do not feel comfortable communicating with the staff conducting this research, please contact the Head to Health team at headtohealth@health.gov.au