



Royal Flying
Doctor Service
VICTORIA

Far East Gippsland Research Evaluation Results >

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Data collection commenced between 2017-2019

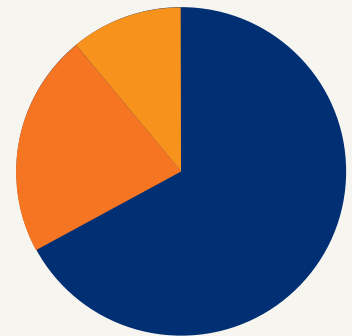
Quantitative results >



Average age of clients



63.5% of clients who engaged
in the service were female



Number of appointments
per episode of care

- 1-3 appointments (67%)
- 4-6 appointments (22%)
- 6+ appointments (11%)



65.3% of referrals came
from the bush nurses



Significant reduction*
in clients K10 scores
Average K10 score on entry = 26.75
Average K10 score on exit = 19.8
*(p value <0.001)



61.5% of clients only
accessed face to face
appointments



Presented with no formal mental
disorder but rather symptoms
of depression and/or anxiety



Clients presented to the
service with an average of
1-3 secondary stressors

*Other themes included: Client outcomes, engagement, enabling a therapeutic relationship.

Quantitative results – Main themes identified >



Access

- Locality of service
- No cost for appointments
- Service integration with the bush nursing centers

Confidentiality & Anonymity

- Reduced concerns around confidentiality and anonymity

Community Attitudes & Stigma

- Self-reliance
- Suicide
- Confidence to refer

Choice & Control

- Clients having involvement in the decisions made around their own mental health treatment

Sustainability & Consistency

- Sustainability
- Consistency of care
- Reassurance

Operational challenges

- Telehealth technology
- Attitudes to telehealth
- Training
- Booking system/process issues
- Need for a youth service

Findings >

Successes

- Service integration within the local bush nursing centers
- Training the local bush nurses to access, triage and refer clients
- Reduced concerns around confidentiality and anonymity
- Providing a visiting mental health clinician
- Client outcomes as a result of treatment
- Ease of referrals
- Providing a sustainable service
- Service quality and engagement

Challenges

- Community attitudes and stigma
- Referrers knowledge and attitudes towards mental health workforce
- Attitudes to telehealth
- Telehealth technology
- Booking system/process issues
- Integration and communication with other mental health service providers
- The program doesn't service clients aged under 18 years old

Feedback >

"It was local so I live in a remote area, so the sessions were 15kms to where I had to go, as opposed to 100kms"

 Client

"He just made you feel at ease and they just made it into a situation that was accessible for myself to go to that I felt that I could comfortably be there, and not feel, I suppose, judged"

 Client

"You know when we are dealing with people's mental wellbeing we want consistency of the clinicians"

 Bush nurse

"It was good to be able to talk to someone that wasn't a local member in such a small area... especially in such a small town"

 Client

"The sustainability is important and that's where RFDS, I feel, have been good because it takes a long while to get the communities trust"

 Bush nurse

"Maybe our communication to other local services. That appears to be a problem and so clearly there must be more we can do around that"

 Community member