

# PETER

“ I’VE JUST GOT TO GET THROUGH THIS ROUGH PATCH. THIS IS NOT ME! ”

**Age:** 58  
**Occupation:** Retired school teacher  
**Education:** University  
**Location:** Hawthorn  
**Family Status:** Married, 3 adult children & 4 grandchildren  
**Nationality:** British  
**Health:** • Active lifestyle  
• Pain management – required as a result of recent double knee op

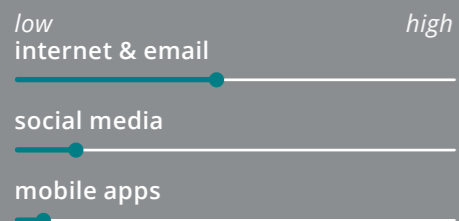
FRUSTRATED  
FRIENDLY  
INSIGHTFUL  
PERCEPTIVE



## PERSONALITY



## TECH USAGE



## PREFERRED CHANNELS



## INCOME LEVEL



## BIO

Hello, I’m Peter. I’m 58-years old and retired a couple of years ago after teaching for 35 years. I live with my wife, Sal. We have three kids and 4 grandkids. Our family is everything to us.

In my younger days, I was an elite athlete and was a keen mountaineer throughout my 30s and 40s. I’ve pushed myself hard over the years and as a result, recently had to have a double knee replacement. It was on the cards for a while, but was still a bit of shock when it happened. I just wasn’t prepared for the downtime. I’ve had some complications with my recovery, so progress has been slow. Really slow. And it’s been a whole lot more painful than I anticipated.

I’m usually a really active and outgoing person but recently I’ve begun to feel ‘flat’ and unmotivated. I’m worried about my recovery and feel like I’m becoming a burden on Sal.

## KEY FINDINGS FOR PETER

### SERVICE NEEDS

- Experienced staff who listen to and respect me
- Confidentiality is critical – “I don’t want anyone knowing about this”
- Wants a ‘quick fix’

### GOALS

- Get back to the active life and mental state I had before surgery
- Be able to manage all my physio and outpatient appointments
- Walk on a daily basis
- Feel strong and independent
- Stay fit and healthy as long as possible

### FEARS & FRUSTRATIONS

- Privacy and confidentiality
- Finding the ‘right’ help
- Inexperienced staff
- Being kept waiting for appointments
- Not feeling in control with decision making

I WANT AN EXPERIENCED CLINICIAN WHO I RESPECT AND CAN CONNECT WITH. CONFIDENTIALITY IS CRITICAL!

TRUST

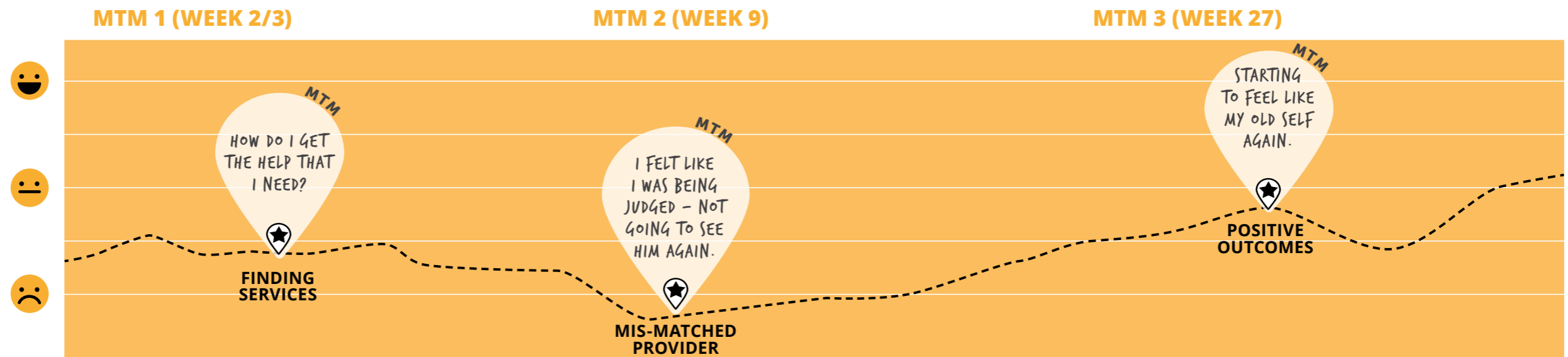
I WANT TO FIND SOMEONE WHO GETS WHAT’S IMPORTANT TO ME AND CAN DELIVER SERVICES IN A STYLE AND IN AN ENVIRONMENT I AM COMFORTABLE IN.

CHOICE & CONTROL

I WANT A SERVICE DIRECTORY OF PSYCHOLOGISTS WITH THEIR CREDENTIALS AND EXPERIENCE SO I CAN EASILY SEARCH FOR A PROVIDER THAT SUITS MY NEEDS.

COMMUNICATION

# SUMMARY OF MOMENTS THAT MATTER (MTM) FOR PETER



## IMPACT

### Individual



- Overwhelmed with where to start.
- Risk of not seeking help at all.
- Disengages with GP as not knowledgeable on MH.

- Disengages again.
- Decreased motivation to get better leading to increased isolation
- Gives up on getting help

- Improved mental and physical health
- Feeling empowered (decision to change psychologist was a good one).
- Increased knowledge about mental health and available support.

### Support Network



- Wife – stress associated with supporting Peter.

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- Decreased stress.
- Improvement in relationship.
- Increased independence (Peter not relying on her).

### System



- Health of individuals deteriorates while trying to navigate the complexity of accessing the system. Potentially leading to increased service use.
- Use of carer support services should Peter require ongoing support from wife.
- Use of primary/allied health services if not attending post op appointments.

- Pressure on system due to administrative requirements of MHP.
- Continued decline of Peter's health could lead to increased use of services (medication etc).

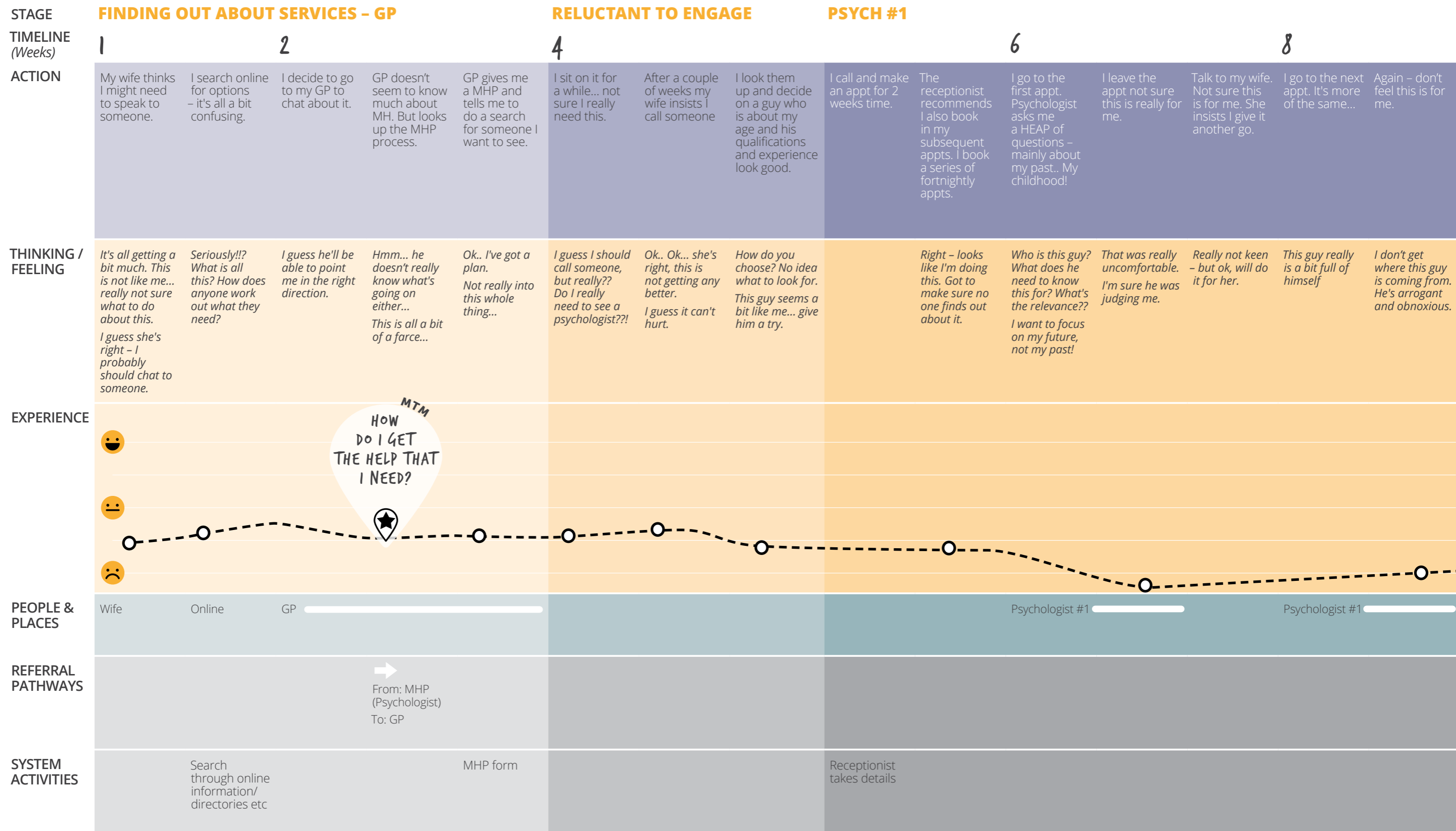
- Limited mental health services and support required resulting in more capacity for those with need.

# PETER'S JOURNEY

## SCENARIO

Peter has presented to his GP with his wife Sal. Peter describes feeling increasingly unmotivated with low mood after a prolonged recovery from a double knee operation. Sal reports Peter becoming increasingly quiet and

withdrawn. She states that he appears to be overwhelmed by relatively simple things such as getting out of the house and going to appointments. Peter states he feels helpless and a burden on his wife.



MTM  
HOW DO I GET THE HELP THAT I NEED?



STAGE	RELUCTANT TO ENGAGE				PSYCH #2 & ONLINE RESOURCES											
TIMELINE (Weeks)	9	13			15		21		23	24		27	29			
ACTION	A week before my next session I cancel my appointment.	A month goes by... my wife is on my case to find someone else.	I go back to my list of possible people and choose another psych. A slightly younger, woman who started her career as a teacher.	I call and chat to her briefly on the phone. I have a good feeling... I make an appt.	I go to my first appt with new psych.	It's great! She asked a bit about my past, but also focused on what I want to achieve for the future.	She gives me some info for other things that may help me: Apps Info sheets	I see her again every fortnight for the next 6 weeks.	I'm feeling good about the progress. I'm surprised at the stuff we talk about – a lot of my past and history comes into it, but I can see how this is helping.	After our 4th session, she tells me I'll need to get an extension of the MHP to keep seeing her.	I call my GP to make and appt.	I see my GP – he writes up another 4 sessions on the MHP.	I call the psych and rebook another 4 sessions.	I see her again for another two sessions.	At the end of the 8th session, we both agree I'm in a pretty good place. I decide to cancel the next sessions for now.	I keep using the apps and online resources she has connected me to. This is enough to keep me focused and optimistic about the future.
THINKING / FEELING	<i>I'm not going to spend another hour with that fool. I feel worse when I leave than I do when I go in! That's not the idea.</i>	<i>She's right. Things really are not improving.</i>	<i>Let's try a different tack. I might feel better talking to a woman. She was a teacher once too – we might have a bit more in common.</i>	<i>She seemed good – professional but relaxed and easy to talk to.</i>	<i>This could be good. Definitely found it easier to talk to her.</i>	<i>Ok, great! If I can do this myself – all the better.</i>		<i>Things are going well. She really listens and has some great ideas. I'm definitely feeling like the cloud is lifting.</i>	<i>What? That seems like a waste of energy – what a stupid system!</i>	<i>This is crazy... they make you jump through some hoops for this stuff!</i>		<i>Starting to feel like my old self again. I'm getting on top of things and feeling positive more often than not.</i>	<i>Things are good. My physical and mental health are miles from where I was 3 months ago. I'm exercising each day and my wife and I are in a much better place.</i>			
EXPERIENCE																
PEOPLE & PLACES					Psychologist #2				GP			Psych #2				
REFERRAL PATHWAYS					→ From: Psych #1 To: Psych #2				→ From: Psych #2 To: GP			→ From: GP To: Psych				
SYSTEM ACTIVITIES				Psychologist takes details							Need to provide info for MHP again					