

Thank you for using the InsideOut GP Hub Waiting Room Pack in your practice. This pack has been designed to help create a supportive practice environment, improve staff knowledge, and connect patients with evidence-based eating disorder resources. We hope you can use it to support eating disorder patients and their carers.

All materials in this pack have been co-designed with people who have lived experience, carers, and InsideOut clinical experts.

Your waiting room pack includes:

FREE 1hr eLearning for Practice Managers and Reception Staff. Gain confidence to make small changes in your practice processes and environment that can make an impact on your patient's wellbeing and recovery!

This free online learning course is an easy way for the whole practice team to build confidence in understanding and supporting patients with eating disorders:

- Takes 1 hour or less to complete
- Contributes to CPD requirements and accreditation for the practice
- Provides practical skills
- Helps staff better understand the experiences of people living with eating disorders



<https://ioi.org.au/eLearning-WaitingRoom>

Waiting Room Checklist

A 5-minute checklist that guides your frontline staff in a review of the waiting room area

- Suggests simple changes that can be made to make your waiting room a more comfortable space for people experiencing eating disorders
- Co-designed with lived experience, carers, and InsideOut clinical experts

eClinic brochures

The InsideOut eClinic is a free, confidential online service providing patients and carers with effective evidence-based eTherapies, information, and resources for food and body image concerns. It is designed to make support easier to access, wherever you are. All programs and tools have been developed by eating disorder experts, including those with lived experience.

Be sure to let your GP team know about the eClinic as patients are 3.5x more likely to complete the online therapies when prescribed by a clinician. These treatment programs are for:

- People experiencing eating disorder symptoms
- Clinicians treating eating disorders or disordered eating
- Carers and support people

Keep these brochures in a readily available location:

- on the reception desk or
- where other brochures in your clinic are kept

eClinic Business Cards

It was a request from InsideOut Lived Experience advisors that we create a small, discreet form of take-home information about support that is available.

This handy card is designed specifically for those who may be embarrassed to pick up a brochure or scan a QR code on a poster in a public space.

Instead, this business card can be easily slipped into a pocket or a sleeve without anyone noticing. Please be mindful of placing these in an easily accessible location.

You might like to try:

- the reception desk
- small tables by waiting room seats

Posters x 4

Each of these posters have been developed to display supportive, non-stigmatising messages throughout the practice to encourage help-seeking and provide a feeling of recognition and safety to those experiencing disordered eating and body image concerns. These waiting room posters are in response to lived experience requests for validating and affirming messaging in the waiting room.

Your team can choose where to put each poster. However, our suggestions are as follows:

Poster 1: A3 'Does this sound like you? We are here for you.'

- Waiting Room

Poster 2: A4 'Struggling with food, body image, or exercise?'

- Waiting Room
- Bathroom – this provides privacy if the patient would like to scan the QR code without being noticed

Poster 3: A4 'Caring for someone with an eating disorder?'

- Waiting Room

Poster 4: A4 'Do you experience binge eating?'

- GP Room – this poster is a lot more direct in its messaging, making it better placed to be in a treatment room

BEFORE PUTTING UP: Ensure GPs are aware of the eClinic and its offerings in case questions come in appointments Give your GPs this link and the brochure to read more – eClinic Health Professionals link

Although they do provide a link to the IOI eClinic, the main aim is to provide validating and affirming messaging in your spaces to encourage a feeling of safety in your space.

Clinical Supports

What is the GPHub?

The GPHub is a suite of digital tools developed by GPs, for GPs. It is a set of resources designed to save time, enhance workflow and support diagnosis, assessment and treatment of eating disorders.

National rollout of the InsideOut Institute GP Hub & Tools is supported by Sydney Local Health District and funded by the Australian Government Department of Health, Disability, and Ageing under the National Leadership in Mental Health program (2023-2028).

This resource has been approved by RACGP as an Accepted Clinical Resource.

Access this resource via this QR code:



<https://ioi.org.au/GPHub-WaitingRoom>

- For support looking after your patients with disordered eating and eating disorders, make sure you tell your GPs & Team about the GPHub
- If your GPs and Nurses want point of care supports go to GPHub
- If you are looking for MBS guidance go to the Practice Managers ToolKit

We hope you find that these resources are valuable additions to your practice. Thank you for helping to create a space that is supportive for people experiencing eating disorders. You are helping to connect patients with appropriate, evidence based care.

If you would like to order additional packs or have any feedback, we'd love to hear from you. Send an email InsideOut at: gphub.insideout@sydney.edu.au