

Health Consumers Queensland Impact Evaluation

Information sheet for Consumer Interviews
Griffith University ethics reference number: 2017/194

Who is conducting the research?

- Associate Professor Carolyn Ehrlich (MENZIES Health Institute Queensland, Griffith University)
- Professor Elizabeth Kendall (MENZIES Health Institute Queensland, Griffith University)
- Dr Maddy Slattery (Senior Lecturer, School of Human Services and Social Work)

What is this research about?

Consumer engagement is thought to play an important role in enhancing the quality of clinical services, increasing patient/clinician satisfaction and providing more cost-efficient health care services. Indeed, engaging consumers as partners in planning, delivering, monitoring and evaluating health services is a National Standard for Health care quality and safety in Australia. In recent years, Health Consumers Queensland (HCQ) has been given responsibility for building stronger partnerships with health care systems and providers. HCQ also advocates for consumers and carers by working closely with health services to change the way they include and respond to consumers. This study aims to explore how these partnerships are working, to explore the extent to which consumer engagement is embedded in everyday work practice, and to evaluate the impact that HCQ has on the engagement of consumers in public health service planning, design, delivery, monitoring, and evaluation across Queensland.

What you will be asked to do

The research team is asking individuals who act as consumer representatives in health services to participate in two telephone interviews over a one year period which should take approximately 30 minutes each to complete (one hour in total). The interviews will be audio recorded. In appreciation of your time and in acknowledgement of your expertise you will receive a \$20 gift card for each interview you participate in.

Do I have to participate?

Your participation in this research is completely voluntary and you may decline to participate if you wish. If you volunteer to be in this study, you may withdraw at any time without comment or consequences of any kind.

Benefits of this research

This project will explore the impact of Health Consumers Queensland on consumer engagement in health services in Queensland. It will consider how HCQ works with health services to improve customer engagement, and provide an opportunity for health services to reflect on the impact that HCQ has had on organisational capacity for consumer engagement. A greater understanding of consumer engagement in health services may result in higher quality care being delivered and greater satisfaction with health services.

Possible risks for you

There are no anticipated risks for participating in this study. Your participation will not affect your association with your health service or Health Consumers Queensland.

Confidentiality and privacy

The conduct of this research involves the collection, access and/or use of your identified personal information. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. A de-identified copy of this data may be used for other research purposes. However, your anonymity will at all times be safeguarded. For further information consult the University's Privacy Plan at <http://www.griffith.edu.au/about-griffith/plans-publications/griffith-university-privacy-plan> or telephone (07) 3735 4375.

Reporting of findings

The conduct of this research involves the collection, access and/or use of your de-identified personal information. The information collected is confidential and will not be disclosed to third parties without your consent, expect to meet any government, legal, or other regulatory authority requirements. Your anonymity will be at all times be safeguarded. For further information please consult the Griffith University Privacy Plan at: <http://www.griffith.edu.au/privacy-plan>.

Ethical Clearance

This project will be carried out according to the National Statement on Ethical Conduct in Research Involving Humans (2007). Any concerns about the conduct of this research project should be directed to the Manager, Research Ethics, Office for Research via phone (07 3735 4375) or email (research-ethics@griffith.edu.au). Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research.

Consent

If you proceed with participating in this project, then you will be agreeing that you:

- Have had any questions about the study answered to your satisfaction;
- Understand the risks involved;
- Understand that there will be no direct benefit to you from your participation in this research;
- Understand that your participation is voluntary and that you will receive a \$20 gift card for each half hour interview you participate in;
- Understand that if you have any additional questions that you can contact the research team;
- Understand that you are free to withdraw at any time, without comment or penalty;
- Understand that you can contact the Manager, Research Ethics, at Griffith University Human Research Ethics Committee on (07) 3735 4375 (or research-ethics@griffith.edu.au) if you have any concerns about the ethical conduct of the project; and
- Understand that your involvement in this research will include two interviews (over a one year period) and that your interviews will be digitally recorded.

Research staff will contact you to book an interview, at which time they will verbally confirm your consent to participate in this project. Your consent will be digitally recorded and stored for the duration of the project.

Feedback

If you would like a summary of the study results, please email Associate Professor Carolyn Ehrlich hcqresearch@griffith.edu.au. Feedback will be available at the conclusion of the study.

Questions/ further information

Should you have any further questions about this research please do not hesitate to contact Associate Professor Carolyn Ehrlich at hcqresearch@griffith.edu.au