

Rapid Consumer Consultation on COVID-19: Health Consumers Queensland Daily Consumer Conversations

Health Consumers Queensland has been having regular video-based Consumer Conversations about the Queensland public health system’s response to COVID-19 with groups of health consumers and carers across the state.

We will be continuing these several times per week for the foreseeable future.

We have been listening to a diverse range of patients and carers on the ground about:

- What is working and what isn’t
- Asking them to share their practical suggestions for solutions with Queensland Health
- Updating participants on what Health Consumers Queensland knows is happening in Queensland and how consumers are being involved in key decisions
- Asking specific questions so we can provide urgent advice/feedback to staff in Queensland’s public health system.

In addition, we have been seeking and collating timely consumer feedback outside of these sessions.

Who are we speaking to, and when?

Please note, during COVID-19 the landscape is changing rapidly and often. So this schedule may change.

		Description	Approximate group size
Mondays 30 mins	Health Consumers Queensland Consumer Advisory Group and Queensland Health Consumers Collaborative members	A small, dynamic group of experienced consumer representatives from a range of backgrounds.	12
Tuesdays 1 hour	COVID-19 Consumer Community of Interest	Broad mix of consumers and carers, high diversity	Meetings to date around 45 people
Wednesdays 1 hour	PHN Consumer Representatives (TBC)	Consumers and carers engaged with PHNs	TBC
Fridays 1 hour	Statewide HHS Consumer Advisory Group (CAG) Leaders	CAG chair of each HHS in Queensland	16

How can we help you get consumer and carer input on your work?

We invite Qld Health staff to use these established mechanisms to get input on their work. During COVID-19, we understand that work happens quickly. These groups work on an agile agenda, so consumer input on short notice is readily achievable eg.24 hour turnaround. Depending on the nature of the consultation needed, we can also arrange a purpose-built group – for example if the consultation is more in depth, needs a little more time than 20-30 minutes.

What we need from Queensland Health staff

Before the meeting

- Please give us as much notice of your need for consumer engagement as possible
- Where possible, please provide materials for review to consumer groups at least 24 hours ahead of the meeting
- Arrange a conversation with us prior to the meeting, to finalise meeting roles and other details.
- HCQ will create a Zoom link and circulate it to consumer attendees and your staff

During the meeting

For the meeting you need to provide staff who will:

- Provide a context about who you are and what you are seeking feedback on.
- Listen to the feedback and be available to answer questions
- Act as your notetaker, to collect feedback

After the meeting

- Provide feedback to consumers and to Health Consumers Queensland on outcomes of consumer feedback

What we will provide to you

- Communicate with the consumer groups on your behalf
- Meeting coordination and support
- A recording of the session
- Chat thread transcript

Who to contact

Please contact Suzanne Wirges, Engagement Advisor, Health Consumers Queensland

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