Application for consumer representatives:

Website Revision Focus Group

Telehealth Support Unit

Closing date: 9am Monday 3 August 2020

Queensland Department of Health

**The Telehealth Support Unit is seeking health consumer representatives to inform the design of a new patient-focused website – with the goal of informing patients of their options in accessing virtual care and providing education in the practicalities of telehealth.**

The Telehealth Support Unit (TSU) is a team within the Healthcare Improvement Unit, Clinical Excellence Queensland that focuses on improving Queenslanders access to health care through the use of technology.

Purpose

The focus group will inform the creation of a purpose-built website to provide general information and resources to meet the needs of patients, consumers, carers and families.

Members will include representatives from the Hospital and Health Service workforce, health consumer and carer representatives and will be facilitated by a Principal Project Officer from TSU.

Role of the consumer

The successful consumers will actively participate in two focus groups by providing direct advice to inform the content of the website and feedback to influence the final product.

Who is it for?

This opportunity would suit a consumer or carer representative:

* With an interest in the delivery of health care via technology
* Who has accessed or cared for someone who has received virtual care or telehealth
* Who has been offered telehealth but not yet accessed it
* Who are able to provide feedback to inform the design of a new patient-focused website

We welcome people living in rural and remote areas across Queensland and Aboriginal and or Torres Strait Islander consumer representatives to apply.

Time and location

The Website Revision Focus Group will meet for two 1.5 hour sessions. The first will be held prior to the TSU provisioning a software build for the new site, with the second session to follow the developer’s production of the website in order to provide feedback.

Both meetings will be held via videoconference – details of which will be sent to the participants a minimum of one week prior to each event.

Remuneration and Support

Consumers will be remunerated for their time in line with [Health Consumers Queensland’s remuneration position statement](http://www.hcq.org.au/wp-content/uploads/2015/12/Consumer-Remuneration-Rates-Dec-2015.pdf).

$187 per meeting 4 hours and under \*

(\*Covers pre-reading)

Support and information will be provided by Telehealth Support Unit Team.

How to apply

**Please complete this consumer application form and return to**[**consumer@hcq.org.au**](mailto:consumer@hcq.org.au)by **9am Monday 3 August 2020.**

For assistance please contact Health Consumers Queensland via [consumer@hcq.org.au](mailto:consumer@hcq.org.au) or by phone on 07 3012 9090.

**Consumer Application Form**

**Website Revision Focus Group**

Full name:

Preferred phone number:

Email:

Postal address:

Postcode:

* By completing this application, I consent for my details to be added to the Health Consumers Queensland network database YES | NO
* I would like to receive email updates from Health Consumers Queensland YES | NO
* Are you happy for Health Consumers Queensland to share this form with Queensland Health as part of the process for this application? YES | NO

Please highlight any group you identify as being a part of:

* Living with a disability/chronic condition
* Caring for someone with a disability
* Physically isolated or transport disadvantaged
* Culturally or linguistically diverse
* From a non-English speaking background
* LGBTIQ+

Do you identify as: Aboriginal | Torres Strait Islander | Both | Prefer not to state

Are you a: Consumer | Carer

Age range: 16-24 25-29 30-39 40-49 50-59 60-69 70+

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Gender:** |  Male | Female | Intersex | Other | Prefer not to state |

Please describe any support you need to take part in this activity *(examples include tech support, hearing or vision support)*

*Your responses to the following questions only need to be a brief sentence or two*

* Please describe your experience as a health consumer representative including committees, focus groups, surveys, governance roles, etc.

*Tip: Past consumer representative positions that have similar requirements to the opportunity you’re expressing interest in. Give an indication of how long each position was for, and any relevant highlights.*

* **Please describe any connections you have to your community (e.g. networks, groups)***Tip: Think about how this relates to the role you’re applying for.*
* Please describe your interest in virtual care to inform a new patient-focused website?

*Tip: Although this section usually requires the longest response, try to keep it concise. Things to consider focusing on here include:*

* *any past lived experience that shows your understanding of the topic, or*
* *your understanding of the social/health/economic implications of the topic/condition, or*
* *Any systems change that you have identified that will improve care for health consumers, and possible strategies you could share to affect that change.*