Queensland Health Patient Reported Experience Survey - Endoscopy, Working Group

**Closing date: 5pm, Friday 9 July 2021**

Patient Safety and Quality Improvement Service, Clinical Excellence Queensland, Department of Health

**Patient Safety and Quality Improvement Service (PSQIS) is seeking two (2) health consumer or carer representatives to participate in a working group for the planned statewide Endoscopy survey that will commence in October 2021.**

This unique opportunity to contribute to the development of a patient reported experience survey will be offered to health consumer representatives who have a lived experience accessing Queensland Health’s Endoscopic services in a Queensland Health facility.

The survey will capture real-time Patient Reported Experience Measures (PREMs) from patients who have undergone a Gastrointestinal Endoscopic procedure and will support clinicians in partnering with patients to achieve safe, high quality care. It will be implemented across all Queensland Health facilities that provide either an inpatient and/or outpatient Endoscopic service in October 2021 using the Queensland Health PREMs and Patient Reported Outcome Measures (PROMs) online system, known as QuestLink.

Queensland Health is implementing a new approach to collecting PREMs and PROMs through online surveys. The PREMs inpatient survey has been successfully implemented in all Hospital and Health Services across Queensland. To read more: [www.health.qld.gov.au/preom](https://www.health.qld.gov.au/preom)

Purpose

The Working Group will be convened with a multidisciplinary membership including: consumer representatives, surgeons, nurses, and project leads. Members of the group will be invited to share their experience and expertise by providing input into the design and selection of the survey questions and the survey patient scope.

Role of the consumer

Consumer representatives will have equal standing to other members on the Working Group and contribute their lived experience (including knowledge and experience of Endoscopy and navigating health systems and services) to the group.

The role of the successful applicants will be to attend and actively participate in two working group meetings, which may include pre-meeting reading, discussions, and the provision of feedback and advice. They will:

* receive information prior to each meeting
* actively participate during the two Working Group meetings
* provide information and feedback to the group
* provide advice on specific points outside of meetings if required.

Who is it for?

This opportunity would ideally suit health consumer representatives with working group, steering group, or committee experience, either at the Statewide or Hospital and Health Service level and those who have an interest in the area of Endoscopy and the delivery of treatment and care arranged through Endoscopic services.

Time and location

The Working Group will meet twice in July and August 2021.

**Meeting 1:** Wednesday 28 July 2021, 9-11am

**Meeting 2:** Wednesday 18 August 2021, 9-11am

The meetings will take place online via Microsoft Teams.

Where possible, it would be appreciated if representatives could attend both working group meetings.

Some out-of-session preparation will also be required prior to each meeting.

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 for meetings 4 hours and under (including pre-reading)

• $374 per meeting over 4 hours (including pre-reading)

Parking or travel expenses will not be applicable as the group is meeting via Microsoft Teams.

How to apply

**Please complete this consumer application form and return to**[**consumer@hcq.org.au**](mailto:consumer@hcq.org.au) **by 5pm, Friday 9 July 2021.**

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**

Queensland Health Patient Reported Experience Survey – Endoscopy, Working 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:

* Have a lived experience accessing Queensland Health’s Endoscopic services
* Have a lived experience caring for someone who has accessed Queensland Health’s Endoscopic services
* 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 support person, hearing loop, dietary requirements)*

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

1. 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 joining the PREMS endoscopy working group? *Tip: share any past lived experience that shows your understanding of the topic*

*Referee Section*

* Please provide contact details for a staff member from a health service or department you are currently partnering with. (we will advise if you are shortlisted before we contact your referee).

Full name:

Staff Role:

Partnering Activity (eg. Committee Chair):

Organisation:

Phone number:

Email:

Applicant Role: