Consumer application to develop patient information resources

Continuity of Care criteria (CoCc) Project

Closing date: 9am, Thursday 24 February 2022

***Do you have a lived experience of accessing Ear Nose and Throat (ENT) specialties and/or Orthopaedic specialties?***

***Are you interested in providing your lived experience and insights of the health system to assist with developing, reviewing and providing feedback on the development of Patient Information sheets?***

***You might be interested in assisting Clinical Excellence Queensland’s Continuity of Care criteria (CoCc) Project!***

Clinical Excellence Queensland

**Clinical Excellence Queensland (CEQ) would like to invite three (3) consumer and carer representatives to assist with developing, reviewing and providing feedback on the development of approximately 20 Patient Information sheets**.

Clinical Excellence Queensland (CEQ) partners with Hospital and Health Services (HHSs), clinicians and consumers to drive measurable improvements in patient care through the continual pursuit of excellence. CEQ does this by identifying, monitoring and promoting improvements in the quality of health services delivered by service providers (both HHSs and private health facilities, globally and within Queensland), and supporting and facilitating the dissemination of best-practice clinical standards and processes that achieve better outcomes for our patients. <https://clinicalexcellence.qld.gov.au/index.php/>

What is the Continuity of Care criteria (CoCc)?

CoCc are clinical decision support tools that will clearly identify pathways of care between the hospital and general practice for patients requiring ongoing care and management following outpatient treatment within a Queensland public hospital.

This will include information that may be provided to a patient specific to their condition, procedure, or surgery upon discharge / transfer of care from outpatients to their General Practitioner, such as Patient Information

Purpose

To develop a suite of specialty-specific, clinical decision support tools that support the patients clinical transfer of care from Specialist Outpatient Services to General Practitioners.

Clinicians, health services and consumers will partner to develop transparent, evidence-based criteria for decision making and supporting clinical judgement.

These resources will enable clinicians and patients to make more informed treatment choices, improve the patient and clinician experience and outcomes, and improve the quality, safety, appropriateness and efficiency of care.

Role of the consumer

The role of the consumer will be to assist with developing, reviewing and providing valuable feedback from a consumer perspective or lived experience on patient information sheets to ensure that both the information and the format meet the needs of consumers.

Who is it for?

This opportunity would suit consumer or carer representatives with:

* a lived experience of accessing Ear Nose and Throat (ENT) specialties and/or Orthopaedic specialties within Queensland Health.
* experience as a consumer representative either reviewing and developing patient information, committee experience either at the Hospital and Health Service, or Statewide level.

Applications from consumers with culturally and/or geographically diverse backgrounds are encouraged to apply.

Time and location

Engagement will take place via email, Video Microsoft Teams and/or telephone.

The CoCc program is underway until 30 June 2022. Consumer or carer representatives will provide consultancy on development of approximately 20 Patient Information sheets.

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). $40 per hour including preparation time.

The team will provide successful consumers with an orientation and ongoing support as required.

How to apply

**Please complete this consumer application form and return to**[**consumer@hcq.org.au**](mailto:consumer@hcq.org.au)by **9am Wednesday 24 February 2022.**

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**

**Develop patient information resources – CoCc Project**

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|  Neither

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, tech support, pre-briefing)*

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

1. Please describe your experience as a health consumer or carer representative including committees, focus groups, reviewing and developing documents 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.*

1. From the consumer or carer perspective, please describe your interest in this ?