CONSUMER ENGAGEMENT IN HEALTH SERVICES ACROSS QUEENSLAND

WHAT WERE THE RESEARCH QUESTIONS?

What roles do consumers and carers currently have in health services?

What impact does Health Consumers Queensland (HCQ) have on consumer engagement in Queensland?

WHO DID WE GET FEEDBACK FROM?

via interview

81% male
19% female

16

38

9

via survey

128

114

77% male
23% female

Consumer and carer representatives across Queensland

Health services staff across Queensland

WHO ARE THE CONSUMER & CARER REPRESENTATIVES?

77% have been in role for 1-5 years

88% working in government service

35% over 65 years of age

WHAT DID THE STUDY FIND?

Requests for HCQ services: HCQ staff reported increasing requests for their services.

Value for consumer engagement: Consumers reported feeling valued and validated by health service organisations.

Type of consumer engagement: Consumer engagement occurred on a continuum from simple passive activities to more meaningful and influential activities.

Renumeration of consumers and carers: inconsistent and contested. A statewide policy for renumeration is required.

Depth of consumer engagement: Some qualitative evidence suggested that there were positive shifts in knowledge and use of consumer engagement in health services.

Accessibility of consumer engagement: Qualitative evidence showed that renumeration of consumer and carer representatives was one policy area that was inconsistent and contested.

Embedded consumer engagement: There was no consistent evidence to conclude that authentic consumer engagement was embedded in the health service system as standard practice.

WHAT DID PEOPLE TELL US ABOUT THEIR INTERACTIONS WITH HCQ?

"HCQ have made an enormous impact"

Most useful engagement strategies:
- Training and workshop
- Electronic newsletter
- Networking sessions
- Annual Forum

Interesting result

Attending networking sessions and webinars was perceived to be most useful by people who were from an Aboriginal and Torres Strait or culturally and linguistically diverse background.

"HCQ helps me to connect a lot of dots"

"HCQ have been really instrumental"

Assoc. Professor Carolyn Ehrlich, Dr Maddy Slattery, Ms Kelsey Chapman and Prof. Elizabeth Kendall

HCQ = Health Consumers Queensland