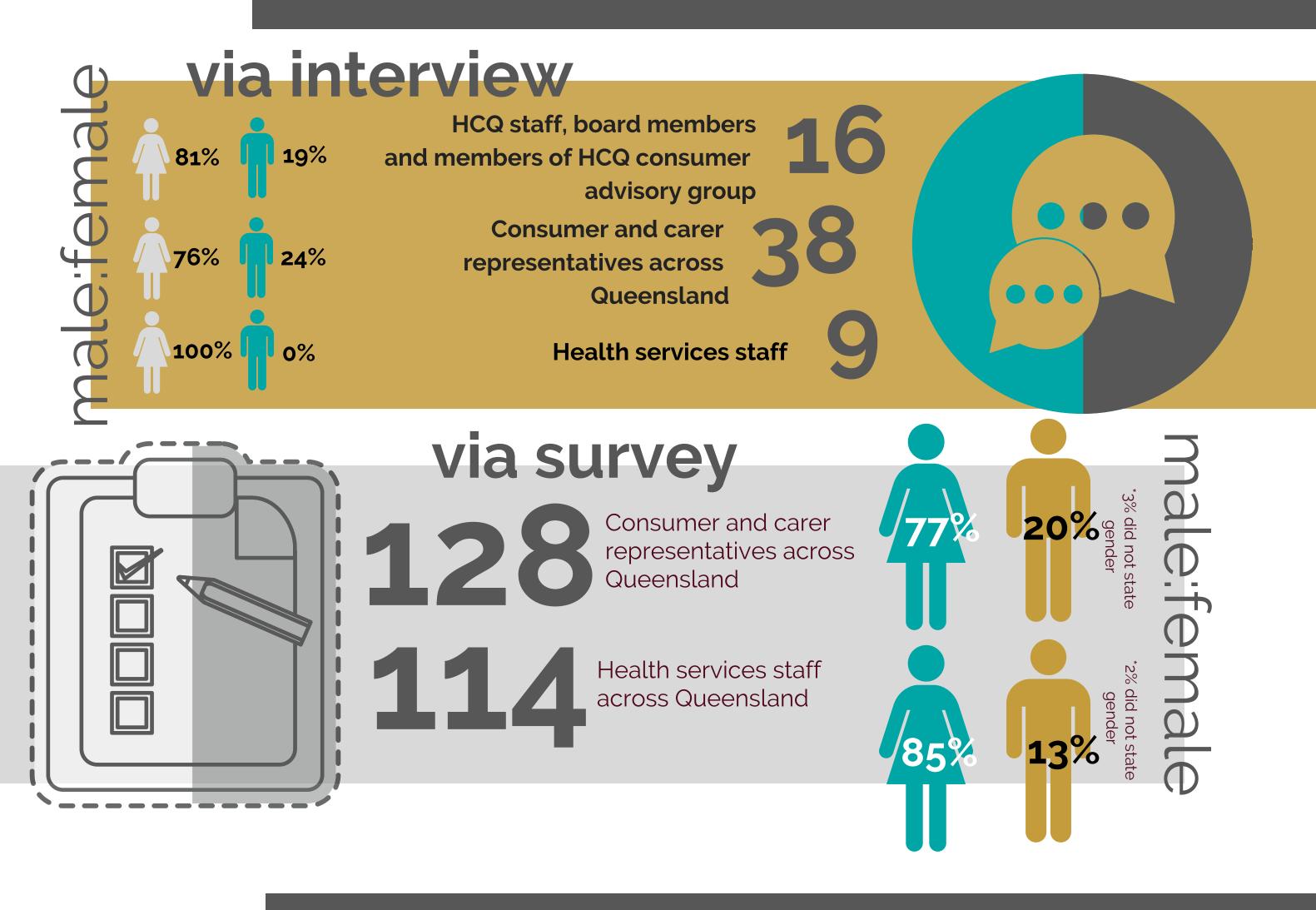
CONSUMER **ENGAGEMENT IN** HEALTH SERVICES ACROSS QUEENSLAND

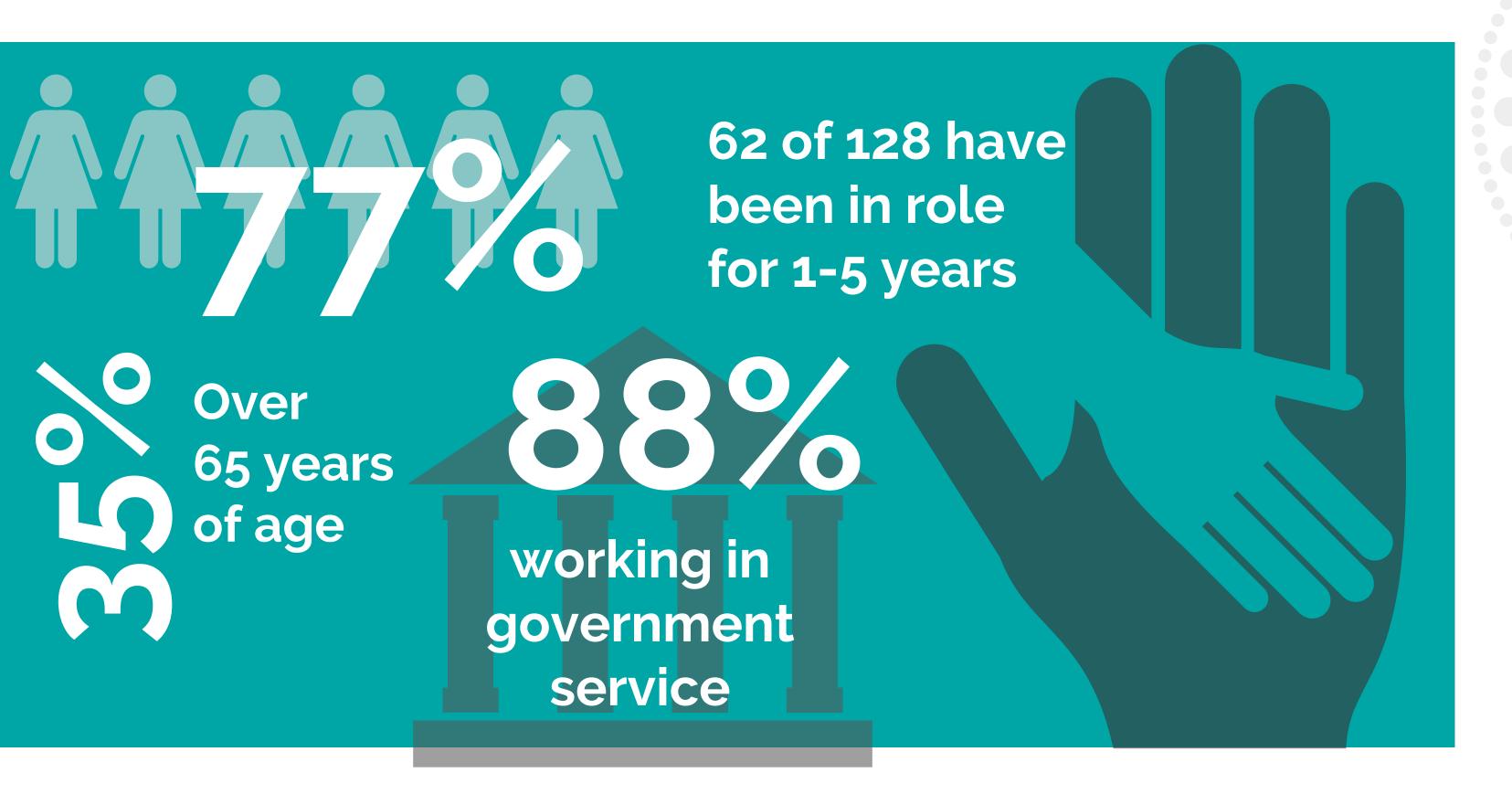
H ONS? What roles do consumers and WERE T carers currently have in health services?

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

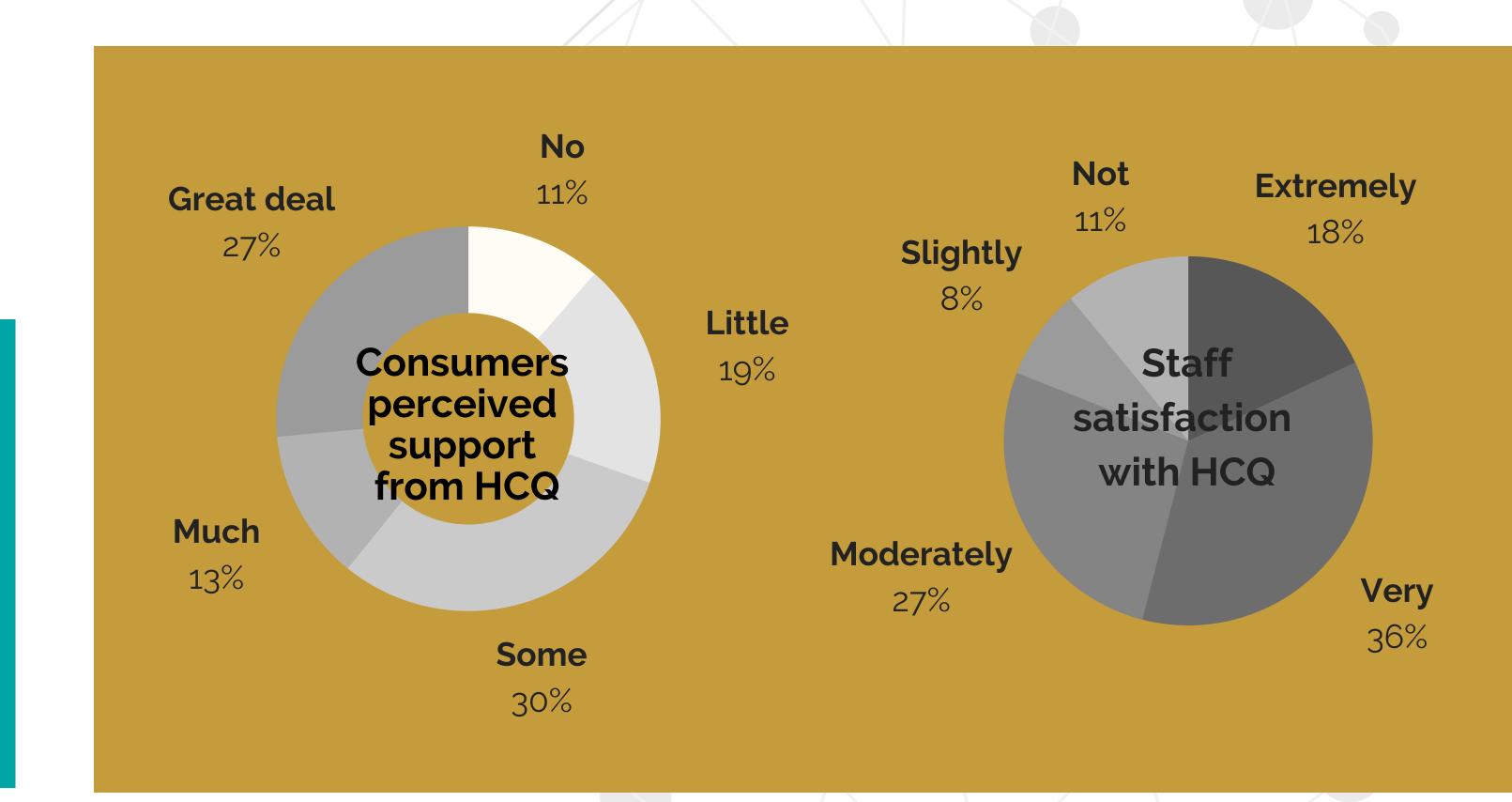
WHO DID WE GET FEEDBACK FROM?



WHO ARE THE CONSUMER & CARER REPRESENTATIVES?



WHAT DID PEOPLE TELL US ABOUT THEIR INTERACTIONS WITH HCQ?



"HCQ have made an enormous impact"

WHAT DID PEOPLE TELL US ABOUT THE IMPACT OF HCQ?

Most useful engagement strategies

- Training and workshop
- Electronic newsletter
- Networking sessions
- Annual Forum



attended networking sessions or webinars

59% received e-news attended 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"



The more that HCQ helped individuals prepare for their role, the more likely they were to report higher levels of selfefficacy in their role.

"HCQ have been really instrumental"

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.

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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: is 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 remuneration 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.