| Clinical Service Review  Inviting consumers – steering committee  Phone Script and letter template |
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## Suggested phone script for consumer representation on clinical service review steering committee

Good morning / afternoon

My name is xxxx. I am calling from [HHS or service], which is undertaking a review and assessment of its [title] services.

We are interested in the views of consumers / Aboriginal and Torres Strait Islander consumers on the [title] services in [HHS], and specifically those in [town/location]. We are looking for consumer representatives to be on a committee that will be overseeing the review of [title] services in your area. Is this something you would be interested in?

* + **‘Yes’** - (Go to 1)
  + **‘No’** (or a variation on it) –Thank you for your time (end call)

1. Thank you, that is wonderful. We will send you a letter in the next week or so formally inviting you to be a member of the committee. It will also include information about the dates and times, and reimbursement for you time and expenses.
2. [Confirm email address]
3. Do you have any questions at the moment?
   * 1. **If ‘Yes’ go to 4**
     2. **If ‘No’ go to 7.**
4. The meetings will be approximately X hours in length every fortnight to begin with and then reducing to monthly once the steering group is well established.
5. Your role will be to bring the consumer perspective to the group.
6. Support can be provided to you by Health Consumers Queensland (<http://www.hcq.org.au/>).
7. In the meantime, if you have any questions please feel to contact us on telephone XXXXXX
8. Thank you again for your time, and we look forward to hearing your views at the committee.

## Suggested letter content

In follow-up to our telephone conversation on [*Date*], thank you for your interest in participating as a consumer representative on the [HHS] [service title] review steering committee.

I would like to formally invite you to be a member of the committee. The details for the first meeting are:

* [*date, time*]
* [*location*].

You are welcome to bring your baby/child *[include other practical details regarding the meeting e.g. parking.]*

Please could you confirm that you can participate in the committee and attend the first meeting by contacting [*person*] on [*phone*] or [*email]* by [*date*]

You will be reimbursed for your time on the committee at the rates specified by Health Consumers Queensland. Details are available at: <http://www.hcq.org.au/wp-content/uploads/2015/12/Consumer-Remuneration-Rates-Dec-2015.pdf>. Additional information is available at: <https://www.hcq.org.au/guides/>

The Terms of Reference for the committee are attached for your information. If you have any questions or concerns, you are welcome to contact [*person*] on [*phone*] or [*email*] by [*date*].

Kind Regards,