| Clinical Service Review  Inviting consumers – stakeholder forums  Phone Script and letter template |
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## Suggested phone script for inviting consumers to attend stakeholder forums

Good morning / afternoon

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

Do you have a couple of minutes for me to explain the purpose my call? *Pause*

**Yes:**

1. Thank you
2. As I mentioned the [name] services at [location] are being reviewed to ensure the service meets the needs of the consumers and families who use them.
3. One of the groups we want to hear from will be consumers who [insert description of type of consumer]. There will be approximately 8 – 10 other consumers in the group, along with [one/two representatives of HHS/Steering committee], who will take note of your views.
4. I understand that you have recently [insert type of care received] in the last two years while living in [name of town]. Is that correct?
   1. **‘Yes’** (go to 5)
   2. **‘No’** (or a variation on it) – I apologise, I’ll update our records. I’m sorry to have bothered you. (end call)
5. As you have recently [received care/insert type of care received] at XX hospital I would like to ask if you would consider being part of the group of 7 to 10 consumers to provide feedback on the care that you received?
6. The meeting will be approximately 2 hours in length. You will be welcome to bring your children/family with you and [light refreshments] will be provided.
7. If you are happy to participate, we will send you a letter with the full details of the meeting.
8. Is this something you would like to be part of?

**Yes** – Thank you that is wonderful, we/I will send you a letter in the next week or so, with more details about the forum

* + In the meantime, if you have any questions please feel to contact me/us on telephone 07 XXXX XXXX
  + Thank you again for your time, and we look forward to hearing your views at the forum

**No –** Thank you for your time.

**No**:

Thank you for your time.

**Note:**

*If the consumer asks if they can provide their feedback/views over the phone at the time, politely decline and provide them with information regarding the submissions/online survey website and advise that a submission can be made online.*

## Draft letter content

You were recently contacted by telephone about attending a forum to discuss [title] services in [Location]. This letter is to confirm that you are invited to attend a session of the [Name/title of Review] Forum being held at [Location, time, date].

The forum is being held by [HHS], which is undertaking an assessment and review of [title] services in [location]. To ensure we hear from key stakeholders we will be meeting with consumers, community members, staff from the local hospital and the local GPs as separate groups.

One of the key stakeholder groups we want to hear from is [description of type of consumer] and you have been selected at random to be invited to participate in this group. There will be approximately 7 to 10 other consumers in the group, along with [one/two representatives of HHS/Steering committee], who will listen to your views. The meeting will be facilitated by [name, organisation].

Your views about your experience are very important in helping us find out what [HHS] is doing well and what can be improved in [location]. Information gathered across all forum sessions will only be used to contribute to the review of the [title] service and the development of strategies to ensure the service meets the needs of the consumers and families who use them.

[Queensland Health/HHS name] is bound by strict privacy laws, and any information from the forums will be used in a way that does not allow you to be identified, or for your responses to be identified as coming from you. Importantly, your decision to participate or not in the group discussion will not influence any future hospital treatment you may receive.

The meeting will be approximately two hours in length. You will be welcome to bring your children/family with you and [light refreshments] will be provided *[include other practical details regarding the meeting e.g. parking.]*. The session details for you to attend are:

* time, date
* location, address

Thank you for taking the time to consider attending this valuable and important group session. If you wish to attend, please respond to this invitation by confirming your attendance via [email]@health.qld.gov.au or on telephone 07 XXXX XXXX by [DAY, DATE].

To ensure meeting participants are able to meaningfully express their views, the number of people who can attend has been restricted. Therefore, only those confirmed registered will be able to attend the meeting.

If you are unable to attend the forum you are welcome to make a submission online. For information on how to make a submission, visit: [web site address/survey link]. Submissions close on [DATE].

Should you require any further information in relation to this letter, I have arranged for [Name], [Position], on telephone 07 XXXX XXXX, to be available to assist you.