



Checklist for health professionals

Working through this quick checklist might be a helpful way of checking your readiness for or progress with involving consumers in your health service.

1. Is your organisation committed to involving consumers?

It is useful for you to have a sense of where consumer involvement fits in your organisation's overall priorities.

Questions	Not yet	Just starting	Established
Is consumer involvement part of your organisation's core values?			
Are consumers included at all levels of management, including board level, in your organisation?			

2. Have you taken the first steps to involving consumers in your service?

Effective planning on your part is crucial to the success of all consumer engagement activities.

Questions	Not yet	Just starting	Completed
Have you identified why you want to work with consumers and what are the key issues you would like them to address?			
Have you heard from consumers (via written or oral feedback) about what are the issues they would like addressed?			

3. What approach will you take?

Given the issues you hope to change, which of the following approaches have you considered?

Some possible approaches	Not quite right	Possible	Interesting	Just what I was looking for
One-off consultation with group of consumers				
Focus groups				
Interviews or surveys				
Reference or advisory group				
Use consumers to train staff				
Recruit consumers for existing committees or groups				
Include consumers in quality and safety improvement				

Some possible approaches	Not quite right	Possible	Interesting	Just what I was looking for
Work as partners with consumers on major projects, strategy and long-term planning				
Other:				
Other:				

4. What about your consumers?

You can't do it without them! Think carefully about how to find them—the most effective consumers will be those who know your service well.

Questions	Not yet	Just starting	Completed
Have you decided how you will recruit your consumers?			
Do you know what kind of knowledge, skills and experience your consumers will need?			

5. Developing a team or group

You can't do it alone! Find some support within your organisation before you get started.

Questions	Not yet	Just starting	Completed
Have you identified staff within your organisation who can help you with the administration side (recruitment, selection, training and ongoing communication with consumers)?			
Have you looked for or found any 'consumer champions' within your organisation who can help and support you in this process?			

6. Finding your focus and evaluation

Double-check that you know what you're trying to do before you start. And make sure to build in ways of checking how it's going.

Questions	Not yet	Just starting	Completed
Are you absolutely clear what you are trying to achieve by working with consumers?			
Have you considered how you will evaluate your consumer involvement?			

