**Friends of TEHS Information Sheet**

The Top End Health Service (TEHS) wants to work with you to improve services. We want to hear your views about health services and how we can do things better. The Friends of TEHS is a chance for you to have a say in how we deliver health services in the Top End. It is also a way for you to get involved in activities to improve the safety and quality of the health care we give you.

We are looking for consumers who are keen to become involved in the Top End Health Service. You could do this by giving feedback, telling us your ideas or making suggestions on specific activities. You could come to a focus group, workshop or forum, or join a committee. We really want you to become involved!

**What is a consumer?**

You are a consumer. A consumer is a user or potential user of health services in the past, now or in the future. This describes us all: patients, families, carers, legal guardians and other support persons. Consumers are people from diverse cultures, experiences and abilities.

**What is the Friends of TEHS?**

The Friends of TEHS is a program for people who are interested in helping us improve our services. You register your interest in becoming a Friend of TEHS and your name is placed on a register. You choose which area(s) you are interested in by ticking the box(es) on the application form. When an activity you are interested in comes up, you will be contacted to see if you are available to help out.

**What will happen to my information?**

All TEHS staff must follow strict policies and laws about privacy and confidentiality. Your information will be kept in a safe place. Your name and contact details will be sent to the organiser of the activity only after you have agreed to take part.

**What skills and experience do I need to have?**

You do not need any skills or experience to take part in the program. We are looking for consumers who are interested in our services and willing to share ideas and suggestions. We will offer you some training to tell you more about the Top End Health Service and how we do things.

**Will I be offered payment or get expenses for my participation?**

Each activity will ask different things from you. Some may ask you to come to the hospital to take part in a focus group about the designs for the hospital. Others may ask that you read a document sent by email and provide feedback. Some activities will take longer than others so we may offer you a payment or a gift card to thank you for your time. We will let you know before each activity, and before you agree to take part, if a payment or a gift card will be offered. It is important for you to think about how this will affect any benefits you are currently receiving (i.e. pensions, family payments, new start allowance etc.)

**How do I become involved?**

Just complete an expression of interest and return it to the address provided. You will be contacted by the Consumer Feedback Coordinator once we have received your application.

If you decide that you no longer want to be on the register or want to change your areas of interest, please contact the Consumer Feedback Coordinator.

**What are the “Areas of Interest”?**

You will be asked to choose the service areas and activities you are interested in on the application form.

**Service areas include:**

* Hospital Services – Royal Darwin Hospital, Katherine Hospital and Gove District Hospital
* Mental Health
* Alcohol and Other Drugs
* Primary Health Care

**Activities include:**

* Help to develop education programs for staff such as how to communicate better with the people who use our services
* Be part of the planning process and help with quality activities such as Quality Week (share your story, help mind a stall, suggest new ways to improve services)
* Help us to review our feedback management processes
* Be a voice of the community by sitting on Safety and Quality Committees
* Help us with TEHS Activities such as NAIDOC Week and R U OK Day
* Help to develop and review information for our consumers (i.e.; Internet pages, pamphlets, consumer information boards, etc.)
* Patient Experience Surveys – help us develop survey tools and action plans from survey results
* Help with planning future services
* Support staff working on renovations of health buildings to make sure we get the best results for the community
* Take part in the evaluation of services
* Help to develop or update policies – assist us with policies, guidelines and procedures to make sure the consumer view is represented
* Help with the planning and negotiations with contractors such as the RDH Cafe
* Help with the review of incidents such as patient falls or wrong medication given in error

**TEHS Consumer Feedback Coordinator**

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