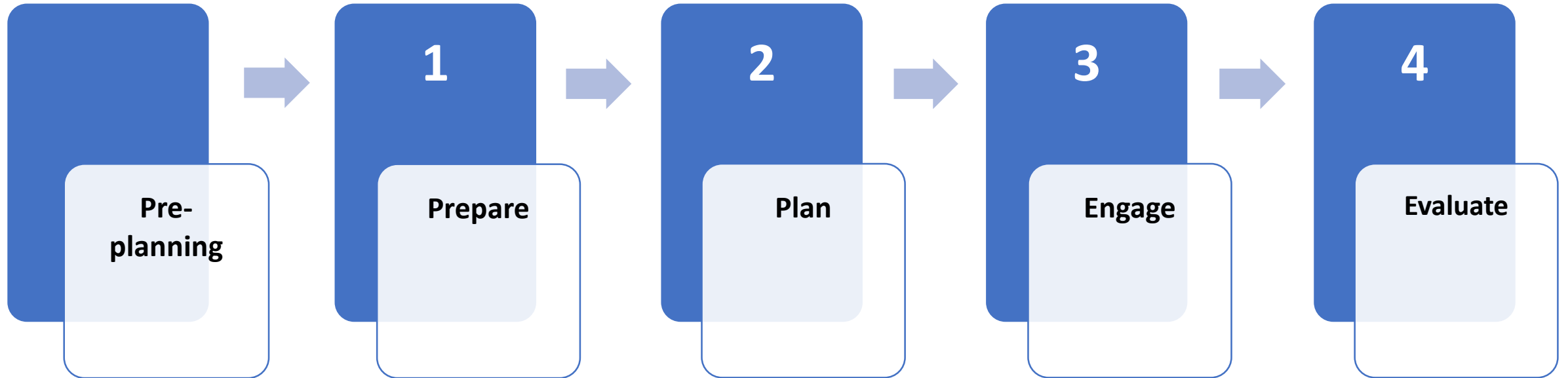


# Consumer and Community Partnering in Metro South Health: Resources for Researchers

# Steps in the partnering process



## Remember:

- Consumer and community partnering in research is an iterative process
- You might start small, first choosing just one stage of the research cycle to partner
- If you plan to partner across more than one stage of the research cycle, repeat steps 1-4 at each stage

# Pre-planning

**Where possible, engage at the start. Should I partner?  
First decide whether partnering with consumers is appropriate for your research.**

What stage is your research up to? Ask yourself:

- Are there decisions to be made?

*For example: Have you decided what you're going to research, how you're going to carry out your research, what data to collect, how that data might be collected, interpreted and shared?*

- Can consumers and community members contribute to these decisions?

*Are you able to work collaboratively with consumers so that their ideas to shape your research?*

**If you answered yes to both questions, engagement is appropriate - move on to step 1: Prepare.**

## Handy resources

- [Deciding to engage checklist](#)
- [Consumer engagement capacity checklist](#)

## More information

- [What is engagement? \(MSH\)](#)
- [What is consumer and community participation in health research and why is it important? \(pages 9-13\)](#)
- [Principles of participation \(page 3\)](#)
- [Involve](#)
- [International Association for Public Participation](#)
- [Engage 2020 Action Catalogue](#)
- [Patient-Centred Outcomes Research Institute \(PCORI\)](#)

# 1. Prepare

## Why am I partnering and who do I approach? Start to think about:

- The purpose and scope of partnering

What are you hoping consumer partnering will achieve for your research?

- How much influence consumers will have

Are you after feedback on parts of your research, do you want to partner with consumers throughout your research, or do you want consumers to be making the final decisions?

- Who you should partner with

Would it be more beneficial to approach consumers with the health condition of interest, or does is this not important? What skills and experience is required?

- Finding, recruiting and reimbursing consumers

Consider your current networks, state-wide peak bodies and Health Consumers Queensland. If you plan to advertise, what would this look like? How will you reimburse people for their time and any other out of pocket expenses?

### Handy resources

- [Planning participation](#) (page 7)
- [Participation ladder](#) (page 22)
- [Levels of engagement](#)
- [Identifying appropriate consumers](#) (page 5)
- [List of statewide peak bodies](#)
- [Role description and application form](#) (page 69 & 72)
- [Recruitment and orientation of consumers \(MSH procedure\)](#)
- [Remuneration and reimbursement \(Health Consumers Queensland\)](#)
- [Reimbursement of consumer partners \(MSH\)](#)

### More information

- [Introducing consumer partnering with health organisations \(Health Consumers QLD\)](#)
- [Valuing and acknowledging consumer partners \(MSH guideline\)](#)

## 2. Plan

### How will I go about partnering? Think about:

- The method you might use

Does the specialty/service you work for have a core reference group you could link with, or could you host a community forum? Perhaps interviews would be better, or a workshop?

- What you'll need to do before, during and after

How will you advertise? Who will book a venue? Who will run the event? What will you ask of participants? Who will take notes and feedback to community members afterwards?

- What might go wrong and how you might prevent it

Think carefully about risks, for example: people not showing up, running out of time, unrelated ideas/agendas taking up time. How might you manage this?

- How you'll know if it was effective

What kinds of things will you evaluate that will help you decide this?

- Can you utilise the consumer's existing networks?

### Handy resources

- [Methods of engagement](#) (pages 8-13)
- [Engagement techniques \(MSH\)](#)
- [A to Z of engagement techniques](#)
- [Meeting with consumers and community members](#) (page 6)
- [Engagement event budgeting template](#) (page 74)
- [Advertising an engagement event](#) (pages 70 & 71)
- [Writing and commenting on research documents and grant applications](#) (pages 14-17)
- [Evaluation checklist \(MSH\)](#)

### More information

- [Strategies for reducing barriers to engagement \(MSH\)](#)
- [Tips for selecting engagement techniques](#)

# 3. Engage

## Implement your action plan

### Then what? It's time to:

- Manage consumer ideas, considerations and feedback

Summarise and collate the main points in plain language. Check back in with those who participated to validate your summary and ensure it is accurate.

- Decide how you can use it

Has your research question now changed? Your eligibility criteria or how you might approach potential participants? What about the type of data you want to collect? Did you receive feedback on any written materials?

- Utilise a communication plan

Consumers can share key organisations to disseminate information and content.

- Report back to consumers and community members

Thank people and let them know how their feedback has shaped the research. Think about what method you might use to do this. Let people know if/when you might next value their input as the research progresses.

## Handy resources

- [Techniques to share information \(MSH\)](#)
- [Open enquiry evaluation](#)

## More information

- [Writing plain language summaries \(MSH\)](#)

# 4. Evaluate

## Finally – share the partnering journey. Consider these last few steps:

- Complete your evaluation

What went well? What didn't go well? What would you do differently next time?

- Tell your audience

Discuss your partnering journey in any presentations you give about your research, and be sure to include it in any manuscripts you submit for publication. See if your consumer can share outcomes with key organisations to disseminate information and content.

### Handy resources

- [Example evaluation form](#) (page 89)
- [Evaluation fact sheet](#) (page 18)
- [Evaluating community and consumer engagement \(MSH\)](#)

### More information

- [BMJ guidelines for reporting consumer engagement](#)
- [GRIPP guidelines](#)