Dear __________

______________hospital is interested in interviewing a group of people who have accessed the __________ service in the last 12-18 months. We are interested in hearing about your health experience as well as those experiences from your Carer and/or family member who were there to support you at that time.

This information will help us identify ways to improve what we do and to provide a quality service that is culturally appropriate.

The interview will take approximately 45-60 minutes and will occur at a time and place that suits you and your family. A health representative will contact you in the next ___ days to ask if you wish to participate. If you agree to participate, we will talk to you about the interview process and answer any questions you may have.

Present at the interview will be a health representative, a bilingual worker and/ or a health interpreter. You will be asked to sign a consent form. The interview will not include any information about your medical treatment or history. We will only be discussing the quality of your health care experience. Your information will be respected and treated confidentially.

Notes taken will be typed up in English and sent to you to check that we have accurately captured your health experience along with a copy of your consent form.

In the week following a health representative will ring to check that the notes reflect your experience. You have up to seven days from the phone call to let the health representative know if you would like to change anything or no longer wish to participate.

It is only from speaking to the community about their recent health service experiences that we can make positive changes to health services and provide a quality service that meets the needs of our patients. I hope you will consider sharing your positive and negative experiences so that we can improve the delivery of our health services.

Please do not hesitate to call: ______________on ______________________or

______________________________on __________if you have any further questions

Yours sincerely,