



## **CONSUMER EXPECTATIONS AND EXPERIENCES OF THE HEALTH CARE SYSTEM – AN INTERNATIONAL STUDY**

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Health care systems across the globe are rapidly changing. However, whether these changes have kept pace with the needs of health consumers remains uncertain. This project is the first known international study to explore the expectations and experiences of health consumers in order to better understand consumer need.

If you are (1) over the age of 18 years, (2) have used a health care service or received any health intervention within the last twelve months, (3) live in Australia, Canada, Israel, New Zealand, Republic of Ireland, United Kingdom or United States of America, (4) have internet access, and (5) are able to read and understand the English language, we are seeking your help to participate in this important survey. The survey will only take around 20 minutes to complete.

Participation in this survey is voluntary and you are under no obligation to complete the questionnaire. However, your support in this study will be valuable in a number of ways: it will help us to understand your health care needs, determine how responsive your health system is to your needs, and identify areas where health systems could improve to better serve these needs. In appreciation for the time you give to complete the survey, you will be invited to enter a draw to win one of 10 x \$50 Visa Cards. You will also have the opportunity to receive a copy of the findings.

Please note that all personal information will remain confidential, and your participation will be completely anonymous. This data also will not be used for any other purpose except for this study. To comply with the Australian Code for the Responsible Conduct of Research, all data will be stored on a secure password-protected computer drive managed by the University of South Australia, and retained for a minimum period of five years. Findings from the study will be published in peer-reviewed journals, disseminated to consumer support associations, and presented at international forums and conferences. The researcher will take every care to remove responses from any identifying material as early as possible. Likewise individuals' responses will be kept confidential by the researcher and not be identified in the reporting of the research. However the researcher cannot guarantee the confidentiality or anonymity of material transferred by email or the internet.

Should you have any questions relating to this study, please do not hesitate to contact Dr Matthew Leach on [matthew.leach@unisa.edu.au](mailto:matthew.leach@unisa.edu.au). This project has been approved by the University of South Australia's Human Research Ethics Committee. If you have any ethical concerns about the project or questions about your rights as a participant please contact the Executive Officer of this Committee, tel: +61 8 8302 3118; email: [vicki.allen@unisa.edu.au](mailto:vicki.allen@unisa.edu.au).

We thank-you in advance for your interest and support.



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