# Appendix 12: Suggested script and letter to consumer

Possible script for a health practitioner to use when asking a consumer to be observed while they are finding their way to the service.

Hi

My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I am a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at the \_\_\_\_\_\_\_\_\_\_\_\_ clinic.

We are trying to make it easier for patients to find their way to our service.

You have recently been referred to our service. I am ringing to ask if you can help us. We are doing a project to check how easy it is for patients to find their way to our service and we are looking for someone who hasn’t been here before to help us. What we would like you to do is meet someone an hour or so before your appointment outside the building. This person will walk with you to our service and you will tell them everything you look at to find your way.

You don’t need to write anything down – the other person will do that. We won’t use your name if you don’t want us to.

Would you be okay to do that?

I will get \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to contact you and make the arrangements.

Thank you so much for agreeing to help with this.

### Letter to consumer

Thank you for agreeing to help us to make it easier for patients to find and use our service.

I will meet you at [time] at [place].

Here is a picture of me so you know what I look like. I will ring you the day before to check that it is still okay for you to do this.

Please ring me on \_\_\_\_\_\_\_ if you have any questions.