

SERVICE USER/CONSUMER

Responsibility	
1	Speak up about potential/actual safety and quality issues, risks, or incidents that you encounter while participating in the clinical trials service
2	Speak up about potential opportunities you see for improving the clinical trials service
3	Give feedback and compliments and/or raise concerns and make complaints about your experience with the clinical trials service, including participating in organisational feedback surveys
4	Consider getting involved in the review of safety and quality incidents, clinical trial performance reports, risks, and other related events, where such opportunities exist
5	Consider getting involved in the strategic and operational decision making about the conduct, direction, and priorities of the clinical trials service, where such opportunities exist
6	Consider getting involved in the development and review of information about clinical trials, either at a trial level or at a service level, where such opportunities exist
7	Consider getting involved in quality improvement projects at the health service organisation, where such opportunities exist
8	Actively involve yourself and your friends, family, and carers, in the decision-making process about your participation in a clinical trial, to the extent that you choose
9	Share your experiences, to the extent you feel comfortable, at meetings, focus groups, training sessions, or the like as a form of advocacy for clinical trial participants and to improve the clinical trials service