

**Ymddiriedolaeth GIG Gwasanaethau
Ambiwlans Cymru**

**Welsh Ambulance Services NHS
Trust**



Date

Dear

We are contacting you following your recent 999 call. The Welsh Ambulance Service is currently carrying out a study with Swansea University called SAFER 2, which is looking at how to improve the emergency care of older people.

As part of the study, we would like to follow up any 999 calls and unplanned A&E or hospital visits you may make over the next six months. You would not need to do anything for this to happen, as the information can be collected routinely. Please can you tick the box on the Consent Form enclosed if you are happy for us to see your information.

We have also included a questionnaire about your health and well-being for you (or someone who cares for you) to complete.

The information sheet provided gives further details about the study. If we haven't heard back from you after two weeks, we will telephone you to check whether you have received this letter and if you would like to talk to someone about it.

As a thank you for your time considering of these documents, we have enclosed a £5 voucher and a pen.

Please note that participation is voluntary and your care will not be affected in any way.

Yours sincerely,

Practice Research & Development Manager
Welsh Ambulance Services NHS Trust

Contact Details for Study

Helen Snooks
Professor of Health Services Research
SAFER 2 lead
Swansea University.

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**Swansea University
Prifysgol Abertawe**

SAFER 2: Participant Information Sheet

What is the study about?

The research study is helping to develop new ways for the ambulance service to work. Currently they either take people to the Accident and Emergency (A&E) department or leave them at home. Previous studies suggest these may not always be the best options for patients. This research looks at a new way of providing care in which paramedics can leave people at home when they do not need to go to hospital, but still make sure they receive the help they need.

Why have I been chosen?

We are writing to people aged 65 or over who have recently been attended by one of the paramedics who are taking part in the study.

Do I have to take part?

No. Participation is voluntary and there will be no impact on the care and treatment you receive, whether you take part or not.

What will happen if I do take part?

i) We would like to follow-up any further 999 calls or unplanned hospital attendances you may make over the next six months. To do this, we need permission to collect your information from ambulance service and hospital records. Once this has been done, all identifiable information will be removed.

ii) A questionnaire has been sent with this pack. If you are willing, we would like you to complete this and send it back in the freepost envelope provided.

The questionnaire asks about your general health and well-being following your 999 call and the type and quality of care you received. We have tried to keep the number of pages to the minimum possible.

If there is someone who is caring for you (a relative or friend), we are interested in their views as well, and they could complete the questionnaire on your behalf if you prefer this.

You will be sent a similar questionnaire again in six months time, which we would like you to complete and return to us. You can let us know if you are happy for this to happen by ticking the box at the end of the questionnaire.

Taking Part

A consent form is included with this letter. We would like you to read all the information carefully before deciding whether you wish to take part or not. If you have someone who helps look after you, please show them this information.

We would like you to tick one box, sign and date the form and return it in the FREEPOST envelope provided.

If you do not understand anything, would like some help or would like to talk to someone further - please call Moira Morgan on XXX, who will take your details. The best person to help you will then call you back as soon as possible.

Who will see my information?

All information is treated as confidential. Your personal details will only be seen by the clinical care team within the ambulance service until you have agreed to take part. Your contact details will then be passed onto the research team, who will ensure they are securely stored.

What happens with my information?

If you agree, a copy of the information will be given to the research team by the Ambulance Service.

Can I see what information of mine you are using?

Tel: XXX

Safer 2 Participation Form

Version 4

May 2011

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SAFER 2 Consent Form

Please tick one of the boxes and sign the form below.

(The care and treatment you receive will not be affected in any way by your response.)

I give consent for the study team to follow up any 999 calls, A&E attendances or hospital visits I may make for 6 months.

I do not wish to participate in the SAFER 2 study.

Signed _____ Date _____

If someone else has filled this form in for you:

Form completed by _____ Relationship _____

Signed _____ Date _____

Please return the completed form in the FREEPOST envelope provided

Name _____

Study ID

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