

INFORMATION SHEET

Improving Patient Experience in Primary Care: Interviews

We would like to invite you to take part in another aspect of the Improve Study, set up by the University of Cambridge and Peninsula Medical School.

We are carrying out interviews with around 50 patients, to look at how doctors communicate with patients during a consultation, and how this is best captured in a questionnaire. Our goal is to see how patient surveys can be used to improve care in GP practices.

Before you decide whether to participate, it is important for you to understand why the study is being conducted and what is involved. Please take the time to read the following information carefully, and discuss it with others if you wish.

If anything is not clear, or if you would like more information, please contact a member of our study team (see end for details).

Thank you for taking time to consider taking part.

WHY IS THE STUDY NEEDED?

Patients often receive questionnaires about NHS care. This study is looking at how we can best use results from these surveys to improve the care people receive. We would like to explore how well surveys actually measure what goes on in GP consultations. To do this, we need to video record consultations between patients and their GPs. After the consultation, we will ask both the doctor and the patient to complete a short questionnaire. We will also ask GP experts to view the videos of a small number of recorded consultations and assess the GP's actions. Finally, we plan to interview a small number of patients to talk through in much more detail their experience of the recorded consultation and how they chose their answers on the questionnaire.

WHAT DOES TAKING PART INVOLVE?

If you decide to take part, a member of the research team will contact you to arrange a convenient time to talk in more detail about your recent consultation, and how you completed the questionnaire after this. During this interview, we will show you the recording of your consultation as well as your answers to the questionnaire. We will then talk over with you what you happened in the consultation, and how you chose the responses you gave on the questionnaire. We will also ask if there is anything in particular that you feel the doctor could do to improve their care, based on your experience.

The interview will take place at a convenient place of your choosing, such as your own home. If you are happy for us to, we would like to audio record the interview. We expect that the interview will last around one hour.

WHY HAVE I BEEN INVITED?

You kindly allowed us to record your appointment with the doctor recently, and completed a questionnaire. You also told us that you wouldn't mind if we contacted you at a later date to talk to you about your answers to the questionnaire.

DO I HAVE TO TAKE PART?

No, it is completely up to you. If you decide to take part you will be asked to sign a consent form. You are free to withdraw at any time, without giving a reason. Your decision has no influence on your health care.

WHAT ARE THE POSSIBLE BENEFITS OF TAKING PART?

We cannot promise the study will benefit patients and GPs but we hope it will help us to understand how patients choose certain responses on questionnaires. We hope to publish our results so that others can benefit from what we learn.



WHAT ARE THE POSSIBLE DISADVANTAGES?

We do not foresee any risk in taking part in this study. Some participants may become tired during the interview, or even upset. If this is the case, the researcher will pause the interview until you are ready to continue. If you no longer want to continue with the interview, the researchers will stop the recording. It will be made clear throughout the study that all participants are under no pressure to take part and are free to withdraw at any point without giving a reason.

HOW WILL INFORMATION BE KEPT CONFIDENTIAL?

We will protect your privacy at all times. The steps taken to ensure confidentiality are taken below.

- Your consent to take part in the study will be recorded on a form that will contain identifiers including your name. These forms will be stored in a secure location and separately from the study data.
- Your data will be stored using a unique, anonymous study identification number
- A single table linking your anonymous study identification number to your contact details will be stored on a separate password protected location which may be accessed by the members of the study team only.
- All study data will be stored in a restricted-access, study computer folder and database. The study data will be linked to your study identification number, but your personal details (surname, first name, date of birth, address) will never appear in this folder or database. Access to the study data (audio recorded interviews and transcripts) will be password protected and will be used only by named researchers working on this study under the direct supervision of the senior investigators.
- At no time will your doctor know the content of the interview
- All handling, storage and disposal of data will be compliant with the Data Protection Act of 1998.



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WHO IS ORGANISING AND FUNDING THIS STUDY?

The study is organised by the University of Cambridge and the Peninsula Medical School. The study is funded by the Department of Health.

WHO HAS APPROVED THE STUDY?

All research in the NHS is reviewed by an independent group of people, called a Research Ethics Committee which is there to protect your safety, rights, wellbeing and dignity. This project has been reviewed and was given a favourable review by the Hertfordshire Research Ethics Committee.

WHAT IF THERE IS A PROBLEM?

If you have any concerns or complaints about anything to do with the IMPROVE study then you can telephone the research team on 01223 330596 or email us at improve@medschl.cam.ac.uk. If you remain unhappy and wish to complain formally, you can contact the Patient Advice and Liaison Service (PALS), NHS Cambridgeshire, at c-pct.pals@nhs.net or call 0800 279 2535, or write to PALS, NHS Cambridgeshire, Lockton House, Clarendon Road, Cambridge, CB2 8FH. If you wish to have further independent advice you can contact the Independent Complaints and Advocacy Service, Cambridgeshire, Norfolk & Suffolk ICAS, on 0300 456 2370 or write to Cambridgeshire, Norfolk & Suffolk ICAS, POHWER, Unit 6, E Space North, 26 St Thomas Place, Ely, CB7 4EX.

Thank you for reading this information sheet and considering taking part in this study.

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