

Further information

If you would like more information, or have any queries concerning the study, please feel free to contact the research team:

General Practice and Primary Care Research Team
Institute of Public Health
Forvie Site,
University of Cambridge
Robinson Way
Cambridge, CB2 0SR

<Principal investigator name>
(Principal Investigator)
<Contact number>
<Contact email>

<Lead researcher name>
(Research Associate)
<Contact number>
<Contact email>

The Association of Research Ethics Committees provides independent information and advice on research in the NHS.

AREC Office 13
Cherry Drive
Durham
DH6 2BG
Tel: 0845 604 5466
www.arec.org.uk

Thank you for considering taking part in this study

Improving Patient Experience in Primary Care (Individual GP Feedback)

Information Sheet for Patients

Doctors from your practice have agreed to take part in this study – we really need your help too!

Introduction

This study is part of a programme of research that is examining various ways of improving patient experience in primary care. This study will use the results of a questionnaire to provide anonymous feedback to individual GPs from their patients. We will be inviting all patients visiting participating GPs over a number of weeks to complete a questionnaire. A small number of these patients will also be invited to complete a similar questionnaire some days later.

Before you decide whether you would like to take part, please take time to read the following information. If there is anything that is not clear, or if you would like more information, please contact the research team (see reverse for details). All communication will be treated confidentially.

What is the purpose of this study?

The NHS is increasingly interested in patients' views of their doctors, nurses and health care. As part of this it has recently introduced a questionnaire called the General Practice Patient Survey (GPPS) filled out by some

patients. You may or may not have received this survey yourself. The results of the survey have been used by practices to improve the service they provide. Individual doctors now want to use feedback from their patients to help them improve some aspects of the care they provide.

Why have I been chosen?

We are inviting patients who have had an appointment with one of the doctors at your practice to take part.

Do I have to take part?

It is up to you to decide whether or not to take part. If you decide not to take part, we will respect your decision. This will not affect the health care you receive in any way. If you do decide to take part, you are still free to withdraw at any time and without giving a reason.

What would happen to me if I take part?

You will find enclosed with this letter a questionnaire for you to complete following your recent consultation with the GP. It should take no longer than 10 minutes to complete. You can then post it back in the reply-paid envelope provided.

A small sample of patients will also be sent a second questionnaire some days later. This is because it is important for our research to find out any differences or similarities in responses given shortly after a consultation and later. If you receive a second questionnaire, please follow the instructions given in the enclosed letter and information sheet.

Who will have access to my information?

All information collected during the course of this study will be kept strictly confidential. The anonymous questionnaires will be analysed by the research team. All data will be stored securely by the University of Cambridge and the Peninsula Medical School.

At the end of the study the confidential records and files

will be kept for 7 years and then destroyed. The confidential handling, storage and disposal of data are compliant with the Data Protection Act of 1998.

What will happen to the study results?

The findings from this study will be published to help policy makers understand patients' views of their doctors and the best way to use survey results in the future. No individual will be identified personally in any report or publication.

What are the possible disadvantages and risks of taking part?

We do not foresee any risk in participating in this study, although we do understand that some people may feel concerned about taking the time to complete the questionnaire.

What are the possible benefits of taking part?

Taking part will give you an opportunity to have your say about your practice and doctor.

Who is organising and funding the study?

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

Who has reviewed the study?

This study has been reviewed and given a favourable opinion by the South West 2 Research Ethics Committee.

What happens if there is a problem?

If you have any reason to complain about any aspect of the study, or the way you have been approached or treated during the course of this study, please contact the research team (contact details overleaf).