



## Provider Information Sheet

### **Project title: Understanding patient experiences of out-of-hours primary care**

#### ***Introduction***

This study is part of a programme of research that is examining various ways of improving patient experience in primary care. For this project we will be surveying, and conducting interviews with, patients who have recently accessed an out-of-hours care provider. We will also be interviewing service providers to gather their views. The patient survey data we collect will be aggregated and fed back to service providers.

Before you decide whether you would like to take part, please take the time to read the following information. If there is anything that is unclear, 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 health care; the introduction of the national General Practice Patient Survey (GPPS) is part of this development. A short part of the survey questionnaire asked patients about out-of-hours care. In this study we will use these questions in a patient survey, combined with the more detailed Out-of-hours Patient Questionnaire (OPQ). We are looking to understand how well the GPPS items reflect the experiences of people who use the out-of-hours service, and whether or not data from the GPPS survey could be used by the service to monitor and/or improve out-of-hours care.

#### ***Why has our organisation been chosen?***

We will be recruiting six out-of-hours service providers in England to take part in this study. Organisations will be sampled to ensure diversity of previous GPPS scores and will represent city, urban and rural geographical settings. Two providers will be invited to participate in the pilot study (see below) and all six providers will be invited to participate in the main survey and providers' interviews.

#### ***Does our organisation have to take part?***

We hope that your organisation will be willing to take part, but there is no obligation to do so. If you decide not to take part, we will respect your decision, and of course, it will not affect your service in any way. If your service does decide to take part, a nominated manager from your team will be asked to confirm in writing on behalf of your organisation before the research takes place.

### ***What would happen if the organisation agrees to take part?***

We would like to arrange a convenient time to visit you to explain the study in more detail, and answer any queries or concerns you and other staff may have about taking part. For organisations contributing to the **pilot study**, we will ask you to help us to recruit patients that have recently accessed out-of-hours care. You will be asked to approach approximately 400 patients, who will be asked to complete a survey (comprised of GPPS and Out-of-hours Patient Questionnaires) and return it by post; a small sample of patients will also be invited to interview by the researchers. We need to complete around 20 interviews with patients to explore their understanding and responses to the GPPS out-of-hours items as compared with their experiences.

**For the main survey**, we will ask you to distribute the survey to a larger group of approximately 850 patients. We will then collate the patient responses, and share them with the key stakeholders in your organisation. We will ask you to nominate up to three representatives of your organisation who would routinely be updated of patient survey results. We will then approach them to ask if they would be willing to contribute to a **short interview** regarding how useful they found the information provided. While we hope your staff might be willing to take part, the nominated staff do not have to take part if they choose not to.

We will reimburse staff time and provide any materials required to deliver the research using standardised rates.

### ***Who would have access to the information?***

All information collected during the course of this study will be kept strictly confidential. However, if professional misconduct or serious patient harm is reported or suspected, these cases will be referred by the Chief Investigator, where appropriate, to the Clinical Governance Manager of the out-of-hours service provider for further action. The data will be anonymised and analysed by the research team. All data will be stored securely by the University of Exeter 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 results from patients recruited through each organisation will be confidentially fed back to that service provider. The findings from this study will be published to help policy makers understand the views of patients with regard to their out-of-hours care and select the best way to use the 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.

### ***What are the possible benefits of taking part?***

Taking part will enrich providers with the information necessary for identifying areas of strength and opportunities for improvement.

### ***Who is organising and funding the study?***

The study is organised by the University of Exeter Medical School. 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 NRES Committee South Central – Berkshire B NHS Research Ethics Service (12/SC/0454).

***What 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 academic lead for this project (Dr Suzanne Richards).

***What will happen next?***

Once the research team has received your completed response sheet, a researcher will contact you by telephone or email to discuss your participation further. In the meantime if you would like any further information please use the contact details below.

***Further information:***

If you would like more information please contact the research team:

<researcher name>

Lead Researcher

<researcher contact details>

***Thank you for considering taking part in this study***