

What happens if there is a problem?

If you are unhappy 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.

Further information

If you would like more information, would like this leaflet in a different format, or have any queries concerning the study, please feel free to contact the research team:

Primary Care Research Group
Peninsula College of Medicine and Dentistry
Smeall Building
St Luke's Campus, University of Exeter
Magdalen Road
Exeter EX1 2LU

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Alternatively, if you would like further advice, independent of the research team, please contact:

<contact name>
Patient and Public Involvement Team
[CONTACT DETAILS]

Thank you for considering taking part in this study

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Patient Information Sheet

**Project title: Understanding patient experiences of out-of-hours GP services:
An Interview study**

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 interviewing patients who have recently used the local out-of-hours GP service. The information we gather will then be used to inform the Department of Health about out-of-hours care service planning and delivery.

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. As part of this it has introduced a national questionnaire called the General Practice Patient Survey (GPPS) filled out by some patients. This survey includes questions about out-of-hours GP services. We are trying to understand how people answer these questions, with the ultimate aim of understanding if this information could be used by services to improve patient care. Because we believe that it is important to listen to service users as well as to survey them, we designed this interview with patients.

Why have I been chosen?

We are inviting approximately 170 adult patients to be interviewed who have used their local out-of-hours GP service within the last two weeks.

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 and will make no further attempts to contact you. This will not affect the health care you receive in any way.

If you do decide to take part, please, return the reply slip in pre-paid envelope (no stamp needed) or phone us using the numbers below. Our researcher will contact you to answer any questions you might have, and if appropriate, arrange for an interview. You are still free to withdraw at any time and without giving a reason, and it will not affect your future care.

What would happen to me if I take part?

At the interview you will be asked to fill in a short questionnaire about out-of-hours GP services. We will ask you to comment on how easy it was to understand the questions and how well the questions reflect your experience of out-of-hours care. The researcher will also be interested to hear about the most recent contact with the service: what happened to you when you last contacted the out-of-hours care and afterwards. With your permission we will record the interview, which will then be transcribed and analysed by the researchers.

Who will have access to my information?

All information collected during the course of this study will be kept strictly confidential. The questionnaires and interviews will be analysed by the research team. All data will be stored securely by Peninsula College of Medicine and Dentistry. The research team will not have access to your medical records.

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 the views of patients regarding their out-of-hours care experience and select the best way to use the survey results in the future. Although quotes from the interviews may be included, 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 take part in the interview. The interview may make you “re-live” the experience, particularly if was traumatic at the time, but we will endeavour to minimise this. However, if it does occur and you feel distressed by it we will not take the interview further.

What are the possible benefits of taking part?

Taking part will give you an opportunity to have your say about your out-of-hours care. There is no financial reward for taking part in this study.

Who is organising and funding the study?

The study is organised by Peninsula College of Medicine and Dentistry. 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 Committee (REC ref. 12/SC/0454).