

## **PARTICIPANT INFORMATION LEAFLET**

### **A STUDY OF PEOPLES' VIEWS AND EXPERINCES OF USING URGENT CARE SERVICES**

You are being invited to take part in a research study. Before you decide, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information and discuss it with others if you wish. Please contact the researcher, Gemma McKenna, if there is anything that is not clear or if you would like more information. Take time to decide whether or not you wish to take part. Thank you

#### **What is this study about?**

We are interested in your views and experiences of urgent and emergency care services. These services include GP out-of-hours, minor injuries units, NHS walk-in centres, NHS 111 telephone service, ambulance services and hospital emergency departments.

#### **What is already known?**

The NHS offers a range of different urgent and emergency services. Research suggests people can be confused by what different services offer and how and when to access them.

#### **Why are we doing it?**

We are doing this research to find out what people think about urgent and emergency care services in England and how and why they use them. Understanding this will help the people who run the NHS manage the service better for patients.

#### **Why have I been chosen?**

We would like to talk to approximately 100 people who have contacted an urgent care service or an Accident and Emergency Department. The researcher has displayed posters and used social media to encourage members of the general public to take part.

#### **Do I have to take part?**

No. It is up to you to decide whether or not to take part. If you decide to take part you are still free to withdraw at any time. A decision to withdraw at any time or a decision not to take part will not affect the care you receive. Your medical care or your legal rights will not be affected if you take part or not.

#### **What will happen if I decide to take part?**

If you decide to take part the researcher will contact you to talk about the study and arrange a convenient time to visit you in your home or an alternative location if you would prefer. The name of the researcher that would visit you is Gemma McKenna or Joanne Turnbull. The researcher will talk to you on the telephone first and then write/email you to confirm the details of the interview, as well as give you some further information. At the interview, the researcher will ask you what you think about urgent and emergency care services, and your experiences of using them. This will take no more than one hour. If you have any concerns about your health you are advised to contact your family doctor (GP) in the first instance.

At the start of the interview, the researcher will ask for your written consent. You will be asked if you are willing for our discussion to be audio/digitally recorded; this helps the researcher remember the conversation better. After the interview has finished, you will be asked if you would like take part in a second interview in about 6 months' time. You can take part in the first interview but not the second if you wish. After the interview(s) your participation in the study will have finished. We will be happy to send you a free copy of the research report if you tell us you would like one.

### **How can I take part?**

If you are interested in taking part or would like further information about the study you can telephone us on 02380 598841 or email [G.McKenna@soton.ac.uk](mailto:G.McKenna@soton.ac.uk). If you are interested in taking part, the researcher will contact you to arrange a time to speak with you. This does not commit you to taking part. You are free to withdraw from the study at any time without giving a reason.

### **Confidentiality**

All of the data we collect will be kept strictly confidential. Interview recordings, and typed up transcripts of the discussion will only be accessed by the study team and will be kept in password protected computer files and/or a locked cabinet.

All personal details and information that can identify individuals will be removed from the data when it is being analysed and reported. The study will be carried out in full compliance with all relevant guidance from the NHS ethics committee, NHS research governance and Data Protection legislation.

### **What are the possible problems and disadvantages of taking part?**

Speaking with the researcher will take up to an hour of your time. Sometimes telling the story of what happened can make you remember difficult aspects of the experience as well as the good parts.

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

There are unlikely to be direct personal benefits to you from this study. Some people enjoy participating in this kind of research and welcome the opportunity to talk about their experiences. Knowing about your experience could help us make urgent and emergency care services better for other patients.

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

The research is being carried out by the University of Southampton. It is funded by the National Institute of Health Research Health Services and Research Delivery Programme but the research team is independent - we do not work for the NHS.

### **What will happen to the results of the research study?**

The results of this study will be written up for a report to the funders and for the ethics committee, and for publications that will be read by health professionals and health service managers and other researchers.

### **Who has reviewed the study?**

The study has been reviewed by the National Institute of Health Research, the East Midlands - Nottingham 2 Research Ethics Committee (reference number 16/EM/0329), and your local NHS Trust in accordance with the Research Governance framework.

### **Who can I contact if I have a concern or complaint about this study?**

You can contact the project leader, Joanne Turnbull if you have any concerns about the study or a complaint. If you would prefer to contact someone independent from the research team you can contact: The Research Governance Office, Corporate Services, University of Southampton, Southampton, SO17 1BJ (023 8059 5058; [rgoinfo@soton.ac.uk](mailto:rgoinfo@soton.ac.uk)).

### **Contact details:**

If you have any questions about the study please contact the project leader, Dr Joanne Turnbull on 023 8059 7940 or [jct@soton.ac.uk](mailto:jct@soton.ac.uk), or research fellow, Dr Gemma McKenna on 023 8059 8841 or [G.R.McKenna@soton.ac.uk](mailto:G.R.McKenna@soton.ac.uk).