

An evaluation of the impact of patient-initiated follow-up (Phase 2)

Staff Participant information sheet

You have been invited to take part in an evaluation to understand the impact of patient-initiated follow-up on patients, staff and the NHS in England.

What is the evaluation about?

- In England, patient-initiated follow-up (PIFU) has been listed as a priority in national planning guidance, with an ambition to move 5% of all outpatient attendances to PIFU pathways by March 2023.
- This evaluation seeks to understand how PIFU is being rolled out in hospital Trusts across England and the impact on patients, staff, and the NHS more widely.
- The evaluation is being undertaken by the Rapid Service Evaluation Team (RSET) (comprised of researchers from University College London (UCL) and the Nuffield Trust). It is funded by the National Institute for Health Research (NIHR).
- You have been sent this information sheet because we are inviting you to take part in an interview. The interview will last no longer than 45-60 minutes.
- The purpose of this information sheet is to explain why the evaluation is being done and what your participation will involve.

What is the purpose of this evaluation?

This rapid evaluation seeks to understand the impact of PIFU on patients, staff, and the NHS and to capture lessons learnt in its implementation across hospital Trusts in England. To do this, we will conduct interviews with staff in a small number of case study NHS Trusts across England. Findings will be shared with NHS England, participating sites, and more widely within health and care services. All sites and interviewees will be anonymised when sharing results.

Results from the first phase of the evaluation can be found here:

<https://www.nuffieldtrust.org.uk/research/patient-initiated-follow-up-findings-from-phase-1-of-a-mixed-methods-evaluation>

What will taking part involve?

If you would like to participate in this evaluation, we will arrange a time and date suitable for the interview, either over the phone or by video call (e.g. MS Teams). We will ask you to provide consent before completing the interview. The interviewer will talk to you about your experience of setting up and delivering PIFU, including how PIFU is being designed and organised in the trust, your perspective on its aims and expected outcomes, and reflections on key challenges and opportunities of PIFU for both staff and patients. The interview will last no longer than 45-60 minutes. We will take notes during the interview, but to make sure we capture all the details correctly, we will also either audio record the telephone conversation using a digital voice recorder or video record the MS Teams conversation using the online platform's own recording software. Recorded interviews will be transcribed (written up) and the recording will then be deleted.

Information collected during the interviews will be analysed by the Rapid Service Evaluation Team (RSET) which includes individuals from the Nuffield Trust and UCL. All information gathered will be treated as confidential by the study team and reported anonymously. Any quotes used in our reports will be anonymised.

How long will the evaluation last?

This is a rapid evaluation. It will take place between January and June 2023 but your involvement will only be for the duration of the interview.

Are there benefits to taking part in the evaluation?

The information that you provide will help inform and provide learning about the roll-out and implementation of PIFU across hospital Trusts in England. However, there will be no direct benefit to you from participating in this evaluation.

What other choices do I have if I do not take part in this evaluation?

You are free to choose not to participate in the evaluation. If you decide not to take part in this evaluation, there will be no penalty to you.

Are there risks to taking part in the evaluation?

This is a very low risk evaluation. The information obtained from interviews will be stored securely and managed in accordance with the UK Data Protection Act (2018) and General Data Protection Regulation (GDPR) 2018 and in accordance with the Nuffield Trust and University College London policies for data storage and management. Identifiable data (your name and contact details) will be stored at the Nuffield Trust. All data will be stored on password-protected computers and servers and will only be accessible to members of the research team. We will ensure that any personal information gathered for this evaluation is kept confidential.

Can I stop being in the evaluation?

Participation in this evaluation is voluntary, and you are free to withdraw from the evaluation at any time. This includes requesting that the interview notes and transcript are removed from the evaluation and not included in the analysis (as long as we are notified before the data have been summarised for analysis). If you decide to withdraw from the evaluation, any data you may have provided will be destroyed following UK Data Protection Act (2018) and General Data Protection Regulation (GDPR) 2018 guidelines. If you would like to withdraw from the evaluation, please contact a member of the project team (details are at the end of this information sheet).

What are the costs of taking part in this evaluation? Will I be paid for taking part in this evaluation?

You will not be paid for taking part in this evaluation and there are no costs to you for taking part.

What are my rights if I take part in this evaluation?

Taking part in this evaluation is your choice. You may choose either to take part or not to take part in the evaluation. No matter what decision you take, there will be no consequences to you in any way.

Who can answer my questions about the evaluation?

You can talk to any member of the research team about any questions or concerns you have about this evaluation. Their contact details can be found at the end of this information sheet.

What will we do with your data?

We will be using information from you in order to undertake this evaluation and the Nuffield Trust will act as the primary data controller for this evaluation. This means that we are responsible for looking after your information and using it properly. All of the data related to your participation in the evaluation will be deleted two years after the evaluation has finished.

Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the evaluation to be reliable and accurate. To safeguard your rights, we will use the minimum personally identifiable information possible. You can find out more about how we use your information by contacting the evaluation team (contact information can be found at the end of this document).

Who is organising and funding the evaluation?

The evaluation is carried out by the NIHR Rapid Service Evaluation Team (RSET) based at UCL and the Nuffield Trust. The evaluation is funded by the National Institute for Health Research (NIHR).

Who has reviewed the evaluation?

This is a service evaluation and does not constitute research. It does not need to be formally reviewed by a research ethics committee. The research team will follow an informed consent process and will maintain anonymity and the confidentiality of the collected data.

What will happen to the results?

The outcomes of this evaluation will be used to inform the implementation of PIFU across hospital Trusts in England. The evaluation findings will be made publicly available and shared with your organisation. Once published, you will be able to access the findings on the Nuffield Trust's website: www.nuffieldtrust.org.uk.

Who do I contact if I have concerns?

If you wish to complain or have any concerns about any aspect of the way you have been approached or treated by the RSET team you may have experienced due to your participation in the evaluation, please contact the research team using the contact details below.

Local Data Protection Privacy Notice

The primary data controller, responsible for keeping your information secure in relation to this evaluation is: The Nuffield Trust for Research and Policy Studies in Health Services, 59 New Cavendish Street, London, W1G 7LP, 0207 631 8450. University College London are joint data controllers as they provide advice on the project, however only anonymised data will be shared with the research team based there.

The Nuffield Trust Data Protection Officer provides oversight of Nuffield Trust activities involving the processing of personal data and can be contacted at dataprotection@nuffieldtrust.org.uk. This 'local' privacy notice sets out the information that applies to this particular evaluation. Further information on how the Nuffield Trust uses participant information can be found in our 'general' privacy notice available here <https://www.nuffieldtrust.org.uk/resource/privacy-notice>.

The information that is required to be provided to participants under data protection legislation (GDPR and DPA 2018) is provided across both the 'local' and 'general' privacy notices.

The categories of personal data used will be name and email address which will only be used to contact you regarding your participation in the evaluation. The lawful basis that will be used to process your personal data is 'consent'. The lawful basis for the evaluation is 'legitimate interest'.

If we are able to anonymise or pseudonymise the personal data you provide we will undertake this, and will endeavour to minimise the processing of personal data wherever possible. If you are concerned about how your personal data is being processed, or if you would like to contact us about your rights, please contact Nuffield Trust, Tony Harbon, as

data protection officer, in the first instance at dataprotection@nuffieldtrust.org.uk. All of the data related to your participation in the evaluation will be deleted two years after the evaluation has finished.

CORE RESEARCH TEAM

If you have any questions or require more information about this evaluation, please contact the research team using the following contact details:

Angus Ramsay, Senior Research Fellow, angus.ramsay@ucl.ac.uk

Sarah Reed, Senior Fellow, sarah.reed@nuffieldtrust.org.uk

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**THANK YOU FOR TAKING THE TIME TO READ THIS INFORMATION
AND FOR CONSIDERING HELPING WITH OUR EVALUATION**