



PARTICIPANT INFORMATION SHEET 2 (CASE STUDIES DENTAL/MEDICAL PRACTICE)

Contracting With General Dental Services

You are being invited to take part in research being undertaken by researchers at the University of Liverpool which is funded by the National Institute of Health Research Service Delivery and Organisation programme. Please read this sheet before deciding whether to participate.

The purpose of the research is:

To identify the factors which facilitate and hinder the use of contracts to manage and strategically develop General Dental Services. In particular the study focuses on the relationship between commissioners and General Dental Practitioners (GDPs) and how this is affected by the differing needs and professional outlooks of both parties. A comparison with General Medical Practice commissioning is used to highlight similarities and differences.

The research is being carried out in three phases:

Phase 1: interviews with opinion leaders for the dental profession, Primary Care Trust (PCT) commissioners and dental and medical practitioners involved in delivering NHS care 'on the ground'.

Phase 2: (in six PCTs) case studies of dental and medical practices; their work and their relationships with PCT commissioners.

Phase 3: (in eight PCTs) questionnaires to GDPs and telephone interviews with PCT commissioners.

Why have I been chosen?

This is part of Phase 2. We have chosen two dental practices and one medical practice in each of six PCTs. You have been invited to participate because you work in one of these practices.

Do I have to take part?

Participation is entirely voluntary. If you agree to take part you will be asked to sign a consent form. You may withdraw from the study at any time and without giving any reason.

What will happen if I take part?

If you are a dentist or doctor you may be interviewed on up to four separate occasions during the 12 months of the study. You will be asked about your relationship with PCT commissioners; what your work involves and how it is influenced by contracts with the PCT. A researcher will also spend some time informally observing work in the practice. She will also observe, but not participate in, your meetings with PCT commissioners. These may be audio-taped and transcribed if everyone in the meeting consents. You may ask for the observation/recording to be stopped at any time. The researcher may also interview you after such meetings. Minutes, reports and contracts may be analysed. If you want to delete any part of these before giving the researcher a copy you can do so.

Will I be compensated for my time?

The practice will be compensated at the usual sessional rate for any time spent by staff on the research over and above their usual duties.

Can I be identified?

All material from this research will be treated **confidentially and anonymously**, and will be handled by suitably trained and experienced researchers at the University of Liverpool in accordance with the Data Protection Act. The information will be coded so that you cannot be identified: your name will not be included in any electronic or paper copies of transcripts. Nobody will be able to identify the person making the comments or their associated practice in any reports. PCT commissioners in your PCT will not be aware of your comments other than where data is summarised in study reports: they will not be able to identify you or your practice. This study has been granted the appropriate ethical approval through IRAS (Central Office for Research Ethics Committees).

What will happen to the results of the research?

The research will be published and reported irrespective of the nature of the findings, and will be made available to all participants on request. Papers will be published in academic journals.

Further information?

You will be given a copy of this information sheet and a copy of your signed consent form. If you have any queries or require further information then please email Jayne Garner at jayneg@liverpool.ac.uk or contact her at the University of Liverpool, Department of Health Sciences Research, 1st Floor, Waterhouse Building, 1-5 Brownlow Street, Liverpool L69 3GL Tel: 0151 795 5316.

If you would like to speak to someone independent of the study for further information or to discuss any issues of concern:

You can contact Dr Brian Grieveson, Mersey Deanery
Regatta Place, Brunswick Business Park, Summers Road, Liverpool L3 4BL Tel:
0151 285 4700

Thank you very much for taking the time to read this.

PARTICIPANT INFORMATION SHEET 3 (PCT COMMISSIONERS)

Study into Contracting with General Dental Services

You are being invited to take part in research being undertaken by researchers at the University of Liverpool which is funded by the National Institute of Health Research Service Delivery and Organisation programme. Please read this sheet before deciding whether to participate.

The purpose of the research is: To identify the factors which facilitate and hinder the use of contracts to manage and strategically develop General Dental Services. The management of contracts with GPs and dentists will be compared.

The overall study is being carried out in three phases:

Phase 1: interviews with opinion leaders for the dental profession, Primary Care Trust (PCT) commissioners and dental and medical practitioners involved in delivering NHS care 'on the ground'.

Phase 2: (in six PCTs) case studies of dental and medical practices; their work and their relationships with PCT commissioners.

Phase 3: (in eight PCTs) questionnaires to GPs and telephone interviews with PCT commissioners.

Why have I been chosen?

You may be a commissioner in one of the six PCTs selected for in-depth study (Phase 2) or you may work in one of the eight PCTs where commissioners will be interviewed by telephone (Phase 3).

Do I have to take part?

Participation in the study is entirely voluntary. If you wish to take part you will be asked to sign a consent form. You may withdraw from the study at any time and without giving reason.

What will happen if I take part?

If you are a PCT commissioner in one of the six PCTs in Phase 2, you may be interviewed up to four times during the year of the study. You will be asked about your relationship with dental and medical practitioners, the nature of your work and your involvement with contracting. A researcher will informally observe work in the PCT. She will also observe, but not participate in, meetings you have with dental/medical practitioners. These may be audio-taped and transcribed if everyone present consents. You may ask for the observation/recording to be stopped at any time. The researcher may also interview you following such meetings. Minutes, reports and contracts may be analysed. If you want to delete any part of these before giving the researcher a copy you can do so. If you are a PCT commissioner in one of the eight PCTs involved in Phase 3, you will receive a telephone call at a mutually agreed time. The conversation will be audio-taped and transcribed.

Will I be compensated for my time?

The PCT will be compensated for your time spent on the study over and above your usual work activities at an hourly rate agreed with the PCT.

Can I be identified?

All information will be treated confidentially and anonymously, and will be handled by suitably trained and experienced researchers at the University of Liverpool in accordance with the Data Protection Act. The data will be coded so that you cannot be identified: your name will not appear in any electronic or paper copies of transcripts. Nobody will be able to identify anyone quoted (or their associated PCT) in any reports. Practitioners will not be aware of your comments apart from such unattributed quotes or summaries in reports. This study has been granted ethical approval through IRAS (Central Office for Research Ethics Committees).

What will happen to the results of the study?

The outcomes of this study will be published and reported irrespective of the nature of the findings, and will be made available to all participants on request. Papers will be published in academic journals.

Further information?

You will be given a copy of this information sheet and a copy of your signed consent form. If you have any queries or require further information then please email Jayne Garner at jayneg@liverpool.ac.uk or contact her at the University of Liverpool, Department of Health Sciences Research, 1st Floor, Waterhouse Building, 1-5 Brownlow Street, Liverpool L69 3GL Tel: 0151 795 5316.

If you would like to speak to some-one independent of the study for further information or to discuss any issues of concern: You can contact Dr Brian Grieveson, Mersey Deanery
Regatta Place, Brunswick Business Park, Summers Road, Liverpool L3 4BL Tel:
0151 285 4700

Thank you very much for taking your time to read these details.

PARTICIPANT INFORMATION SHEET 4 (PATIENTS)

Study into Contracting with General Dental Services

You are being invited to take part in a research study being undertaken by researchers at the University of Liverpool which is being funded by the National Institute of Health Research Service Delivery and Organisation programme. Before you decide if you wish to take part we would like to give you some information about the study and its purpose.

The purpose of the research is:

To look at how contracts are used to manage the NHS services which are provided by high street dentists (General Dental Practitioners).

The study as a whole:

We are firstly talking to different types of people involved in the situation: such as dentists and managers at local, regional (the North West) and national levels. Because we intend to compare the way contracts are used for doctors and dentists' services, we will also talk to doctors.

We are then going to look in detail at a few dentists and doctors practices, to see what the issues are. Finally we are going to do a questionnaire to dentists and to local managers.

Why have I been chosen?

This is because either the dentist or doctor's practice you visit is involved in the part of the study in which we have a detailed look at what goes on. We felt it was important to also include what the patients think (if anything) about the role their dentist/doctor plays and whether they observe or have opinions about how the dentist/doctor relates to local/regional managers or how the contract under which they operate affects them.

Do I have to take part?

No. It is voluntary.

What will happen if I take part?

A researcher will ask you some questions about what you feel about the role which your dentist/doctor plays and whether you have any thoughts about how their services are managed by contracts. They will not ask any questions about your own care or why you have visited the practice. The interview will be audio-taped and later transcribed so that it can be analysed. You will only be interviewed once.

Will I be compensated for my time?

There is no compensation because we anticipate that we will hold interviews while you are waiting for your appointment. If you prefer it, we can arrange to interview you at another location such as your home.

Can I be identified?

No. We will remove your name from the transcript of the interview and replace it with a number. Your dentist/doctor will not know who made the comment.

What will happen to the results of the study?

We will publish our findings in an academic journal and we also intend to set up a website to publicise findings so that these will be easily accessible.

Further information?

You will be given a copy of this information sheet and a copy of your signed consent form to keep. If you have any queries or require further information relating to the project then please email Jayne Garner at jayneg@liv.ac.uk or contact her at the University of Liverpool, Department of Health Services Research, Waterhouse Building, Block B, 1st Floor, Room B111, 1-5 Brownlow Street, Liverpool, L69 3GL. Tel: 0151 795 5316.

If you would like to speak to some-one independent of the study for further information or to discuss any issues of concern: You can contact Dr Brian Grieveson, Mersey Deanery
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PARTICIPANT INFORMATION SHEET 1 (STAKEHOLDER INTERVIEWS)

Study into Contracting with General Dental Services

You are being invited to take part in a research study being undertaken by researchers at the University of Liverpool which is being funded by the National Institute of Health Research Service Delivery and Organisation programme. Before you decide if you wish to take part we would like to give you some information about the study and its purpose.

The purpose of the research is:

To identify the factors which facilitate and hinder the use of contractual processes to manage and strategically develop General Dental Services. In particular the study will compare how contracts with General Dental Practitioners (GDPs) and General Medical Practitioners are managed.

The overall study is being carried out in three phases:

Phase 1: is a scoping phase, where we are to interview opinion leaders for the dental profession, as well as dental and medical practitioners involved in delivering NHS care 'on the ground'. We will also interview a number of commissioners involved in negotiating contracts with dental (and medical) practitioners.

Phase 2: involves case studies of dental and medical practices in six PCTs; their sphere of activity and their relationship with Primary Care Trust (PCTs) commissioners.

Phase 3: involves questionnaires to GDPs and telephone interviews with PCT commissioners in a wider range of PCTs.

Why have I been chosen?

You have been invited to participate in Phase 1 of the study. You have been selected either because of your position in your organisation, or because you represent a 'typical' experience of either a (dental or medical) practitioner or commissioner.

Do I have to take part?

Participation in the study is entirely voluntary. If you wish to take part you will be asked to sign a consent form. You may withdraw from the study at any time and without giving reason.

What will happen if I take part?

You will be interviewed by a researcher and this will be audio-taped and transcribed. The questions will include your views about the use of contracts to manage and strategically develop General Dental (and/or Medical) Services. A range of issues will be included such as what you feel are the expectations, goals and responsibilities of GDPs/GMPs and PCT commissioners; how you feel dental (or medical) practitioners are perceived by PCT commissioners (and vice versa); and what factors you feel influence the successful outcome of contractual negotiations in this context.

Can I be identified?

All material from this research will be treated **confidentially and anonymously**, and will be handled by suitably trained and experienced researchers at the University of Liverpool in accordance with the Data Protection Act. The information is coded so that you cannot be identified as a participant. This study has been granted the appropriate ethical approval through IRAS (Integrated Research Ethics System).

What will happen to the results of the study?

The outcomes of this study will be published and reported irrespective of the nature of the findings, and will be made available to all participants on request. Papers will be published in academic journals.

Further information?

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