



Health Services Management Centre
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Participant Information Sheet

Changing health and social care services: patient and public views

You are being invited to take part in a Delphi survey that is part of a larger research study into changes in health and social care services. The research is being carried out by the University of Birmingham and is funded by the National Institute for Health Research. Before you decide whether to take part it is important for you to understand why the research is being carried out and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish. Ask us if there is anything that is not clear or if you would like more information.

What is the purpose of the study?

Decisions are often made to change the health and social care services that are available to patients and service users. Sometimes this involves setting up new services and new treatments; at other times it involves moving or taking away services and treatments.

Some examples of moving or taking away services might include:

- Closing an Accident and Emergency department in a local hospital
- Reducing the number of home care visits that a service user can have
- Reducing funding for hearing aids for patients

We are doing this survey as part of a project that looks at how decisions to move or take away services are made, and how patients and the public are involved or not.

Why have I been chosen?

We are interested in the views of patients, service users, carers, community/third sector organisations and the public about changes to health and social care services. We have asked you to take part because you are either a patient, service user, carer, representing community/third sector organisation, or member of the public who is interested in this issue.

What will my participation in the study involve?

The survey involves three rounds of questions about your views and experiences of changes to health and social care services. The questions can be answered online or by telephone if you prefer. You will be asked to complete the survey online or by telephone within one week. We will ask you to complete the survey three times, with approximately two weeks in between each round of questions, over a total of nine weeks. In the second and third rounds will ask you to comment on everyone's responses from the previous rounds.

Do I have to take part?

Taking part is voluntary. You can either agree or decline to take part up to 7 days before the start of the survey. If you agree to take part you consent to take part in all three stages. Please note once you have submitted your responses you will not be able to withdraw them from the study.

Will my taking part in this study be kept confidential?

We will keep your name and contact details confidential, and when the findings are written up you will remain anonymous.

Data from the study will be held securely by the Research Team for a period of ten years before being destroyed; this is in line with the University of Birmingham's Code of Practice for Research.

What will happen to the results of the research study?

The research will be written up as a final report for the National Institute for Health Research, who are funding the study. We will also write up the findings for professional and academic journals and conferences. We will also hold some feedback events to which you will be invited.

How can I get further information?

Please contact Dr Iestyn Williams (tel. XXXX/ [XXXX](#)) for further information.

Thank you for your help.

Changing health and social care services: patient and service user views

Introduction

Thank you for agreeing to take part in this survey. You are one of x people taking part. We have asked you to take part in this survey because you are either a patient/service user, a carer, a community or third sector organisation, or a member of the public.

Please write your name and email address in the space below. Please note that this is so the research team can keep a record of who has taken part. We will keep your name and contact details confidential, and when the findings are written up you will remain anonymous.

Name and email.....

Why are we doing this survey?

Decisions are often made to change the health and social care services that are available to patients and service users. Sometimes this involves setting up new services and new treatments. Other times it involves moving or taking away services and treatments.

Examples of changes to health and social care services might include:

- Closing an Accident and Emergency department in a local hospital
- Reducing the number of home care visits
- Reducing funding for hearing aids

We believe that patients and service users should have a say in decisions about how health and social care services are changed and that is why we are carrying out this survey.

We will ask you to fill in the survey three times. Each time we will ask you different questions. In this first round we ask you 4 questions. In the second and third round we will summarise everyone's answers and ask you to comment on these.

Please complete this round within one week.

Question 1:

Please tell us whether you are a patient, service user, carer, third sector/community representative, member of the public, or other. You can tick more than one.

- Patient
- Service user
- Carer
- Third sector/community organisation representative
- Member of the public
- Other

If other, please tell us more.....
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Question 2:

a. Are you or have you been aware of decisions to change health and social care services in your area? If yes, please tell us more about it below.

Yes No

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b. How, if at all, were you involved in making these decisions?

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c. If yes, what was good about your experience?

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d. If yes, what was bad about your experience?

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Question 3:

a. What, if any, do you think are good reasons to change services?

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b. What, if any, do you think are bad reasons for changing services?

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c. What reasons do you think are usually behind decisions to change services?

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Question 4:

If the NHS was thinking about changing services in your area, what advice would you give them about involving patients/service users and the public?

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THANK YOU