Recruitment materials supplementary document 1:

Recruitment materials & project information diagram

This diagram demonstrates the recruitment materials and project information as they are linked to each individual Work Package

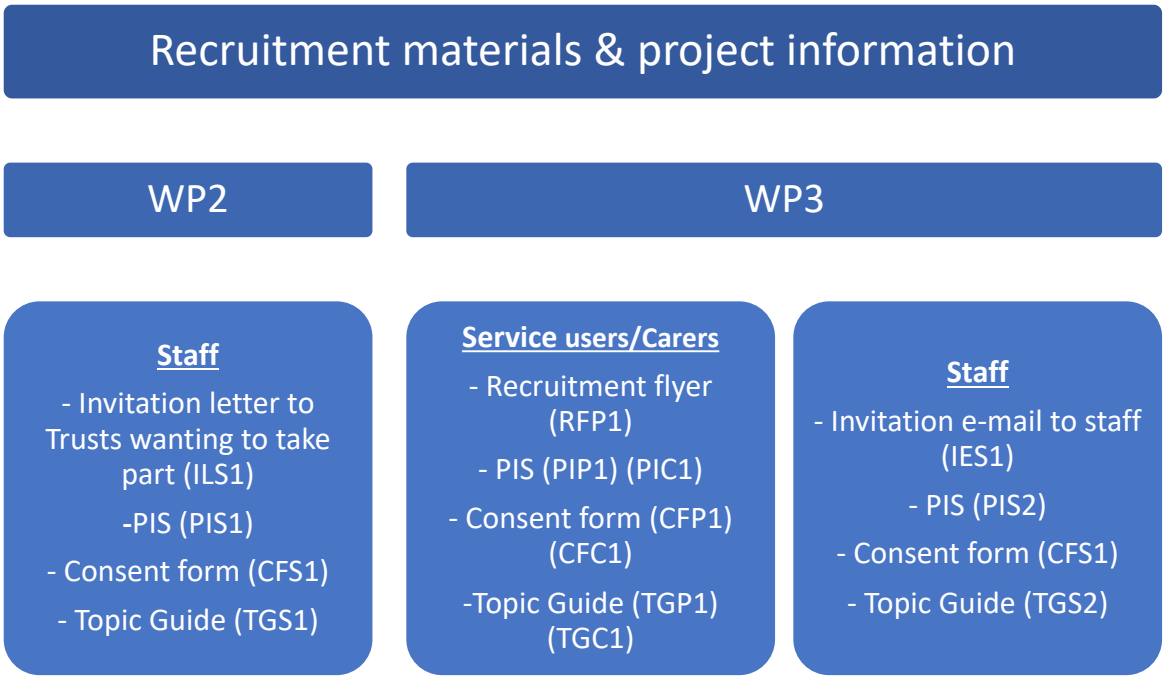


Figure 1: Recruitment materials and project information displayed by Work Package (WP) – 'S' items relate to staff, 'P' items relate to patients, and the 'C' items relate to the carers.

Recruitment materials supplementary document 2: WP2 invitation letter

[Insert name of Trust and contact details here]

Professor Scott Weich
University of Warwick Medical School
Mental Health & Wellbeing Unit
Coventry
CV4 7AL

[Insert date here]

Dear X,

Re: Participation in NIHR funded study on evaluating the use of patient experience data to improve the quality of inpatient mental health care (EURIPIDES).

I am writing to ask if you and your organisation [*insert NHS trust name here*] would be willing to participate in an NIHR funded study that explores the use of patient experience data, how it is collected, managed and used. The aim of the study is to explore which of the many different approaches to collecting and using patient experience data are the most useful for supporting improvements in inpatient mental health care.

The research is due to take place in several phases known as Work Packages (WPs). You are being asked initially to participate in Work Package 2 (WP2). This will involve a member of our research team telephone interviewing the person who leads on Improving Patient Experience or Patient and Public Involvement in your NHS trust. It may be that the responsibility for collecting, managing and monitoring patient experience data is shared between individuals in different roles. If that is the case, we would like to speak to each of the individuals who hold an aspect of the responsibility for this in your NHS trust.

We aim for this research to be as minimally disruptive as possible and will therefore do our best to be flexible and fit in with your existing work commitments when arranging interviews.

This research is both timely and important. We are very aware of the pressures on Trusts given the current financial climate. We know that every Trust in the country collects patient feedback data, and in some cases have spent years setting up local systems for this. We are also aware that it is very unlikely that new top-down methods for collecting patient experience data would be readily and widely adopted because this would mean abandoning what Trusts are already committed to doing. We recognise the challenges, and instead view the wide range of current approaches being used as a unique opportunity for a natural experiment from which we can learn about what is (and isn't) working using a deliberately bottom-up research strategy. We want to look and see what is already going on in practice and compare between settings.

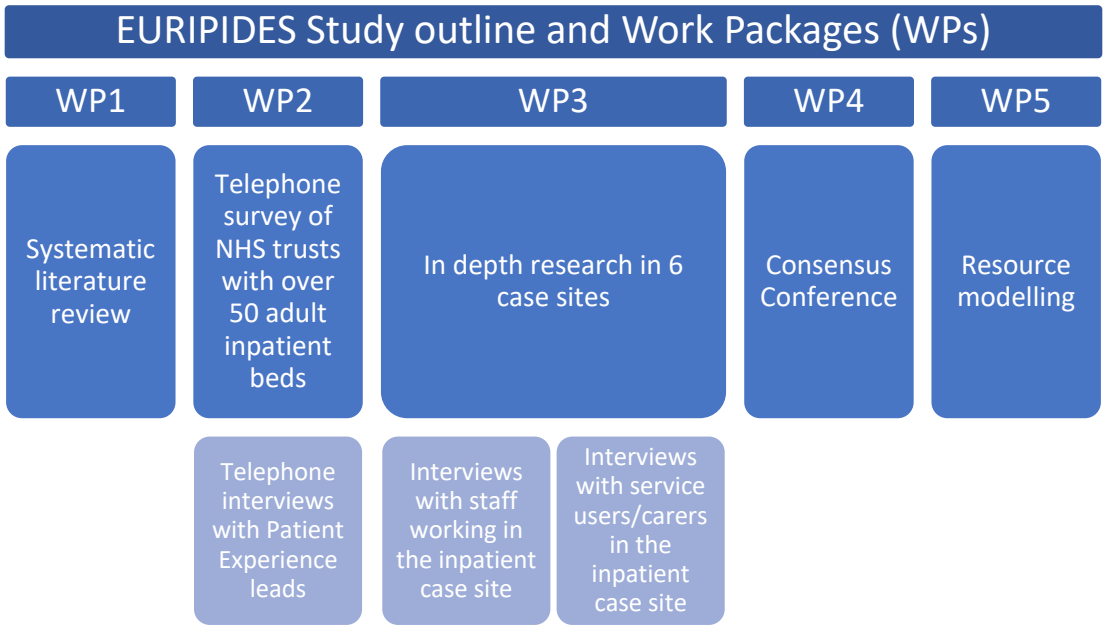
Once WP2 is complete, six case sites will be selected across England for a more extensive piece of work. In Work Package 3 (WP3), the six case sites will have a research team attached to them for a minimum of two weeks whilst data collection takes place. Data collection will take the form of conducting interviews with 35 people. The interview sample will include members of staff, carers and patients. It is anticipated that we will interview around 10 service users and five carers, and 15

members of staff at each case site, although we recognise that this may depend on staff roles and the numbers may vary. The service users will be selected from two populations, those who are due to be discharged from inpatient settings, and those or who may be part of the wider community of service users who are involved in giving feedback on Trusts.

When you are contacted to take part in an interview for WP2, we would be grateful if you could please indicate to the researcher when if you feel that your organisation would be willing to be considered as a case site for WP3. Due to only being able to select six sites, we understand that there may be disappointment if sites are not selected for inclusion for WP3, however, we aim to disseminate the findings from the research widely to all NHS trusts who take part in WP2.

This study provides NHS providers in England a unique opportunity to share practice and learning in order to develop a more comprehensive overview of the approaches taken to collecting, monitoring, managing, and using inpatient experience data. We are excited about the possibility of delivering a project which we hope will be both timely and useful for those whom are contributing to it, and which reflects the difficult nature of service delivery in the NHS in the current climate.

I have enclosed the Research Protocol *[Insert version number here],* which provides fuller information on the study as well as a fuller Participant Information Sheet *[Insert version number here]*. The Work Packages are shown in a diagram below to show how the research activities fit together. In addition, you may look for information on the University of Warwick website: *[insert URL]* or contact either myself or a member of the project team for further information or to answer any questions that you may have.



I look forward to hearing from you, and do hope that you will consider participating in this research project.

Yours sincerely,

Professor Scott Weich

Chief Investigator, EURIPIDES

Recruitment materials supplementary document 3: WP2 invitation e-mail

[Insert date here]

Dear XXX team,

Re: Participation in NIHR funded study on evaluating the use of patient experience data to improve the quality of inpatient mental health care (EURIPIDES).

I am e-mailing to ask if you would be willing to participate in an NIHR funded study that explores the use of patient experience data, how it is collected, managed and used. The aim of the study is to explore which of the many different approaches to collecting and using patient experience data are the most useful for supporting improvements in inpatient mental health care.

You are being asked to take part in a face-to-face interview that will take no more than an hour about how patient experience data is collected, managed and used and your thoughts about it. We aim for this research to be as minimally disruptive as possible and will therefore do our best to be flexible and fit in with your existing work commitments when arranging

This study provides NHS providers in England a unique opportunity to share practice and learning in order to develop a more comprehensive overview of the approaches taken to collecting, monitoring, managing, and using inpatient experience data. We are excited about the possibility of delivering a project which we hope will be both timely and useful for those whom are contributing to it, and which reflects the difficult nature of service delivery in the NHS in the current climate.

I have attached a Participant Information Sheet *[Insert version number here],* which provides fuller information on the study. In addition, you may look for information on the University of Warwick website: *[insert URL]* or contact either myself or a member of the project team for further information or to answer any questions that you may have.

I look forward to hearing from you, and do hope that you will consider participating in this research project.

Yours sincerely,

[insert name of research team member responsible for this case site]

[insert job role], EURIPIDES

✉ **e-mail:** XXXX
✆ **telephone:** XXXX

Recruitment materials supplementary document 4: WP3 Participant Information Sheet for Staff

Study title: Evaluating the use of inpatient experience data to improve the quality of inpatient mental health care (EURIPIDES)

Study short title: EURIPIDES

Invitation and brief summary

We would like to invite you to take part in our research study by taking part in an interview. Joining the study is entirely up to you. Before you decide, we would like you to understand why the research is being done and what it would involve for you. One of our team will go through this information sheet with you before the interview, to help you decide whether or not you would like to take part, and answer any questions you may have. We would suggest that this should take about 10 minutes. Please feel free to talk to others about the study if you wish.

The first part of this Participant Information Sheet tells you the purpose of the study and what will happen to you if you take part. Then we give you more detailed information about the conduct of the study.

Please do ask if anything is unclear.

What is the research about?

To ensure the patient voice is heard, NHS trusts are required to collect feedback from patients routinely. We do not know what kinds of feedback are most important or what management processes are needed to translate this into effective action plans, and we do not know if this makes any difference to patients themselves.

This project explores how patient experience and feedback is managed in inpatient mental health care settings. The project will look at how that feedback is gathered and what happens to it. In order to understand how patient's experience data is gathered, we would like to speak to people who work in inpatient mental health services to ask them about how patient experience data is collected, managed and used.

This research is part of a wider programme of research that is divided into Work Packages (WPs). This research is part of Work Package 3 (WP3). WP3 is taking place in six case sites in inpatient settings in England. Interviews will take place with 35 people in each case site. *The project started in December 2015 and will be completed by December 2018.*

Why have I been asked to participate?

We are looking to speak to people who have had experience of working in inpatient mental health services in England. You have been asked to be involved in this project because you have experience of working at [insert case site name here]. We would like to interview you

about how patient experience data is collected, managed and monitored within this inpatient setting.

How will this research make a difference to participants/patients and the public?

Every Trust collects patient feedback data, and in some cases they have spent years setting up local systems for this. We aim to learn what works best from the wide range of current approaches. Our results will provide the first comprehensive overview of current approaches to collecting and using patient experience data to improve inpatient mental health care in England.

We will examine these processes in depth at case study sites chosen to reflect the diversity of approaches, and identify organisational characteristics that enable and constrain these processes. We will seek evidence of changes to services and to patient outcomes, and we will identify what is and is not working, where and why. The research, and our recommendations, will be grounded in the real world NHS, and we will conduct a consensus conference to review the study findings and agree recommendations based on what is judged feasible, acceptable and sustainable according to commissioners, service providers and service users and carers.

We hope that this research will inform the future collection, management and use of patient experience data and thereby improve services.

Who is eligible to take part in this research and where is it taking place?

Staff members who work in inpatient mental health services are eligible to take part in this research. We are looking to speak to people about their understandings of patient experience data (how it is collected, managed and used) in inpatient mental health services. The research (WP3) is taking place in six case sites in England of which [insert name of case site] is one of the sites where the research is taking place.

What would taking part involve?

If you decide that you would like to take part and be interviewed, we will arrange to meet with you. We will go through a consent form to ensure that you are happy with the process and understand about the research, and we will then get written agreement that you are willing to take part. Once you have given your consent we will then conduct an interview. The interview will involve us asking questions about your how patient experience data is collected, managed and used within the inpatient setting.

When and where will I be seen and how long will the interview take?

The interview will take place in the inpatient setting familiar to you, and should take no more than an hour. This may be spread over two sessions for your convenience. The interview will take place in a private room so that you have a confidential space in order to allow you to express your views freely. The interview will be audio-recorded to facilitate with accurate data capture. If you do not wish for the interview to be recorded please let us know.

What are the possible benefits of taking part?

This research is not incentivised, which means that we would like you to take part if you wish to.

The benefits of taking part in this study are that your interview will be used to develop knowledge in order to support understanding of what patient experience feedback should look like, and how that feedback should be used and understood in inpatient settings in England in order to improve service delivery. We will be able to learn from your experiences. You will be given the opportunity to share your ideas and views and to be listened to and heard.

What are the possible disadvantages and risks of taking part?

There are no risks associated with taking part in this interview. However, we are aware that all research involves participants discussing experiences that are personal to them and we are therefore grateful to you for taking the time to read this participant information sheet and consider being involved in this project. This study is not designed to expose weaknesses or criticise services or individuals. Instead what we are interested in is your understanding of how patient experience data is collected, managed and used in inpatient services and what you think is working or not in relation to any aspect of the data collection or management process. After each interview, a 'debrief' will take place, which means that we will recap what you have said and check that we have understood everything, and that you are happy with the interview.

The information you give to us in your interview is confidential. Taking part in this interview will not impact your work or performance management.

Whilst the interview information is confidential, the only time we would seek to break that confidentiality and tell someone about something that you have said in the interview, would be if you had made a disclosure of harm to yourself or another person and we were concerned about something that you had said. If we are concerned, we will let you know. If we need to talk to someone, it will be an identified person within the inpatient setting, and wherever possible we will try to let you know you who we are going to tell and why we need to talk to them.

Further supporting information

What will happen if I don't want to carry on with the study?

If you feel uncomfortable at any point during this research process, and you decide that you no longer wish to take part, you have the right to withdraw from the study. You can withdraw from the study up to one month after the interview has taken place. After this point (one month after your interview date) your data will have been anonymised and analysis will have begun so it will not be possible to take you out of the study at this point. If you wish draw from the study you just need to notify the project team in your inpatient setting (see the contact details at the end of this participant information sheet). Once you have withdrawn from the study, all information pertaining to you will be destroyed including any audio-recordings. There will be no consequences of withdrawing from the study and you do not need to tell us why you no longer wish to take part.

How will my information be kept confidential?

Your interview information will be audio-recorded and anonymised and typed up (transcribed). All identifying details will be removed and the interview will be given a number to prevent you being able to be identified. The data will only be seen by the project team; however, the audio-recording of the interview may be typed up (transcribed) in an anonymous form by an external agency. All interview data and information relating to this project will be kept securely at the University of Warwick for 10 years in line with the Research and Data Management Policy.

What will happen to the results of this study?

The results of this study will be used to feedback to NHS providers and the Trusts who have participated in the study about the collection, management, and use of inpatient experience data. The findings from the study will be shared to try and improve the collection, management and use of inpatient data to improve services. As well as publishing academic papers, the study will seek to engage NHS providers in the research by producing information in a suitable format.

Who is funding this study?

The Evaluating the Use of Patient Experience Data to Improve the Quality of Inpatient Mental Health Care project is funded by the National Institute for Health Research's Health Services and Delivery Research Programme.

Who has reviewed this study?

This research has received ethical approval from [insert name of NHS REC here] and is co-sponsored by the University of Sheffield and the University of Warwick.

If you have any questions about this study you can contact:

[Insert name of researcher at site]	Sarah-Jane Fenton (Research Fellow, University of Warwick)	[Insert name of person who is PI at site]
✉ e-mail: XXXX ✆ telephone: XXXX	✉ e-mail:s.fenton@warwick.ac.uk ✆ telephone: 02476 573 297	✉ e-mail: XXXX ✆ telephone: XXXX

If you have any complaints or concerns about the research or staff you can contact:
This study is covered by the University of Warwick's insurance and indemnity cover. If you have an issue please contact the Chief Investigator of the study Professor Scott Weich ✉ e-mail: s.weich@sheffield.ac.uk or ✆ telephone: 02476 574708.

Any complaint about the way you have been dealt with during the study or any possible harm you might have suffered will be addressed. Please address your complaint to the person below, who is a senior University of Warwick official entirely independent of this study:

Write to: Head of Research Governance, Research & Impact Services, University House, University of Warwick, Coventry, CV4 8UW
✉ e-mail: researchgovernance@warwick.ac.
✆ telephone: 024 76 522746

If you have any questions regarding the ethical approvals for this study you can contact:

[Insert NHS REC details here]

Thank you for reading this.

Recruitment materials supplementary document 5: WP3

Participant Information Sheet for Patients/ Service Users

Study title: Evaluating the use of inpatient experience data to improve the quality of inpatient mental health care

Study short title: EURIPIDES

Invitation and brief summary

We would like to invite you to take part in our research study by taking part in an interview. Joining the study is entirely up to you. Before you decide, we would like you to understand why the research is being done and what it would involve for you. One of our team will go through this information sheet with you before the interview, to help you decide whether or not you would like to take part, and answer any questions you may have. We would suggest that this should take about 10 minutes. Please feel free to talk to others about the study if you wish.

The first part of this Participant Information Sheet tells you the purpose of the study and what will happen to you if you take part. Then we give you more detailed information about the conduct of the study.

Please do ask if anything is unclear.

What is the research about?

To ensure the patient voice is heard, NHS trusts are required to collect feedback from patients routinely. We do not know what kinds of feedback are most important or what management processes are needed to translate this into effective action plans, and we do not know if this makes any difference to patients themselves.

This project explores how patient experience and feedback is managed in inpatient mental health care settings. The project will look at how that feedback is gathered and what happens to it. In order to understand how patient's experience data is gathered, we would like to speak to people who have been in inpatient mental health services to ask them about how their opinions and feedback were collected.

This research is taking place in six case sites in inpatient settings in England. Interviews will take place with 35 people in each case site. *The project started in December 2015 and will be completed by December 2018.*

Why have I been asked to participate?

We are looking to speak to people who have had experience of inpatient mental health services in England. You have been asked to be involved in this project because you have experience of [insert case site name here]. We would like to interview you about your opportunity to give feedback within this inpatient setting and how you were able to discuss your experiences.

How will this research make a difference to participants/patients and the public?

Every Trust collects patient feedback data, and in some cases they have spent years setting up local systems for this. We want to learn what works best from the wide range of current approaches. Our results will provide the first comprehensive overview of current approaches to collecting and using patient experience data to improve inpatient mental health care in England.

We will examine these processes in depth at case study sites chosen to reflect the diversity of approaches, and identify organisational characteristics that enable and constrain these processes. We will seek evidence of changes to services and to patient outcomes, and we will identify what is and is not working, where and why. The research, and our recommendations, will be grounded in the real world NHS, and we will conduct a consensus conference to review the study findings and agree recommendations based on what is judged feasible, acceptable and sustainable according to commissioners, service providers and service users and carers.

We hope that this research will inform the future collection, management and use of patient experience data and thereby improve services.

Who is eligible to take part in this research and where is it taking place?

If you have had an experience of inpatient mental health services then you are eligible to take part in this research. We are looking to speak to people about their experiences of being asked about their time in inpatient mental health services. The research is taking place in six case sites in England of which [insert name of case site] is one of the sites where the research is taking place.

What would taking part involve?

If you decide that you would like to take part and be interviewed, we will arrange to meet with you. We will go through a consent form to ensure that you are happy with the process and understand about the research, and we will then get written agreement that you are willing to take part. Once you have given your consent we will then conduct an interview. The interview will involve us asking questions about your experience of giving feedback within the inpatient setting.

When and where will I be seen and how long will the interview take?

The interview will take place in the inpatient setting familiar to you, and should take no more than an hour. This may be spread over two sessions for your convenience. The interview will take place in a private room so that you have a confidential space in order to allow you to express your views freely. The interview will be audio-recorded to facilitate with accurate data capture. If you do not wish for the interview to be recorded please let us know.

If you would feel more comfortable having a friend, family member, carer or professional to attend the meeting to support you then that is fine.

If you require an interpreter, we will arrange for someone to be available during the interview.

What are the possible benefits of taking part?

This research is about your experience and will be unlikely to impact your future journey. We would like you to take part if you wish to.

The benefits of taking part in this study are that your interview will be used to develop knowledge in order to support understanding of what patient experience feedback should look like, and how that feedback should be used and understood in inpatient settings in England. We will be able to learn from your experiences. You will be given the opportunity to share your ideas and views and to be listened to and heard.

What are the possible disadvantages and risks of taking part?

There are no risks associated with taking part in this interview. However, we are aware that all research involves participants discussing experiences that are personal to them and we are therefore grateful to you for taking the time to read this participant information sheet and consider being involved in this project. It is possible, that when discussing your experience of being asked about inpatient mental health services that this may trigger an emotional response from you. If at any point you are feeling distressed, the interviewer will offer you the opportunity to take time out or to terminate the interview. After each interview, a 'debrief' will take place, which means that we will recap what you have said and check that we have understood everything, and that you are happy with the interview.

The information you give to us in your interview is confidential. Taking part in this interview will not impact your care and treatment plan.

Whilst the interview information is confidential, the only time we would seek to break that confidentiality and tell someone about something that you have said in the interview, would be if you had made a disclosure of harm to yourself or another person and we were concerned about something that you had said. If we are concerned, we will let you know. If we need to talk to someone, it will be an identified person in that inpatient setting, and wherever possible we will try to let you know you who we are going to tell and why we need to talk to them.

Further supporting information

What will happen if I don't want to carry on with the study?

If you feel uncomfortable at any point during this research process, and you decide that you no longer wish to take part, you have the right to withdraw from the study. You can withdraw from the study up to one month after the interview has taken place. After this point (one month after your interview date) your data will have been anonymised and analysis will have begun so it will not be possible to take you out of the study at this point. If you wish draw from the study you just need to notify the project team in your inpatient setting (see the contact details at the end of this participant information sheet). Once you have withdrawn from the study, all information pertaining to you will be destroyed including any audio-recordings. There will be no consequences of withdrawing from the study and you do not need to tell us why you no longer wish to take part.

How will my information be kept confidential?

Your interview information will be audio-recorded and anonymised and typed up (transcribed). All identifying details will be removed and the interview will be given a number to prevent you being able to be identified. The data will only be seen by the project team; however, the audio-recording of the interview may be typed up (transcribed) in an anonymous form by an external agency. All interview data and information relating to this project will be kept securely at the University of Warwick for 10 years in line with the Research and Data Management Policy.

What will happen to the results of this study?

The results of this study will be used to feedback to NHS providers and the Trusts who have participated in the study about the collection, management, and use of inpatient experience data. The findings from the study will be shared to try and improve the collection, management and use of inpatient data to improve services. As well as publishing academic papers, the study will seek to engage NHS providers in the research by producing information in a suitable format.

Who is funding this study?

The Evaluating the Use of Patient Experience Data to Improve the Quality of Inpatient Mental Health Care project is funded by the National Institute for Health Research's Health Services and Delivery Research Programme.

Who has reviewed this study?

This research has received ethical approval from [insert name of NHS REC here] and is co-sponsored by the University of Sheffield and the University of Warwick.

If you have any questions about this study you can contact:

[Insert name of researcher at site]	Sarah-Jane Fenton (Research Fellow, University of Warwick)	[Insert name of person who is PI at site]
✉ e-mail: XXXX ✆ telephone: XXXX	✉ e-mail:s.fenton@warwick.ac.uk ✆ telephone: 02476 573 297	✉ e-mail: XXXX ✆ telephone: XXXX

If you have any complaints or concerns about the research or staff you can contact:
This study is covered by the University of Warwick's insurance and indemnity cover. If you have an issue please contact the Chief Investigator of the study Professor Scott Weich ✉ e-mail: s.weich@sheffield.ac.uk or ✆ telephone: 02476 574708.

Any complaint about the way you have been dealt with during the study or any possible harm you might have suffered will be addressed. Please address your complaint to the person below, who is a senior University of Warwick official entirely independent of this study:

Write to: Head of Research Governance, Research & Impact Services, University House, University of Warwick, Coventry, CV4 8UW
✉ e-mail: researchgovernance@warwick.ac.
✆ telephone: 024 76 522746

For general advice and guidance please contact:
Patient Advice and Liaison Service (PALS) – your local contact can be found on http://www.pals.nhs.uk

If you have any questions regarding the ethical approvals for this study you can contact:

[Insert NHS REC details here]

Thank you for reading this.

Appendix 12 Recruitment materials - WP3 Participant Information Sheet for Carers

Study title: Evaluating the use of inpatient experience data to improve the quality of inpatient mental health care

Study short title: EURIPIDES

Invitation and brief summary

We would like to invite you to take part in our research study by taking part in an interview. Joining the study is entirely up to you. Before you decide, we would like you to understand why the research is being done and what it would involve for you. One of our team will go through this information sheet with you before the interview, to help you decide whether or not you would like to take part, and answer any questions you may have. We would suggest that this should take about 10 minutes. Please feel free to talk to others about the study if you wish.

The first part of this Participant Information Sheet tells you the purpose of the study and what will happen to you if you take part. Then we give you more detailed information about the conduct of the study.

Please do ask if anything is unclear.

What is the research about?

To ensure the patient voice is heard, NHS trusts are required to collect feedback from patients routinely. We do not know what kinds of feedback are most important or what management processes are needed to translate this into effective action plans, and we do not know if this makes any difference to patients themselves.

This project explores how patient experience and feedback is managed in inpatient mental health care settings. The project will look at how that feedback is gathered and what happens to it. In order to understand how patient's experience data is gathered, we would like to speak to people who have been in inpatient mental health services to ask them about how their opinions and feedback were collected.

This research is taking place in six case sites in inpatient settings in England. Interviews will take place with 35 people in each case site. *The project started in December 2015 and will be completed by December 2018.*

Why have I been asked to participate?

We are looking to speak to people who have had experience of inpatient mental health services in England and their carers. You have been asked to be involved in this project because you care for someone who has experience of [insert case site name here]. We would like to interview you about your opportunity to give feedback within this inpatient setting and how you were able to discuss your experiences.

How will this research make a difference to participants/patients and the public?

Every Trust collects patient feedback data, and in some cases they have spent years setting up local systems for this. We want to learn what works best from the wide range of current approaches. Our results will provide the first comprehensive overview of current approaches to collecting and using patient experience data to improve inpatient mental health care in England.

We will examine these processes in depth at case study sites chosen to reflect the diversity of approaches, and identify organisational characteristics that enable and constrain these processes. We will seek evidence of changes to services and to patient outcomes, and we will identify what is and is not working, where and why. The research, and our recommendations, will be grounded in the real world NHS, and we will conduct a consensus conference to review the study findings and agree recommendations based on what is judged feasible, acceptable and sustainable according to commissioners, service providers and service users and carers.

We hope that this research will inform the future collection, management and use of patient experience data and thereby improve services.

Who is eligible to take part in this research and where is it taking place?

If you have had an experience of inpatient mental health services or care for someone who has experience of inpatient mental health services, then you are eligible to take part in this research. We are looking to speak to people about their experiences of being asked about inpatient mental health services. The research is taking place in six case sites in England of which [insert name of case site] is one of the sites where the research is taking place.

What would taking part involve?

If you decide that you would like to take part and be interviewed, we will arrange to meet with you. We will go through a consent form to ensure that you are happy with the process and understand about the research, and we will then get written agreement that you are willing to take part. Once you have given your consent we will then conduct an interview. The interview will involve us asking questions about your experience of giving feedback within the inpatient setting.

When and where will I be seen and how long will the interview take?

The interview will take place in the inpatient setting familiar to you, and should take no more than an hour. This may be spread over two sessions for your convenience. The interview will take place in a private room so that you have a confidential space in order to allow you to express your views freely. The interview will be audio-recorded to facilitate with accurate data capture. If you do not wish for the interview to be recorded please let us know.

If you would feel more comfortable having a friend, family member, carer or professional to attend the meeting to support you then that is fine.

If you require an interpreter, we will arrange for someone to be available during the interview.

What are the possible benefits of taking part?

This research is about your experience and not impact the medical or other care that the person you care for receives. We would like you to take part if you wish to.

The benefits of taking part in this study are that your interview will be used to develop knowledge in order to support understanding of what patient experience feedback should look like, and how that feedback should be used and understood in inpatient settings in England. We will be able to learn from your experiences. You will be given the opportunity to share your ideas and views and to be listened to and heard.

What are the possible disadvantages and risks of taking part?

There are no risks associated with taking part in this interview. However, we are aware that all research involves participants discussing experiences that are personal to them and we are therefore grateful to you for taking the time to read this participant information sheet and consider being involved in this project. It is possible, that when discussing your experience of being asked about inpatient mental health services that this may trigger an emotional response from you. If at any point you are feeling distressed, the interviewer will offer you the opportunity to take time out or to terminate the interview. After each interview, a 'debrief' will take place, which means that we will recap what you have said and check that we have understood everything, and that you are happy with the interview.

The information you give to us in your interview is confidential. Taking part in this interview will not impact the care and treatment plan of the person for whom you care.

Whilst the interview information is confidential, the only time we would seek to break that confidentiality and tell someone about something that you have said in the interview, would be if you had made a disclosure of harm to yourself or another person and we were concerned about something that you had said. If we are concerned, we will let you know. If we need to talk to someone, it will be an identified person in that inpatient setting, and wherever possible we will try to let you know you who we are going to tell and why we need to talk to them.

Further supporting information

What will happen if I don't want to carry on with the study?

If you feel uncomfortable at any point during this research process, and you decide that you no longer wish to take part, you have the right to withdraw from the study. You can withdraw from the study up to one month after the interview has taken place. After this point (one month after your interview date) your data will have been anonymised and analysis will have begun so it will not be possible to take you out of the study at this point. If you wish draw from the study you just need to notify the project team in your inpatient setting (see the contact details at the end of this participant information sheet). Once you have withdrawn from the study, all information pertaining to you will be destroyed including any audio-recordings. There will be no consequences of withdrawing from the study and you do not need to tell us why you no longer wish to take part.

How will my information be kept confidential?

Your interview information will be audio-recorded and anonymised and typed up (transcribed). All identifying details will be removed and the interview will be given a number to prevent you being able to be identified. The data will only be seen by the project team; however, the audio-recording of the interview may be typed up (transcribed) in an anonymous form by an external agency. All interview data and information relating to this project will be kept securely at the University of Warwick for 10 years in line with the Research and Data Management Policy.

What will happen to the results of this study?

The results of this study will be used to feedback to NHS providers and the Trusts who have participated in the study about the collection, management, and use of inpatient experience data. The findings from the study will be shared to try and improve the collection, management and use of inpatient data to improve services. As well as publishing academic papers, the study will seek to engage NHS providers in the research by producing information in a suitable format.

Who is funding this study?

The Evaluating the Use of Patient Experience Data to Improve the Quality of Inpatient Mental Health Care project is funded by the National Institute for Health Research's Health Services and Delivery Research Programme.

Who has reviewed this study?

This research has received ethical approval from [insert name of NHS REC here] and is co-sponsored by the University of Sheffield and the University of Warwick.

If you have any questions about this study you can contact:

[Insert name of researcher at site]	Sarah-Jane Fenton (Research Fellow, University of Warwick)	[Insert name of person who is PI at site]
✉ e-mail: XXXX ✆ telephone: XXXX	✉ e-mail:s.fenton@warwick.ac.uk ✆ telephone: 02476 573 297	✉ e-mail: XXXX ✆ telephone: XXXX

If you have any complaints or concerns about the research or staff you can contact:

This study is covered by the University of Warwick's insurance and indemnity cover. If you have an issue please contact the Chief Investigator of the study Professor Scott Weich ✉ e-mail: s.weich@sheffield.ac.uk or ✆ telephone: 02476 574708.

Any complaint about the way you have been dealt with during the study or any possible harm you might have suffered will be addressed. Please address your complaint to the person below, who is a senior University of Warwick official entirely independent of this study:

Write to: Head of Research Governance, Research & Impact Services, University House, University of Warwick, Coventry, CV4 8UW
✉ e-mail: researchgovernance@warwick.ac.
✆ telephone: 024 76 522746

For general advice and guidance please contact:
Patient Advice and Liaison Service (PALS) – your local contact can be found on http://www.pals.nhs.uk

If you have any questions regarding the ethical approvals for this study you can contact:

[Insert NHS REC details here]

Thank you for reading this.

Appendix 13 Recruitment materials - WP3 Consent Form for Staff

Centre Number:

Study Number:

Participant Identification Number for this study:

CONSENT FORM – Staff

Title of Project: EVALUATING THE USE OF INPATIENT EXPERIENCE DATA TO IMPROVE THE QUALITY OF INPATIENT MENTAL HEALTH CARE (EURIPIDES)

Name of Researcher:

Please Initial the box

1. I confirm that I have read the information sheet dated..... (version.....) for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☐

2. I understand that my participation is voluntary and that I am free to withdraw at any time up until two weeks after the interview has been completed, without giving any reason, and without my legal rights being affected. ☐

3. I understand that my interview will be audio-recorded and I agree to have my interview audio-recorded. ☐

4.

5. I agree to be interviewed by telephone if it is not possible to be interviewed in person and for telephone interview to be audio-recorded. ☐

6. I understand that the information collected about me will used to inform the EURIPIDES study and may be shared anonymously with researchers working in the team, and that ☐

when being typed up (transcribed) an anonymous recording may be shared with a typist.

7. I agree to take part in the above study. ☐

Name of Participant	Date	Signature
Name of Person taking consent	Date	Signature

Appendix 14 Recruitment materials - WP3 Consent Form for Patients/Service Users

Centre Number:

Study Number:

Participant Identification Number for this study:

CONSENT FORM - Service Users/Patients

Title of Project: EVALUATING THE USE OF INPATIENT EXPERIENCE DATA TO IMPROVE THE QUALITY OF INPATIENT MENTAL HEALTH CARE (EURIPIDES)

Name of Researcher:	Please Initial the box
1. I confirm that I have read the information sheet dated..... (version.....) for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.	☐
2. I understand that my participation is voluntary and that I am free to withdraw at any time up until two weeks after the interview has been completed, without giving any reason, and without my medical care or legal rights being affected.	☐
3. I understand that relevant sections of my medical notes and data collected during the study, may be looked at by individuals from the University of Warwick EURIPIDES team, from regulatory authorities or from the NHS trusts, where it is relevant to my taking part in the research. I give permission for these individuals to have access to my records.	☐
4. I understand that my interview will be audio-recorded and I agree to have my interview audio-recorded.	☐
5. I agree to be interviewed by telephone if it is not possible to be interviewed in person and for telephone interview to be audio-recorded.	☐
6. I understand that the information collected about me will used to inform the EURIPIDES study and may be shared anonymously with researchers working in the team, and that when being typed up (transcribed) an anonymous recording may be shared with a typist.	☐

7. I agree to take part in the above study. ☐

_____	_____	_____
Name of Participant	Date	Signature
_____	_____	_____
Name of Person taking consent	Date	Signature

Appendix 15 Recruitment materials - WP3 Consent Form for Carers

Centre Number:

Study Number:

Participant Identification Number for this study:

CONSENT FORM - Carers

Title of Project: EVALUATING THE USE OF INPATIENT EXPERIENCE DATA TO IMPROVE THE QUALITY OF INPATIENT MENTAL HEALTH CARE (EURIPIDES)

Name of Researcher:	Please Initial the box
1. I confirm that I have read the information sheet dated..... (version.....) for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.	☐
2. I understand that my participation is voluntary and that I am free to withdraw at any time up until two weeks after the interview has been completed, without giving any reason.	☐
3. I understand that my interview will be audio-recorded and I agree to have my interview audio-recorded.	☐
4. I agree to be interviewed by telephone if it is not possible to be interviewed in person and for telephone interview to be audio-recorded.	☐
5. I understand that the information collected about me will used to inform the EURIPIDES study and may be shared anonymously with researchers working in the team, and that when being typed up (transcribed) an anonymous recording may be shared with a typist.	☐
6. I agree to take part in the above study.	☐

_____ _____ _____ _____

Name of Participant Date Signature

Name of Person taking consent	Date	Signature