

INFORMATION SHEET

Improving Patient Experience in Primary Care

We would like to invite you to join the Improve Study, which has been set up by the University of Cambridge and the University Exeter Medical School.

We are carrying out a study of around 500 patients to look at how doctors communicate with patients during a consultation, and how this is best captured in a questionnaire. Our goal is to see how patient surveys can be used to improve care in GP practices.

Before you decide whether to participate, it is important for you to understand why the study is being conducted and what is involved. Please take the time to read the following information carefully, and discuss it with others if you wish.

If anything is not clear, or if you would like more information, please contact a member of our study team (see end for details).

Thank you for taking time to consider taking part in the IMPROVE study.

WHY IS THE STUDY NEEDED?

Patients often receive questionnaires about NHS care. This study is looking at how we can best use results from these surveys to improve the care people receive. We would like to explore how well surveys actually measure what goes on in GP consultations. To do this, we need to video record consultations between patients and their GPs. After the consultation, we will ask both the doctor and the patient to complete a short questionnaire. We will also ask GP experts to view the videos of a small number of recorded consultations and assess the GPs' actions. Finally, we plan to interview a small number of patients to talk through in much more detail their experience of the recorded consultation and how they chose their answers on the questionnaire.



WHAT DOES TAKING PART INVOLVE?

Taking part in the IMPROVE study would involve you:

- Agreeing for your consultation with the GP to be video recorded.
- Completing a short questionnaire following the consultation. *Your views will really help us.*
- Letting us know if you would consider taking part in an interview.
- Agreeing to have your videoed consultation and questionnaire data stored securely by the IMPROVE study team in accordance with the Data Protection Act 1998. All data will be deleted within seven years of the recording taking place.

We would also like you to consider being contacted by the IMPROVE study team about possible further studies organised by the University of Cambridge and Peninsula Medical School. These would be future studies to build on results generated from the IMPROVE study to further understand what happens in consultations between patients and GPs. It is completely up to you if you would like to take part in further studies or not.

WHY HAVE I BEEN INVITED?

The doctor who you are seeing today is taking part in this study and has agreed for their consultations to be video recorded. We are therefore approaching all patients who have an appointment with this doctor today, and inviting them to take part in this research.

DO I HAVE TO TAKE PART?

No, it is completely up to you. If you decide to take part you will be asked to sign a consent form before and after your consultation. You are free to withdraw at any time, without giving a reason. Your decision has no influence on your health care.



WHAT SHOULD I DO IF I WANT TO TAKE PART?

If you would like to join the study, then we will ask you to take a card to the GP to show you have agreed for the consultation to be recorded. Following the consultation, you will be asked to fill in a short questionnaire about seeing the doctor. You can do this before you leave the surgery, handing the completed form back to a member of the research team. If you do not have time to complete the questionnaire before leaving the surgery, you can post it back to the research team in the freepost envelope provided.

On the questionnaire you have the option to let us know if you might consider taking part in an interview in the next week or two. This is to help us understand in more detail how people choose which answers to give on questionnaires. For the small number of people we approach for interview, the researcher would show you the recording of your consultation to prompt discussion about your responses to the questionnaire.

WHAT ARE THE POSSIBLE BENEFITS OF TAKING PART?

We cannot promise the study will benefit patients and GPs but we hope it will help us to:

- Understand how patients choose certain responses on questionnaires
- Understand how questionnaire responses can be used to identify what GPs could do differently to improve communication between themselves and their patients.

We hope to publish our results so that others can benefit from what we learn.

WHAT ARE THE POSSIBLE DISADVANTAGES?

We do not foresee any risk in taking part in this study. However, some people may feel uncomfortable at having their consultations video recorded. It is also possible that some people may feel concerned about taking the time to complete the questionnaire. You may complete the questionnaire later if that is easier. You are under no pressure to take part and are free to withdraw at any point without giving a reason.



HOW WILL INFORMATION BE KEPT CONFIDENTIAL?

We will protect your privacy at all times. The steps taken to ensure confidentiality are stated below.

- Your consent to take part in the study will be recorded on a form that will contain identifiers including your name. These forms will be stored in a secure location and separately from the study data.
- Your data will be stored using a unique, anonymous study identification number
- A single table linking your anonymous study identification number to your contact details will be stored on a separate password protected location which may be accessed by the members of the study team only.
- All study data will be stored in a restricted-access, study computer folder and database. The study data will be linked to your study identification number, but your personal details (surname, first name, date of birth, address) will never appear in this folder or database. Access to the study data (video recorded consultations and questionnaire responses) will be password protected and will be used only by named researchers working on this study under the direct supervision of the senior investigators.
- At no time will your doctor know your questionnaire responses. However, it is possible that your doctor may view the recording of your consultation shortly after it takes place, to help them consider what they could do differently.
- All handling, storage and disposal of data will be compliant with the Data Protection Act of 1998.
- In the unlikely event information suggests there may have been a breach of professional conduct or harm to patients, the relevant bodies will be informed.

HOW DO I WITHDRAW IF I WANT TO DO SO?

We know that you have not had much time to think about this. If you agree to take part you can still change your mind later on. This can be either:

During the consultation: your doctor will stop the recording at any time if you wish

After the consultation: contact the research team using the contact details on this leaflet and we will remove your information from the study.



WHO IS ORGANISING AND FUNDING THIS STUDY?

The study is organised by the University of Cambridge and the University of Exeter Medical School. The study is funded by the Department of Health.

WHO HAS APPROVED THE STUDY?

All research in the NHS is reviewed by an independent group of people, called a Research Ethics Committee which is there to protect your safety, rights, wellbeing and dignity. This project has been reviewed and was given a favourable review by the Hertfordshire Research Ethics Committee.

WHAT IF THERE IS A PROBLEM?

If you have any concerns or complaints about anything to do with the IMPROVE study then you can telephone the research team on 01223 330596 or email us at improve@medschl.cam.ac.uk.

If you remain unhappy and wish to complain formally, you can contact the Patient Advice and Liaison Service (PALS), NHS Cambridgeshire, at c-pct.pals@nhs.net or call 0800 279 2535, or write to PALS, NHS Cambridgeshire, Lockton House, Clendon Road, Cambridge, CB2 8FH. If you wish to have further independent advice you can contact the Independent Complaints and Advocacy Service, Cambridgeshire, Norfolk & Suffolk ICAS, on 0300 456 2370 or write to Cambridgeshire, Norfolk & Suffolk ICAS, POhWER, Unit 6, E Space North, 26 St Thomas Place, Ely, CB7 4EX.

Thank you for reading this information sheet and considering taking part in this study.

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