

What if there is a problem?

If you have any reason to complain about any aspect of the study or the way you have been approached or treated during the course of this study, please contact the lead researchers.

What will happen next?

Once the research team has received your completed response sheet, a researcher will contact you by telephone or email to discuss your participation further. In the meantime if you would like any further information please use the contact details below.

Further information

If you would like more information before deciding, or have any queries concerning the study, please feel free to contact the research team:

**General Practice and Primary Care Research Group
Department of Public Health and Primary Care
Institute of Public Health
Forvie Site
Robinson Way
Cambridge, CB2 02SR**

Consumers for Ethics in Research (CERES) provides independent information and advice on research in the NHS.

CERES
PO Box 1365, London N16 0BW
E-mail: info@ceres.org.uk; Visit: <http://www.ceres.org.uk/about.htm>

Thank you for considering taking part in this study



THE GP PATIENT SURVEY

**Improving Patient Experience in Primary Care
(Individual Practitioner Feedback)**

Information Sheet for practice staff (focus groups)

Introduction

This study is part of a programme of research that is examining various ways of improving patient experience in primary care. Results from the national GP Patient Survey (GPPS) are providing a description of patient experience in all 8500 general practices in England. This study will explore responses to the results of the GPPS with practices and individual GPs, and use the results of a modified survey (based on the GPPS) to provide feedback to individual practitioners from their patients.

Before you decide whether you would like to take part, please take time to read the following information. If there is anything that is not clear, or if you would like more information then please contact the research team (see reverse for details). All communication will be treated confidentially.

What is the purpose of this study?

The NHS is increasingly interested in patients' views of their doctors, nurses and health care; the introduction of the General Practice Patient Survey (GPPS) is part of this development. The results of the survey have been used by practices to inform practice development. We are inviting members of staff (GPs, nurses and practice manager) to participate in a focus group to explore responses to your practice's GPPS results.

We have also modified the GPPS in order to provide specific feedback to individual practitioners from their patients. We will use the results of this study to compare responses immediately following a consultation with the same questionnaire completed one week later by a sample of patients. We are also inviting a small number of GPs to be interviewed about their practice's GPPS results.

Why has my practice been chosen?

We intend to recruit a total of 25 practices to take part in this study from two geographical areas: Area A (Devon, Plymouth, Cornwall & Isles of Scilly, Torbay and Bristol) and Area B (Islington, Bedfordshire, Cambridgeshire, Luton, Peterborough, Redbridge and Newham). Practices' previous GPPS results (doctor-patient communication and patient choice items) will inform our sampling frame.

Do I have to take part?

We do hope that you will be willing to take part, but there is no obligation to do so. If you decide not to take part, we will respect your decision and, of course, it will not affect your professional role in any way. If you do decide to take part, you will be asked to sign a consent form before you take part in the research. You are still free to withdraw at any time, however, and without giving a reason. We will also ask someone within the practice (lead partner, Practice Manager) to sign a consent form on behalf of the practice.

What will happen if I agree to take part?

Our research team will discuss arrangements for a focus group at your practice with your practice manager or lead GP. They will agree a date and time. During the focus group, participants will be encouraged to discuss their responses to the GPPS and their ideas for addressing areas which appear to require attention. The focus group would be audio recorded (with participants' permission).

Who would have access to the information?

All information collected during the course of this study will be kept strictly confidential. The anonymous questionnaires will be analysed by the research team. All data will be stored securely by the University of Cambridge and the Peninsula Medical School.

At the end of the study the confidential records and files will be kept for 7 years and then destroyed. The confidential handling, storage and disposal of data are compliant with the Data Protection Act of 1998.

What will happen to the study results?

The findings from this study will be published to help policy makers understand the views of individual doctors and other practice staff about survey results, and how they may be used to make improvements in the future. No individual will be identified personally in any report or publication.

What are the possible disadvantages & risks of taking part?

We do not foresee any risk in participating in this study, although we do understand that some people may feel uncomfortable about talking to a researcher about potentially sensitive issues.

What are the possible benefits of taking part?

Taking part will provide individuals and practices with the information necessary for identifying areas of strength and opportunities for improvement.

Who is organising & funding the study?

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

Who has reviewed the study?

This study has been reviewed and given a favourable opinion by the Devon & Torbay and Cambridgeshire ethics committees.