

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 0SR**



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>



THE GP PATIENT SURVEY

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

Information Sheet for individual GPs

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 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 identify areas for improvement. We have modified the GPPS in order to provide specific feedback to individual practitioners from their 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. We would like to interview a small number of professionals in participating practices as part of the study.

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?

A researcher would contact you to arrange an interview. It would take place at a time that is best for you at your GP practice or elsewhere if you prefer (your travel expenses would be reimbursed). Interviews will be informal, last approximately 30-60 minutes and would be audio recorded (with your 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 would 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.

At no time will anyone else at your practice have access to what you say during the interview.

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 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. For this reason GPs in participating practices will be encouraged to identify a supporting medical colleague with whom they would feel comfortable discussing their individual GPPS scores. At the appropriate time, this colleague will be alerted to the fact that the participating GP has just been sent their results, and that s/he may wish to contact them for advice or support.

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