



Improving Patient Experience in Primary Care

(Individual Practitioner Feedback)

Information Sheet for Practice Staff

Introduction

This study is part of a programme of research that is looking at how practices can use patient surveys to help them improve care. We will explore responses to patient surveys with practices and individual GPs, and use the results of a modified survey (based on the national GP Patient Survey) to provide feedback to individual practitioners from their patients.

Before you decide whether you would like the practice 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) and the new Patient Participation DES is part of this development. The results of the survey have been used by some practices to identify areas for improvement. We have modified the GPPS in order to provide specific feedback to individual GPs from their patients. This information can be used to inform personal development and for appraisal purposes, individual GP feedback will be reported to the GP only and not other members of the practice. We will also use the results of this study to compare responses immediately following a consultation with the same questionnaire completed 7-10 days later in a sample of patients.

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 study's lead researchers:

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

<Principal Investigator name>
<contact number>
<email address>

<Lead Researcher name>
<contact number>
<email address>

The association of Research Ethics Committees provides independent advice and information on research in the NHS:

The Association of Research Ethics Committees
AREC Office 13
Cherry Drive
Durham
DH6 2BG
Tel. 0845 604 5466
www.arec.org.uk

Thank you for considering taking part in this study

Why has the 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.

Does the practice have to take part?

We do hope that your practice 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. If you do decide to take part, you will be asked to sign a consent form on behalf of the practice before you take part in the research. The practice is still free to withdraw at any time, however, and without giving a reason. GPs and other practice staff who agree to participate in this study will also be asked to sign an individual consent form.

What would happen if the practice agrees to take part?

We would like to arrange a convenient time to visit the practice to explain the study in more detail, and answer any queries or concerns GPs and other staff may have about taking part.

- After that preliminary meeting, we would like to agree suitable dates/times for the following:
 - Focus group with practice staff (GPs, nurses, Practice Manager) to explore responses to the results of the GPPS in your practice
- Researcher(s) to be present at your practice to work with staff in sending questionnaires to individual patients following their consultation. Patients will be asked to complete the questionnaire and return it by post, using a reply-paid envelope (provided by the research team). A sample of patients will be posted another questionnaire to complete after 7-10 days.

We will also be inviting GPs to participate in one-to-one interviews.

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 app_ji practice information sheet c3v2 17 11 11 cadoc_jb (2)mr3 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 patients with regard to their particular doctor and select the best way to use the survey results in the future. No individual will be identified personally in any report or publication.

What are the possible disadvantages and risks of taking part?

We do not foresee any risk in participating in this study, although we do understand that some GPs may feel uncomfortable about receiving individual feedback. For this reason, we will encourage participating GPs to identify a supporting medical colleague with whom they would feel comfortable discussing their individual GPPS scores.

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 and 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.