



What happens if there is a problem?

If you are unhappy about any aspect of the study, or the way you have been approached or treated during the course of this study, please contact the research team.

Further information

If you would like more information, would like this leaflet in a different format, or have any queries concerning the study, please feel free to contact the research team:

<researcher name>

Lead Researcher

<researcher contact details>

Alternatively, if you would like further advice, independent of the research team, please contact:

<contact name>

Patient and Public Involvement Team

[CONTACT DETAILS]

Thank you for considering taking part in this study

Patient Information Sheet

Project title: Understanding patient experiences of out-of-hours GP services: A survey study

Introduction

This study is part of a programme of research that is examining various ways of improving patient experience in primary care. For this project we will be interviewing patients who have recently used the local out-of-hours GP service. The information we gather will then be used to inform the Department of Health about out-of-hours care service planning and delivery.

Before you decide whether you would like to take part, please take the time to read the following information. If there is anything that is unclear, or if you would like more information, 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 health care. As part of this it has introduced a national questionnaire called the General Practice Patient Survey (GPPS) filled out by some patients. This survey includes questions about out-of-hours GP services. We are trying to understand how people answer these questions, with the ultimate aim of understanding if this information could be used by services to improve patient care.

Why have I been chosen?

We are inviting approximately 5100 adult patients who have used the local out-of-hours GP service within the last two weeks.

Do I have to take part?

It is up to you to decide whether or not to take part. If you decide not to take part you can return the questionnaire to us blank in the pre-paid envelope (no stamp needed). We will respect your decision and will make no further attempts to contact you. This will not affect the health care you receive in any way.

If you do decide to take part, we will use the information you provide in your completed questionnaire. You are still free to withdraw at any time and without giving a reason, and it will not affect your future care.

What would happen to me if I take part?

You will be asked to complete a survey about your recent experience of using the out-of-hours service. This should take about 15-20 minutes. The survey is enclosed with this pack. Then post your completed questionnaires to the study team in the pre-paid envelope provided.

Who will have access to my information?

All information collected during the course of this study will be kept strictly confidential. However, if professional misconduct or serious patient harm is reported or suspected, these cases will be referred by the Chief Investigator, where appropriate, to the Clinical Governance Manager of the out-of-hours service provider for further action. The survey will be analysed by the research team. All data will be stored securely by University of Exeter Medical School. The research team will not have access to your medical records.

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 regarding their out-of-hours care experience. No individual will be identified personally in any report or publication and no personal information will be fed back to the out-of-hours GP service or any other party.

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 people may feel concerned about taking the time to complete the survey.

What are the possible benefits of taking part?

Taking part will give you an opportunity to have your say about your out-of-hours care.

Who is organising and funding the study?

The study is organised by University of Exeter 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 NRES Committee South Central – Berkshire B NHS Research Ethics Committee (12/SC/0454).