

# Participant information sheet for patients

**Invitation to patients to take part in an independent study “Impact of patient experience data on acute NHS hospital trusts’**



**We would like to invite you to participate in an interview about your views and experiences related to the collection, analysis and use of patient experience data in the NHS.**

## **What is the study about?**

Good patient experience is a key aspect of good healthcare in the NHS. Hospitals often use surveys, questionnaires or forms to find out about patient experience so that they can improve the services they provide.

We are carrying out an independent study of how NHS acute trusts collect, analyse and use this information. We will be talking to frontline staff, hospital managers and patients, and we are particularly interested in the journeys that the data make through different parts of the hospital administration. With your help, we will make practical recommendations to the hospital about how to improve the collection, analysis and use of patient experience data.

## **What would my taking part involve?**

If you decide to take part in our study, we will arrange an interview at a time convenient to you. The interview will take up to 45 minutes, depending on the time you have available. With your permission, we would like to audio record the interview.

Our interview with you will cover the following topics:

- your past and current experience of giving feedback on your patient experience e.g. what feedback you provided, how you provided it and to whom;
- what changes you have seen or would like to see as a result of your feedback;
- your views on the ways feedback is collected from patients and whether this could be improved.

Your participation is entirely voluntary. If you decide later (even during the interview itself) that you do not wish to continue, then you are free to withdraw at any time without giving a reason. With your permission, if you withdraw from the study, or if anything happens to you which means you are no longer able to give informed consent we would like to continue to use any information you have given

us up to that time. Your care or treatment will not be affected if you decide not to take part. You can eventually contact us up to February 2018 to request we don't use the information you will provide during the interview.

It is likely that the staff in this ward will know if you take part in an interview. However, everything you say will be treated as confidential unless you tell us something that indicates that you or someone else is at risk of harm. We would discuss this with you before telling anyone else.

We will anonymise all data. This means that if we use extracts from the interview in any presentations or publications, we will not use your name, and we will do all we can to ensure neither you nor the Trust where you have been treated can be identified.

In accordance with King's College London's policy, on completion of the study all the information you have shared with us will be stored in a password-protected archive file on a secure King's College London drive for up to 7 years and will be accessible only to members of our research team. After 7 years, all the data we have collected from you will be destroyed.

Taking part in the study may not help you directly. But we will learn from your experience to make recommendations on how to improve the collection, analysis, and use of patient experience data. We hope this will lead to improvements in the quality of care.

We would like to offer you a £15 shopping voucher as a token of our appreciation of your time and involvement.

### **What if there's a problem?**

If you have a concern about any aspect of this study, you should ask to speak to the researchers who will do their best to answer your questions. Please see their contact details below. If you remain unhappy and wish to complain formally, you can do this through the Patient Advice and Liaison Service (PALS), [INSERT TRUST PALS CONTACT DETAILS]

In the event that something does go wrong and you are harmed during the research then you may have grounds for legal action for compensation against King's College London but you may have to pay your legal costs. King's College London maintains adequate insurance to cover any liabilities arising from the study.

### **Who is organising and funding the research?**

Our study is funded by the National Institute for Health Research's Health Service and Delivery Research programme (Study ID 14/156/08), and is led by Dr Sara Donetto and Professor Glenn Robert, King's College London.

The study has been approved by the London – London Bridge Research Ethics Committee, and the Health Research Authority.

### Further information and contact details

If you would like further information or to discuss this study please contact the researcher for this site [insert name and contact details of researcher at this site]:



If you are unhappy about any aspect of the study you are invited to contact the Principal Investigator Dr Glenn Robert, King's College London, Florence Nightingale Faculty of Nursing & Midwifery,

James Clerk Maxwell Building, 57 Waterloo Road, London SE1 8WA. Telephone 02078483048 or Email [glenn.roberts@kcl.ac.uk](mailto:glenn.roberts@kcl.ac.uk)

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**National Institute for  
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Study Title	Exploring the impact of patient experience data in acute NHS hospital trusts in England: using Actor-Network Theory to optimise organisational strategies and practices for improving patients' experiences of care
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