

Practice Information Sheet

Service improvement & evaluation project:

The development of an online patient safety questionnaire for primary care

Implementation team: University of Nottingham ~ Division of Primary Care (led by Professor Anthony J Avery) and University of Exeter (led by Professor Jose Valderas)

Invitation paragraph:

We would like to invite your practice to take part in a service improvement and evaluation project. Before you decide whether to take part it is important for you to understand why the work is being done and what it will involve. Please take time to read the following information carefully. Ask us if there is anything that is not clear or if you would like more information.

What is the purpose of the project?

The Patient Reported Experiences and Outcomes of Safety in Primary Care (PREOS-PC) is a paper based patient safety questionnaire we have developed and is currently being hosted on the Royal College of General Practice website as part of the Patient Safety Toolkit (<http://www.rcgp.org.uk/clinical-and-research/toolkits/patient-safety.aspx>). In this current project we are developing an online version of the questionnaire to add to the Patient Safety Toolkit. We want to test it with a small group of participants (including patients from your practice) to see if it is still easy to understand and complete using this method.

Why have I been invited?

The online version of the PREOS-PC is intended for use by GP practices to assess what their patients think about the healthcare they receive in their GP Surgery, and how it can be improved. Therefore we are inviting GP surgeries (in the East Midlands and South West of England) to participate in the developmental work of this questionnaire.

What will happen to me if I take part?

If you decide to take part, you will be asked to register your practice in order to generate a survey link that is to be included in the invitation email to patients in your practice. Patients will also be able to access the survey by scanning the QR code on leaflets we will provide your practice which can be handed out at reception. At the end of the survey period you will be able to generate a report for your practice summarising your patients' responses. This questionnaire has been designed for patients aged 18 years and above. There may be situations where you may feel that it is unsuitable for your patient to receive this questionnaire (for example those who are terminally ill, recently bereaved), in such situations please consider removing these patients from the circulation list.

In order to enable practices to engage patients who may not have access to the online versions, we will make available on the PREOS-PC website printable versions of the surveys. The practice may wish to download these and send to their patients. The practice would then need to manually enter these data into the online version if they wish for this data to be included in the final report.

Inconvenience allowance

Your practice will be paid an inconvenience allowance of £200/practice for taking part in this project.

What if there is a problem?

If you have a concern about any aspect of this project, you can initially approach the lead investigator, Professor Tony Avery, Division of Primary Care, Nottingham University Medical School, Queens Medical Centre, Nottingham, NG7 2UH. Telephone: 0115 823 0209. Email: tony.avery@nottingham.ac.uk. If this achieves no satisfactory outcome, you should then contact your local Clinical Commissioning Group (CCG).

Will my taking part in this project be kept confidential?

We will follow ethical and legal practice and all information about you will be handled in confidence.

If you join the study, we will use information collected from you during the course of the project. This information will be kept **strictly confidential**, stored in a secure and locked office, and on a password protected database at the University of Nottingham. Under UK Data Protection laws the University is the Data Controller (legally responsible for the data security) and the Chief Investigator of this study (Prof Tony Avery) is the Data Custodian (manages access to the data). This means we are responsible for looking after your information and using it properly. Your rights to access, change or move your information are limited as we need to manage your information in specific ways to comply with certain laws and for the project to be reliable and accurate. To safeguard your rights we will use the minimum personally – identifiable information possible.

You can find out more about how we use your information and to read our privacy notice at:

<https://www.nottingham.ac.uk/utilities/privacy.aspx>.

The data collected for the project will be looked at and stored by authorised persons from the Universities of Nottingham and Exeter who are organising the project. They may also be looked at by authorised people from regulatory organisations to check that the project is being carried out correctly. All will have a duty of confidentiality to you as a project participant and we will do our best to meet this duty.

Any information reported from the online questionnaire will not enable you or the practice to be recognised. You will not automatically be expected to take part in any future service improvement and evaluation projects. Any information about you which leaves the project unit will have the practice's name and address removed and a unique code will be used so that the practice cannot be recognised from it.

Your contact details will be kept by the University of Nottingham for two years after the end of the study so that we are able to contact you about the findings of the study (unless you advise us that you do not wish to be contacted). This information will be kept separately from the project data collected and only those who need to will have access to it.

All data will be kept until 31st July 2019 (the project is scheduled to end in March 2019). After this time your data will be disposed of securely, we will shred all hard copies of any project information and delete electronic records from the University of Nottingham servers. During this time all precautions will be taken by all those involved to maintain

your confidentiality, only members of the project team given permission by the data custodian will have access to your personal data.

Participants completing the online questionnaire have been informed that the questionnaire is anonymous, which means that the project team cannot report any safety problems on their behalf. We have advised them that if they want advice on a safety problem, they should contact their general practice, their local Healthwatch or their local NHS Clinical Commissioning Group Patient Experience Team. Furthermore we mentioned that although the questionnaire is anonymous; if they provide a lot of information in the free text boxes about their experiences then the practice may be able to identify who they are. However, if identified they have assurance that the health care they receive will not be affected.

What will happen if I don't want to carry on with the project?

Your participation is voluntary and you are free to withdraw at any time, without giving any reason, and without your legal rights being affected. If the practice withdraws then the information collected so far cannot be erased and this information may still be used in the project analysis.

What will happen to the results of the project?

We plan to submit the findings of this project to the East Midlands Academic Health Science Network (report) and use results to assist future developments of the questionnaire. Your practice will not be identified in any report/publication.

Who is organising and funding the project?

This project is funded by the East Midlands Academic Health Science Network.

Contact for Further Information

Ndeshi Salema, Senior Research Fellow, The University of Nottingham, Division of Primary Care, Tower Building, University Park, Nottingham, NG7 2RD. Telephone: 0115 846 8315. E-mail: Ndeshi.Salema@nottingham.ac.uk or preospc@nottingham.ac.uk.

Thank you very much for considering taking part in this service improvement and evaluation project.