Information Sheet
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UNIVERSITY OF
LINCOLN

Developing Quality Indicators to Support Health Improvement in People on Probation

We would like to invite you to take part in a research study about developing quality indicators to support good practice in addressing the health and social care needs of people under probation supervision. This will involve completing a brief online survey about what the quality indicators should look like, and then at a later stage, rating a draft list of indicators online, and discussing a final list of indicators with other experts.

Joining the study is entirely up to you. Before you decide, we would like you to understand why the research is being done and what it would involve for you. Please read this information carefully, and discuss it with others if you want to.

Why are we doing this research?

Quality indicators are used to measure whether standards for care are being met. They are used across the NHS, including in prisons. They tell us about where things are working well, and where improvements are needed to make sure that people get the care that they need.

For example, in prisons there is a standard that says that people coming into prison should be tested for blood-borne viruses. This is measured using quality indicators like the percentage of people entering prison that are tested for blood-borne viruses, and the number of people that are diagnosed and treated for blood-borne viruses in prisons.

People on probation sometimes struggle to access health and social care, or find that services are not available that meet their needs. Currently there are no quality indicators for probation, and the needs of people under probation supervision are rarely considered in Joint Strategic Needs Assessments that inform commissioning decisions. Improving health is one way of improving compliance with probation and reducing reoffending. The National Probation Service has identified seven priority areas for improving the health and wellbeing of people under their supervision: mental health and wellbeing, substance misuse, suicide prevention, social care, physical health, learning disabilities and challenges and/or autism, and the offender personality disorder pathway. Further details of these are presented in the survey.

We would like to develop quality indicators to support probation's ambition to improve health and wellbeing through partnership working in these areas. We would like to do this in partnership with experts like yourself, with service users, and with reference to the existing literature in this area. We will follow the steps set out below, and would like you to take part in steps 1, 5 and 6.

Steps for developing quality indicators

Step 1: Expert panel views

Expert panel are asked what the characteristics of excellent health and social care for people on probation are, and how they can be measured (what do good quality indicators look like)

Themes around the quality characteristics are identified

Suggestions for specific quality indicators are listed

Step 2: Service user panel focus group

Service user panel discuss positive and negative experiences of accessing care, what probation should know about their health, what the characteristics of excellent health and social care are, and how this could be measured (what do good quality indicators look like)

Themes around the quality characteristics are identified

Suggestions for specific quality indicators are listed

Step 3: Systematic review

Existing quality indicators and performance measures that meet the inclusion criteria are identified, extracted, and organised by area of health and social care need and type of indicator

Step 4: Combine findings

Themes and suggestions for specific indicators identified in steps 1 and 2 are compared to the list of indicators and performance measures identified in step 3

Overlaps noted

Differences/gaps noted - additional suggestions for indicators added to the list compiled from the systematic review as needed. Themes for which no indicators have been identified in the systematic review are noted

Step 5: Rating indicators

Expert panel rate the list of indicators from the systematic review, together with suggestions for specific indicators from the expert and service user panels on 5-point Likert scales

Suggestions can be made for additional indicators if participants feel that something is missing

Step 6: Group discussion and selection of final indicators

Indicators receiving the highest mean scores, and any additional ones suggested at stage 5 are re-presented to the expert panel, alongside any themes that the expert or service user panel felt were important, but for which no existing indicators were identified in the systematic review. Findings from survey of health and social care needs are considered - what data would be available to inform indicators?

Panel discuss and amend as needed until a final set are agreed

We would like you to complete a brief online survey about what really good care in these areas looks like (what standards might we wish to meet), and how it might be measured (what sort of quality indictors could be put in place to measure this). You will later be asked to rate a list of draft indicators in an online survey, and to discuss a final set of indicators with other experts in the group.

Why me?

You have been asked to take part because you are working in a relevant area or role and we would really value your input into developing the quality indicators. We are keen to ensure that the indicators are relevant to a range of organisations in the justice and health field, and that they are useful and practical to implement.

Do I have to take part?

It is up to you to decide if you want to take part. If you don't want to take part, just say no.

What will happen if I take part?

You just need to complete the consent form, and survey online. We think this will take about 20 minutes.

We will analyse your answers to create themes around what the characteristics of the quality indicators should be, and will note any specific indicators that you suggest for inclusion in later stages of the development process.

At a later date, we will then send a link to a second online survey that asks you to rate a draft set of quality indicators on Likert scales.

Finally, we will ask you to discuss the final set of indicators with other experts that have participated in the research. This discussion will take place online through Microsoft Teams.

What are the risks and benefits of taking part?

We do not think there are any risks to taking part. The benefits are that you are helping the research team to develop quality indicators that are relevant not only to the National Probation Service, but also to other organisations in the health and justice field. You will be helping us to ensure that the indicators that we develop are practical to use and provide meaningful data to people in the field that can be used to support commissioning and improve service provision and joint working in this area.

Will people know that I'm taking part?

We will follow ethical and legal practice and all information about you will be handled in confidence. Your identity will be known to the research team, and also to other people within the final discussion group if you choose to take part in this. However, we will replace your name when we produce themes from the survey data. The consent form will ask if you wish for your name and/or the name of the organisation that you represent to be included in acknowledgements when we publish the research so that we can acknowledge your support for the project.

Privacy notice

The University of Lincoln is the lead organisation for this study and will be the data controller for this study. This means that we are responsible for looking after your information and using it properly. The university's Research Participant Privacy Notice https://ethics.lincoln.ac.uk/research-privacy-notice/ will explain how we will be using information from you to do this study.

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

Taking part is voluntary and you are free to withdraw at any time, without giving any reason, and without your legal rights being affected. However, it will not be possible to withdraw your data after the analysis has been completed.

Where will my data be stored?

The data will be stored securely at the university in a folders that are only accessible to the research team, or in files created for the project on OneDrive. Only the research team will have access to it. The data from this study may be put in an Open Access repository for use in future studies, but this will not contain your name or personal data that would allow someone to identify your answers.

What will happen to the results of the research?

The research will be published as journal articles, and a summary will be sent to display in probation offices. Results will also be shared in other ways like presentations, blogs, and by social media. The quality indicators will be made freely available to all online.

Who is organising and funding the research?

This research is being organised by the University of Lincoln and is being funded by the National Institute for Health Research.

Who has reviewed the study?

All research done by the University of Lincoln is looked at by an independent group of people, called a Research Ethics Committee, to protect your interests.

What if there is a problem?

If you have a concern about any part of this study, you should ask to speak to the researchers, who will do their best to answer your questions. The lead researcher's contact details are given at the end of this information sheet. If you remain unhappy and wish to complain formally, you can do this by contacting ethics@lincoln.ac.uk.

If you feel that we have let you down in relation to your information rights then please contact the Information Compliance team by email on compliance@lincoln.ac.uk or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can also make complaints directly to the Information Commissioner's Office (ICO). The ICO is the independent authority upholding information rights for the UK. Their website is ico.org.uk and their telephone helpline number is 0303 123 1113.

Further information and contact details

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