



PARTICIPANT INFORMATION SHEET – PATIENT AND CARER INTERVIEWS

Study Title The REMote MEDication maDe easY (REMEDY) study

We'd like to invite you to take part in our study. Before you decide, it is important that you understand why this is being done and what it would involve for you. Please take time to read this information and discuss it with others if you wish. If there is anything that is not clear, please ask us.

What is the purpose of the study?

70% of patients contacting 111 during the Out of Hours period are treated via telephone consultation. Many of these require medication and often have to travel long distances to collect it. The aim of this research is to explore whether a machine in patients' local communities (which we have called the REMEDY machine) can remove this need for travel and to understand how its use affects patients and staff. We want to understand what needs to be done to implement a REMEDY machine and to develop a toolkit for other organisations wishing to use the technology.

The aim of this study is to explore what it has been like for people using the REMEDY machine. We want to understand what has worked well, not so well, and if or how the services could be improved.

Some of the research being undertaken may also contribute to educational research projects (e.g. a doctoral thesis).

Bangor University is the study sponsor organisation. When the term 'we' is used it means the sponsor.

Why have I been invited to take part?

You have been invited to take part in this study because you have used the REMEDY machine.

Do I have to take part?

No, taking part in this study is voluntary and you can withdraw at any time if you later change your mind, without giving a reason. Taking part (or not) will not affect the care you receive.

What will happen to me if I decide to take part?

We would like to interview people who have used the REMEDY machine. If you are happy to be interviewed for this study, a researcher will ask you to agree to take part in a telephone conversation or TEAMS call. The researcher will ask you questions about yourself and your experience of using the machine. Your conversation will be



recorded so that the researchers can use the information you have provided to understand more about your experiences.

What should I consider?

The main thing to consider about being interviewed is whether you are comfortable with researchers speaking to you about your experiences and views on healthcare services. This could raise some potentially sensitive subjects around your recent health or care experiences. If you become upset the interview can stop.

Are there any possible disadvantages or risks from taking part?

The main disadvantage is that each interview would take up to 15 minutes of your time.

What are the possible benefits of taking part?

Whilst we cannot guarantee any direct benefit to you, our aim is to use the research results to help improve NHS services and make medication easier to access following a call to 111.

Will I be reimbursed for taking part?

You will receive your choice of a £25 Amazon or M&S voucher

How will we use information about you?

We will need to use information provided by you for this research project.

This information will include your name, contact details and role. People will use this information to do the research or to check that the research is being done properly. People who do not need to know who you are will not be able to see your name or contact details. Your data will have a code number instead.

Bangor University is the sponsor of this research.

Bangor University is responsible for looking after your information. We will share your information related to this research project with the following organisations:



- **University of Oxford**
- **Betsi Cadwaladr University Health Board**

We will keep all information about you safe and secure by:

- Ensuring people who do not need to know who you are will not be able to see your name or contact details. Your data will have a code number instead. We will keep a separate record of your real name and corresponding code number stored in separate password protected digital folders.
- All data from recorded interviews will be pseudonymised when they are transcribed. This means that identifiable information about you will not be written on audio files or transcripts (i.e. the text from the interview is written out)
- We have a confidentiality agreement in place with the University of Oxford and Betsi Cadwaladr University Health Board

International transfers

Your data will not be shared outside the UK.

How will we use information about you after the study ends?

Once we have finished the study, we will keep some of the data so we can check the results. We will write our reports in a way that no-one can work out that you took part in the study.

We will keep your study data for a maximum of **7** of years. The study data will then be fully anonymised and securely archived or destroyed.

What are your choices about how your information is used?

- you can stop being part of the study at any time, without giving a reason, but we will keep information about you that we already have
- you have the right to ask us to access, remove, change or delete data we hold about you for the purposes of the study. You can



also object to our processing of your data. We might not always be able to do this if it means we cannot use your data to do the research. If so, we will tell you why we cannot do this

- If you would like to withdraw from the study, please contact Dr Rebecca Payne at Rebecca.Payne@Bangor.ac.uk, telephone 01248 388545

Where can you find out more about how your information is used?

- You can find out more about how we use your information by:
- Viewing our project website [The REMEDY Project | Bangor University](#)
- Contacting the researcher Rebecca.Payne@Bangor.ac.uk
- Telephoning 01248 388545
- Contacting the Bangor University Data Protection Officer Sarah Riley at Sarah.Riley@Bangor.ac.uk

What will happen to my data at the end of the study?

Your mobile number will be deleted at the end of the day. We will retain information about how the easily you used the machine, but it will not be linked to you in any way.

Can I change my mind about participating?

You can stop at any time, without giving a reason and without penalty, by telling the researchers of your decision. Your participation is voluntary and even if you originally said yes, you may change your mind at a later stage.

What if there is a problem?

What if there is a problem?

Bangor University, as Sponsor, has appropriate indemnity in place via UMAL in the unlikely event that you suffer any harm as a direct consequence of your participation in this study.

If you wish to complain about any aspect of the way in which you have been approached or treated, or how your information is handled during the course of this study, you should contact the Chief Investigators, Prof Dyfrig Hughes



d.a.hughes@bangor.ac.uk or Dr Adam Mackridge, adam.mackridge@wales.nhs.uk or you may contact the University of Bangor Senior Research Governance and Policy Officer: Dr Colin Ridyard, mhsa08@bangor.ac.uk

How have patients and the public been involved in this study?

Potential participants helped develop the research topic and what the research questions should be via feedback to the healthboard about access to medication during the out of hours period.

Who is organising and funding the study?

This is a Bangor University Study, funded by Health and Care Research Wales

Further information and contact details:

If you would like to discuss the research with someone beforehand (or if you have questions afterwards), please email the research team at rebecca.payne@bangor.ac.uk in the first instance and someone will get back to you promptly.

If you would like to contact the Chief Investigators, their details are as follows: Prof Dyfrig Hughes d.a.hughes@bangor.ac.uk Dr Adam Mackridge Adam.Mackridge@wales.nhs.uk

Thank you for considering taking part.