PARTICIPANT INFORMATION SHEET

Care Staff Perceptions of and Experiences with REMEDY machine

AREC Project ID: 648 (for the larger REMEDY (Remote Medication Made EasY) Project)

'We would like to invite you to take part in a research study. Before you decide about whether to participate, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully and, if you wish, discuss it with other people such as friends and relatives. If there is anything that is not clear, or if you would like more information about something, please ask us Thank you for reading this.'

What is the purpose of the study?
This study is designed to identify residential and nursing (care) home staff members' perceptions and experiences with the remotely controlled medication vending machine system located in Dolgellau, Wales.
We are wanting to hear from both staff members that have interacted with the machine and those that have not.

Why is this research being conducted?
Telehealth, the provision of healthcare remotely through technology like video calls, phone calls or texting, has significantly expanded access to out-of-hours medical consultations. These calls often lead to prescriptions for medications that need to be administered promptly to prevent illness progression. However, patients often face significant barriers in accessing their prescribed medications, specifically patients in settings such as care homes. In care homes, most residents are often disadvantaged by limited transportation, small social networks (e.g. lacking someone to drive them to the pharmacy), or complex care needs that prevent safe travel. Therefore, if residents are unable to collect medications themselves, busy staff members are required to collect the residents' medications, impacting workflow and increasing workload.

The REMEDY system, a remotely controlled medication vending machine, might offer a potential solution to these barriers to accessing medications. Trials of the REMEDY system (a specialized medication vending machine) are currently underway in North Wales to test

the system in a community setting. Originally developed as a pharmacy pick-up box to improve efficiency, this machine allows medications to be remotely issued during a tele-consultation and collected by a patient or proxy in their local community.

This study aims to investigate staff's experiences with or perceptions of feasibility and challenges associated with implementing such an innovation.

This study also seeks to discover if staff believe their care homes have capacity to engage with such systems. The project will be conducted under the supervision of Dr. Anne Ferrey, Nuffield Oxford University, Department of Primary Care Health Sciences and the primary investigator, Dr. Rebecca Payne, Bangor University.

Why have I been invited?
You have been invited as you are a staff member at a care home within 20 miles of Dolgellau. Your experience from working in your role at these homes can provide valuable insight to the success or challenges these systems have or could face.

What is involved in the study?
Taking part involves attending a discussion group (focus group) conducted on Microsoft Teams. You can attend this from home

- Each focus group will consist of participants with similar roles – one group for managers, one for nurses, and one for healthcare assistants.
- Focus groups will conducted in English and be audio recorded so we have accurate record of our conversation for later analysis.
- Each group will participate in one semi-structured focus group that aims to last up to 90 minutes
    - Participants are permitted to take breaks during the focus group as needed

What will the topics discussed during the focus group be?

- First, participants will be welcomed into the focus group, introductions will be made by the researcher
- A researcher will use a topic guide to facilitate the discussions while allowing participants the opportunity to expand on their responses
- Possible focus group topic themes are as follows:
    - How do you think your care home might or have experience(d) the process of obtaining urgently required medication through the REMEDY machine?

    - What challenges might or has your care home faced when trying to obtain urgently required medication through the REMEDY machine?

- In your opinion, how well-equipped is your care home to engage with the REMEDY system?

Do I have to take part?
It is completely up to you whether you take part. You can withdraw from the study at any time without having to give a reason. Deciding to participate or not will not affect your legal rights in any way.

Are there any benefits or risks to taking part?
There are no benefits or known risks to you in taking part. Many people enjoy taking part in focus group discussions and we hope that will be your experience.

Will my taking part in the study be kept confidential?
Your participation in the study will be treated as strictly confidential. Your data will be combined with those of the other participants The study results will form part of an MSc dissertation and may be published in academic seminars, research talks or papers in scientific journals. However, all of your personal information will be removed so that it will not be possible for anyone to identify you in these publications.

We may wish to use anonymised quotations from your interview in academic publications and will seek your permission to do so when we take consent.

In certain unusual circumstances where we believe that you or other people are at significant risk of harm, we may need to report this to an appropriate authority in accordance with the UK Data Protection Act 1998. We will ask the all the attendees of the focus groups to maintain the confidentiality of other participants, coworkers, or residents from their places of work.

At the beginning of the focus group session, the study lead Taron Topham will review the consent form with all participants. You will then be asked to give your verbal consent, which will be documented for our records. You do not need to sign or return any paperwork before the session.

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

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Who is running and paying for the study?
The study will be led by Taron Topham of the University of Oxford, MSc. Translational Health Science Student, RN. The study will be supervised by Dr. Rebecca Payne of the North Wales Medical School, University of Bangor and Dr Anne Ferrey of the University of Oxford, Nuffield Department of Primary Care Health Sciences. The wider REMEDY study is funded by Health and Care Research Wales.

Who has reviewed the study?
The study has been reviewed by a National Health Service Research Ethics Committee advisor and stated the project does not require National Health Service Research Ethics Committee review. The advisor stated the project did not require Health Research Authority and Health and Care Research Wales approval or National Health Services /Health and Social Care Research & Development permissions.

Who do I contact about the study?

If you have a concern about any aspect of the study, please contact Taron Topham, taron.topham@gtc.ox.ac.uk or Dr. Rebecca Payne Rebecca.payne@bangor.ac.uk. Efforts will be taken to respond within five working days. If unable to address concerns and you wish to progress the matter further or make a formal complaint, please contact Bangor University's Senior Research Governance & Policy Officer, Governance Services, Bangor e-mail: seniorresearchgovofficer@bangor.ac.uk

If you would like to participate or have any questions, please contact:

Dr Rebecca Payne, Rebecca.payne@bangor.ac.uk
North Wales Medical School, Bangor University

Taron Topham taron.topham@gtc.ox.ac.uk
Oxford University