PARTICIPANT INFORMATION SHEET FOR ETHNOGRAPHIC OBSERVATION OF STAFF

Study Title: The REmote MEdication maDe easY (REMEDY) study

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 evaluate whether a technological solution in patients' local communities (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. We would like to attend groups that are involved with the operation and deployment of the REMEDY machine to explore what works well and what does not work so well.

In addition, we would like to conduct observations in BCUHB to make notes on perspectives on developing and using the machine. The objective of this type of research is to gain insights into how users interact with things (and people) in their natural environment.

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

Why is BCUHB being considered for study?

BCUHB are at the forefront of this new development and are the only site using the machine worldwide. The geography of BCUHB means that patients are having to travel large distances to collect medication after an out of hours telephone consultation and BCUHB hope this machine will improve things for patients.

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Does everyone in the healthboard have to take part?

No, taking part in this study is a voluntary decision by individual participants. Participants (which includes staff and patients) can withdraw at any time, without giving a reason, if it is

subsequently decided that the ethnographic observation is not desired. Withdrawal will not affect participant's employment rights or care.

What will happen and how will I be involved?

The researcher will join virtual meetings discussing the REMEDY machine and will visit the Out of Hours base and Dolgellau hospital to observe staff and patients and talk to staff as they carry out their work. This may include all working spaces within the service (e.g., reception, consulting rooms, break rooms, storage areas, call centres), and will include all activities undertaken by staff at the site (e.g., day-to-day working including patient-facing and non-patient-facing tasks, and breaks). Participants will include all staff and patients in the practice on the days of observations, except those that opt-out. Those who opt-out to participate will be excluded from observations.

The healthboard has already agreed to group observations taking place during virtual meetings and in public areas of healthboard buildings. For example, the **waiting room, reception area, staff break room, corridors**. If you are happy to be observed for this study, you do not need to take any further action. If you would prefer to be excluded from observations, please tell the researcher on the day or let the researcher know by telling them or using the stickers provided, which indicate that you do not want to be observed.

During observations the researcher will be making notes for research purposes only.

What should I consider?

The main thing to consider about being observed is whether you are comfortable with researchers' making notes, and observing you at work.

Are there any possible disadvantages or risks from taking part?

The main disadvantage of the study is that you may feel like you are being watched. However are not going to make judgements about your performance and our observation is not going to affect your role or care in any way.

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. The lessons learned from the study will be used to inform

best practice and so your contribution could help improve things for staff and for patients using out of hours services and working arrangements for those delivering them.

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

Will I be reimbursed for taking part?

No, you will not be reimbursed for taking part in observations.

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

The members of our research team will be using information from research fieldnotes in order to undertake this study and will use the minimum personally identifiable information possible. Our findings will be published and available through journal publications, conferences and other outlets. You will not be identified from any report or publication placed in the public domain. We may wish to use anonymised quotes (i.e., containing no personally identifiable information) from our notes in an engagement exhibition, conference presentation or teaching session, but you do not have to agree to this. If you are happy for this to happen, please indicate during the consent process.

We will keep identifiable information about you including your name, role and contact details for 12 months after the study has finished, to contact you about the research study and feedback results of the research in future should you so wish.

However, research documents with personal information, such as consent forms, and copies of the interview text will be held securely at the University of Bangor for 7 years after the end of the study.

Can I change my mind about participating?

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

A member of our study team may wish to record a reason about why you have withdrawn for our record keeping, but you are under no obligation to provide one.

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 Investigator, Prof Dyfrig Hughes d.a.hughes@bangor.ac.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?

Staff and patients locally helped develop the research topic and what research questions should be.

Who is organising and funding the study?

The study, REMEDY is funded bybHealth and Care Research Wales

Who has reviewed the study?

All research in the NHS is looked at by an independent group of people, called a Research Ethics Committee, to protect participants' interests. This study has been reviewed and given favourable opinion.

Further information and contact details:

If you would like to discuss this research with someone beforehand (or if you have questions afterwards), please email Dr Rebecca Payne, rebecca.payne@bangor.ac.uk

If you would like to contact the Chief Investigator, their details are as follows:

Dr Adam Mackridge adam.mackridge@wales.nhs.uk
Bangor University, Bangor, Gwynedd, LL57 2DG

Thank you for considering taking part.