

## Evaluating a new appointment system in the NHS

### Information Sheet

#### Summary

This information sheet gives you information about a project we are doing in your hospital and in London South Bank University.

- You are being invited to take part in this project because you have kidney, eye and/or cancer symptoms and have been asked to attend Outpatient appointments at one of the hospitals taking part in the study.
- We would like to understand if a new way of organising hospital outpatient appointments using digital processes will work well for patients.
- We would like you to complete a short survey in your own time (either on paper or an online survey) which will take you about 25 minutes.
- Please let your clinical team (receptionist, doctor or nurse) know if you would like to take part or need any support, but you can choose not to complete the survey or withdraw from the study at any time.
- We would really value your involvement.

#### Introduction

You are being invited to take part in an evaluation project being undertaken by London South Bank University (LSBU). Before you decide whether or not to take part, it is important for you to understand why the project 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. Take time to decide whether you wish to take part and contact us if you have any questions (contact details on the last page).

#### What is the purpose of the project?

Managing outpatient appointments can be difficult for patients, their families and also for hospitals. For example, appointments might be missed, and this might mean that patients do not get their treatment or doctor and nurse time is wasted. Our project is evaluating a new way of organising appointments,

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using a technology called **DrDoctor**.

DrDoctor is designed to reduce the number of missed appointments by providing regular electronic reminders; ways to rearrange appointments and linking appointments, for example making sure that blood tests are available before an appointment to see a doctor or a nurse. You can read more about it at <https://www.drdoctor.co.uk/>.

We are looking to see if the new technology for organising appointments is accurate, safe, effective and takes the needs of patients into account. We are doing this by comparing hospitals which use DrDoctor, with those that do not.

### **Why have I been invited to take part?**

You have been invited to take part in this project because you have kidney, eye, and/or cancer symptoms and you have been asked to attend Outpatient appointments at Chelsea and Westminster NHS Foundation Trust; Nottingham University Hospitals NHS Trust or Guy's and St Thomas' NHS Foundation Trust. We are involving people whose hospitals are using the technology and also people whose hospitals are not – so you may or may not use the system. In total, 900 people will be included in the project over a one-year period.

### **Can I decide to take part or not?**

It is up to you to decide whether to take part or not. If you do, you will be given this information sheet to keep and be asked to sign a consent form. You are still free to withdraw anytime even if you sign up now. We will provide you with the information on how to do this if you ask us.

***If you decide not to take part, this will not affect your care needs in any way.*** If your hospital is using DrDoctor, you may still be asked to use the system to manage your appointments as part of your normal care, without taking part in this project.

### **What should I do if I want to take part?**

If you wish to take part, you can inform the person who provided you with details of the study in person or using the details on the webpage/leaflet (still to be confirmed). You will then be asked to sign a form to say that you agree to take part and your contact details will be sent to the project team at the university.

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

If you sign a consent form to take part, you will be contacted by the project team and asked to complete a series of questions (online, over the telephone or via post – as you prefer), where you will be asked about your general health and your satisfaction with how your appointment bookings are managed. There will be 60 questions, which will ask about expenses, time taken getting to the hospital, how satisfied you feel with the appointment system, and some questions about your health and wellbeing.

**Commented [NT3]:** Is this correct? Do they sign consent before being contacted, or just an 'agreement to be contacted form?

**Commented [NT4R3]:** Needs clarifying please Kerry

**Commented [W65R3]:** Yes they will sign a consent form with the clinical team and their details will then passed to our team.

### Are there any advantages or risks to taking part?

There will be no direct benefit from taking part in the study, but your experience and feedback will help to make a decision about the appointment system; if it is safe and effective to use widely in the NHS.

The project team do not foresee any risks of taking part in the study, but if you or the evaluation team feels you may be at risk in any way, the team will chat with you and decide on an appropriate course of action (if necessary).

### Will the answers to the questions be kept confidential?

Your answers to the questions and feedback will only be used by the project research team at the university. The Principal Investigator of the team will make sure that your **contact details** are not linked with the **answers** and they will be stored separately. Your contact details will be stored securely on a password-protected electronic record and destroyed at the end of the project. Your **consent** form will be held for five years after the results have been published (the consent form will be kept even if you request that the answers to the survey be destroyed).

**Commented [NT6]:** I was not quite clear what you asked me about consent indefinitely. Did you mean that the PPI team member suggested it should be indefinitely?

**Commented [NT7R6]:** I am not sure this question has been answered -please could you review again please Kerry?

**Commented [W68R6]:** Sorted Nicki - thanks.

Once the study is completed, the answers to the questions will be held securely by LSBU for a period of five years in an anonymous format (i.e. with no information attached like names, etc) - it may be shared with other research teams to verify our findings during this period.

### Who has reviewed this study?

This evaluation has been reviewed and received ethical approval from London South Bank University School of Applied Sciences Ethics Panel ([sasethics@lsbu.ac.uk](mailto:sasethics@lsbu.ac.uk), ethics number XXXX) and the Health Research Authority (XXX).

**What will happen to the results of the project?**

The project team will assess if the DrDoctor appointment management technology is safe and effective for use by other Trusts. Our results will be available to you and also to NHS England, to DrDoctor and also published in medical journals.

**Who is organising and funding the project?**

This project is being funded by NHS England. The project sponsor (conducting the research) is London South Bank University.

**Who should I contact for further information?**

If you have a concern about any aspect of this project, you can ask to speak with the project team who will answer your questions. The person responsible for the project is Professor Nicola Thomas ([Nicola.thomas@lsbu.ac.uk](mailto:Nicola.thomas@lsbu.ac.uk), 02078158045). If you feel you still do not have an answer to your question and wish to complain formally, you can contact the Chair of the School Research Ethics Committee ([sasethics@lsbu.ac.uk](mailto:sasethics@lsbu.ac.uk)) or the Chair of the HRA (XXX)

**Thank you very much for taking time to read the information sheet.**