PARTICIPANT INFORMATION SHEET – STAFF AND STAKEHOLDER INTERVIEW

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

We'd like to invite you to take part in our research study. Before you decide, it is important that you understand why the research 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, or if you *would like more information, please ask us. You can also find further information about how researchers use information from patients at;* www.hra.nhs.uk/patientdataandresearch

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 interview individuals involved with the machine and 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.

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

Why have I been invited?

You have been invited to take part in this research study because you have been involved in setting up or working with the REMEDY machine, because your organisation has users who might receive medication from the machine in future, or because your role means you bring a perspective helpful for the study to understand.

Do I have to take part?

No, taking part in this study is entirely voluntary and you can withdraw at any time if you later change your mind, without giving a reason.

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

If you are happy to be interviewed for this study, a researcher will ask you to consent to take part. The researcher will read the form out to you and will check that you are

happy with each area. A copy of the record of consent will be sent by email for you to keep in your records.

Interviews will be recorded via audio (i.e. over the phone or face-to-face) or via video (i.e. over the computer), or in some cases both. If this happens you will have the option to turn off the camera if you don't want to be seen.

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.

Are there any possible disadvantages or risks from taking part?

A disadvantage is that for an interview, we would be asking you to commit up to 60 minutes of your time for which you will not be reimbursed. In the unlikely event of disclosure of evidence of poor practice by yourself, a colleague, or an institution we are duty bound to notify the appropriate regulatory authority in a confidential manner.

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 access to medication following a call to 111 in the out of hours period.

Will I be reimbursed for taking part?

No, you will not be reimbursed for taking part in this study

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** 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?

The members of our research team will analyse the data and write some papers and reports, including a summary written for the general public (i.e., a lay summary). Our findings will be published and available through journal publications. 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 your interview or our notes in a 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, so as to contact you about the research study and feedback results of the research in future should you so wish. All interview recordings and photographs will be destroyed at the end of the study.

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 15 years after the end of the study.

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?

Potential participants helped develop the research topic and what the research questions should be.

Who is organising and funding the study?

This research is funded by Health and Care Research Wales , ref no 02 24-1012 and is sponsored by Bangor University

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 by the local NHS ethic committee. It has also been reviewed by Bangor University and by Betsi Cadwaladr University Health Board Research and Development team.

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.