NUFFIELD DEPARTMENT OF PRIMARY CARE HEALTH SCIENCES

UNIVERSITY OF OXFORD

PARTICIPANT INFORMATION LEAFLET – Stakeholders

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 sheet 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.

What is the purpose of the study?

Our team is evaluating a new smartphone and tablet app called the 'NHS App' which patients can use to digitally access NHS services. This app has been available to everyone in England from July 2019. Currently patients using the app can book GP appointments, view their medical records, order repeat prescriptions, set organ donation preferences, have online consultations and undertake other health and care-related tasks.

This study is looking to understand how people use the app, what they think about its different functions and how it helps them (or not) in accessing health services and support. We are also interested to find out about the impact of the NHS App on how care is organised and delivered in GP practices and across other parts of the service.

It is important to note that the NHS App is not the same as the Covid-19 App, which has received much publicity of late.

Why have I been invited?

You have been invited to take part in this research study because you have a role in NHS commissioning or policy-making, or you are currently working (or have worked) on planning, developing or deploying, the NHS App, and have expressed an interest in participating. Altogether we plan to interview up to 17 key stakeholders about their views and experiences with the NHS App over the course of the project.

We are also recruiting patients, carers, members of the public, and NHS staff in this study.

Do I have to take part?

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

What is involved in taking part?

A member of our research team will ask you to verbally consent to take part in the study. A copy of the record of consent will be sent by email for you to keep in your records.

The researcher will then interview about your views on the role, use, development, and roll-out of the NHS App. The interview will last approx. 45-60 minutes and will take place by telephone, video or face-to-face at your place of work or another location of your choice (depending on Covid-19 social distancing restrictions). With your consent, the interview will be audio-recorded.

Depending on your role, the interview may explore how the NHS App was developed, introduced and how new functionalities were added. We may also focus on wider processes of integrating the app into the service and its impact on service planning and access. We will also explore the impact that Covid-19 has had on the implementation and sustained use of the NHS App.

What should I consider?

The main thing to consider is whether you are comfortable with researchers asking you questions and if you consent to the interview being either audio-recorded or video-recorded (or alternatively if you prefer researchers to take verbatim notes).

Are there any possible disadvantages or risks from taking part?

The main disadvantage of the interview is we are asking you to commit some time on one occasion. 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?

The main benefit of taking part is that this is an opportunity for you to contribute to improving how technology enables access to care and to understanding barriers to progress and adoption – whether these are practical, technical, professional, financial or other.

Will I be reimbursed for taking part?

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

Will my taking part in the study be kept confidential?

Yes. Video and audio recordings will have the audio written up word for word and all personal identifiers will be removed before the data is analysed, you will not be identifiable from the write up (transcripts) of the interview. Any video images will be pixelated to ensure anonymity. Recordings will be recorded directly onto an encrypted local University of Oxford laptop and downloaded straight away into a protected folder on a secure university drive which only approved members of the research team have access to. Audio-recordings will be transcribed by a professional transcriber under a non-disclosure confidentiality agreement and destroyed after the transcripts have been checked for accuracy. In those stored data, you will be referred to only by a code name (‘pseudonym’). We will keep a separate paper record in a locked cabinet of participants’ real names and corresponding code names. All recordings will be destroyed at the end of the study.

Responsible members of the University of Oxford may be given access to data for monitoring and/or audit of the study to ensure that the research is complying with applicable regulations.

What will happen to my data?

Data protection regulation requires that we state the legal basis for processing information about you. In the case of research, this is ‘a task in the public interest.’ The University of Oxford is the data controller and is responsible for looking after your information and using it properly. If you consent, we will keep identifiable information about you including your name, and email address (or telephone number if you wish to have a telephone interview) - for 6 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.

The information that we collect from you will be the most minimal personally-identifiable information possible. We will store the de-identified research data and any research

documents with personal information, such as consent forms, securely at the University of Oxford for 10 years after the end of the study.

The only people in the University of Oxford who will have access to information that identifies you will be people who need to contact you to conduct the research or audit the data collection process.

Data protection regulation provides you with control over your personal data and how it is used. When you agree to your information being used in research, however, some of those rights may be limited in order for the research to be reliable and accurate. Further information about your rights with respect to your personal data is available at http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/individualrights/.

You can find out more about how we use your information by contacting the project lead (contact details below).

What will happen if I don't want to carry on with the study?

You can stop at any time. Participation is voluntary and even if you originally said yes, you may change your mind at a later stage. If you withdraw from the study, unless you state otherwise, any interview material that has been collected whilst you have been in the study will be used for research as detailed in this participant information sheet. You are free to request that your data are destroyed at any time during or after the study.

What will happen at the end of the study?

We will analyse the data and write some papers and reports, including a 'lay summary'. We will provide you with a summary of the findings if you would like us to. We will also publish a blog post on our departmental website and will share this with you. You will not be identified from any report or publication placed in the public domain.

What if you find something unexpected?

If anything you tell us in an interview has a bearing on clinical governance (for example if you disclose to us that you have serious concerns about security or safety), we will alert the clinical director and/or other responsible individuals.

What if there is a problem?

The University of Oxford, as Sponsor, has appropriate insurance in place 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 during the course of this study, you should contact Professor John Powell by email: john.powell@phc.ox.ac.uk, or telephone: 07717695657. Alternatively, you may contact the University of Oxford Clinical Trials and Research Governance (CTRG) office on 01865 616480, or the head of CTRG, email ctrg@admin.ox.ac.uk.

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

People with different health conditions who do and do not use the NHS App were involved in helping design this study and with the participant facing documents.

Who is organising and funding the study?

The study is funded by the National Institute of Health Research (NIHR) Health Services and Delivery Research (HSDR) programme, which aims to produce rigorous and relevant

evidence to improve the quality, accessibility and organisation of health and social care services. The study is sponsored by the University of Oxford.

The project is led jointly by Professor John Powell, who is an academic public health physician at the University of Oxford. The qualitative project team also consists of Dr Felix Greaves, who is also an academic public health physician at Imperial College London, Dr Chrysanthi Papoutsi who is a Senior Health Services Researcher, Dr Claire Reidy who is a Health Services Researcher and Dr Bernard Gudgin, PPI representative.

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 West of Scotland Research Ethics Service Research Ethics Committee.

Further information and contact details:

Please contact the following individual if you would like further information.

Dr Claire Reidy
Nuffield Department of Primary Care Health Sciences, University of Oxford
Radcliffe Observatory Quarter, Woodstock Road, Oxford OX2 6GG
Claire.reidy@phc.ox.ac.uk

Thank you for considering taking part.