

# INQUIRE ethnographic case studies

<b>Submission date</b> 22/08/2016	<b>Recruitment status</b> No longer recruiting	<input type="checkbox"/> Prospectively registered <input checked="" type="checkbox"/> Protocol
<b>Registration date</b> 24/03/2017	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan <input checked="" type="checkbox"/> Results
<b>Last Edited</b> 10/04/2024	<b>Condition category</b> Other	<input type="checkbox"/> Individual participant data

## Plain English summary of protocol

### Background and study aims

People use the internet to access customer reviews and ratings. Sharing personal experiences on Facebook or Twitter is becoming a part of everyday life. Increasingly, people are going online to give feedback on their experience of the NHS, or to read the feedback that other people have provided. There are websites which invite feedback on doctors or hospitals, and some people choose to tell their NHS stories in personal blogs or discussion forums like Mumsnet. This research is part of a wider study funded by the NIHR Health Services and Delivery Research designed to help the NHS to interpret and act on online patient feedback to improve the quality of NHS services. This study conducts case studies in four NHS Trusts in England using observations, interviews and focus groups to see how staff relates to online sources of patient feedback in terms of their awareness and attitude. These case studies will help to understand how staff use patients online feedback, the barriers and facilitators to using feedback to improve NHS quality and what skills are required to benefit from the feedback. The aim of this study is to understand what the challenges might be in encouraging the appropriate use of this in the NHS.

### Who can participate?

Adults who are employed by the NHS.

### What does the study involve?

Participants are asked to either attend a one hour focus group, face to face interviews, or will be observed at work over a six week study period to explore the use of online feedback and how this can be used in improving NHS services.

### What are the possible benefits and risks of participating?

There are no notable benefits or risks with participating.

### Where is the study run from?

This study is being run from the University of Oxford and takes place in four NHS trusts (UK).

### When is the study starting and how long is it expected to run for?

April 2016 to October 2017

Who is funding the study?  
National Institute of Health Research (UK)

Who is the main contact?  
Professor John Powell (Scientific)  
Ms Vanessa Eade (Public)

**Study website**  
inquireuk.org

## Contact information

**Type(s)**  
Public

**Contact name**  
Ms Vanessa Eade

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Health Experiences Research Group  
Nuffield Department of Primary Care Health Sciences  
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**Type(s)**  
Scientific

**Contact name**  
Prof John Powell

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## Additional identifiers

**EudraCT/CTIS number**

**IRAS number**

**ClinicalTrials.gov number**

**Secondary identifying numbers**

30642

## **Study information**

### **Scientific Title**

The INQUIRE Project: Improving NHS Quality Using Internet Ratings and Experiences

### **Acronym**

INQUIRE

### **Study objectives**

The aim of this study is to examine how online feedback is currently viewed in four NHS case study sites, how online feedback shapes, gets contested and/or mobilised in everyday practices in hospitals, and to explore the potential barriers and facilitators to the use of online patient feedback by NHS staff and organisations.

### **Ethics approval required**

Old ethics approval format

### **Ethics approval(s)**

University of Oxford Medical Sciences Inter-Divisional Research Ethics Committee, 03/02/16, ref: R32336/RE001

### **Study design**

Observational case series

### **Primary study design**

Observational

### **Secondary study design**

Case series

### **Study setting(s)**

Hospital

### **Study type(s)**

Treatment

### **Participant information sheet**

Not available in web format, please use the contact details below to request a patient information sheet

### **Health condition(s) or problem(s) studied**

Health services and delivery research

### **Interventions**

The INQUIRE study is part of a wider programme of work consisting of five interlinked projects of applied health service research.

This study uses in-depth case studies (including ethnographic observations, interviews and documentary analysis) carried out in four NHS secondary care provider organisations. The case studies take an ethnographic approach, using mixed methods including face-to-face interviews, observations of meetings, focus groups, documentary analysis, and researcher's field notes.

Participants will either attend a staff focus group or staff interviews. The staff focus groups include a one hour group discussion to explore the use of online commentary. Up to 2 focus groups may be held in each participating NHS Trust. Focus groups last no longer than one hour and will comprise up to 8 staff members. The interviews (done either as a one off or intermittently) are done with staff working at all levels of the organisation and focuses on capturing the views of managers and those working in quality improvement and complaints handling on online feedback (approximately 10 staff interviews will be done per Trust).

Also, observational work is done within each participating study sites during the six week study period. This requires the researcher to work in situ adopting fieldwork role to facilitate the close examination of the day-to-day practices involved in processing user generated comment. Multiple observations will take place and will be recorded by the researcher in field notes collected for later analysis. In addition the researcher will collect relevant documents such as local policy documents.

Data (in the form of field note descriptions, documents and interview/focus group recordings) is analysed through thematic analysis and comparative case study analysis.

### **Intervention Type**

Other

### **Primary outcome measure**

Staff views about organisational practices in online feedback is measured through staff focus groups, interviews and observations throughout the study period.

### **Secondary outcome measures**

There are no secondary outcomes for this study.

### **Overall study start date**

12/04/2016

### **Completion date**

31/10/2017

## **Eligibility**

### **Key inclusion criteria**

Staff who work at the participating NHS Trusts.

### **Participant type(s)**

Health professional

### **Age group**

Adult

**Sex**

Both

**Target number of participants**

Planned Sample Size: 72; UK Sample Size: 72

**Total final enrolment**

60

**Key exclusion criteria**

Participants that do not fulfil the inclusion criteria.

**Date of first enrolment**

30/10/2016

**Date of final enrolment**

30/04/2017

## **Locations**

**Countries of recruitment**

England

United Kingdom

**Study participating centre**

**University of Oxford**

Clinical Trials and Research Governance, Joint Research Office

Block 60, Churchill Hospital

Headington

Oxford

United Kingdom

OX3 7LE

## **Sponsor information**

**Organisation**

University of Oxford

**Sponsor details**

Clinical Trials and Research Governance

Joint Research Office

Block 60, Churchill Hospital

Headington  
Oxford  
England  
United Kingdom  
OX3 7LE

**Sponsor type**

Hospital/treatment centre

**ROR**

<https://ror.org/052gg0110>

## **Funder(s)**

**Funder type**

Government

**Funder Name**

National Institute for Health Research

**Alternative Name(s)**

National Institute for Health Research, NIHR Research, NIHRresearch, NIHR - National Institute for Health Research, NIHR (The National Institute for Health and Care Research), NIHR

**Funding Body Type**

Government organisation

**Funding Body Subtype**

National government

**Location**

United Kingdom

## **Results and Publications**

**Publication and dissemination plan**

These summaries will be disseminated via the project website, [www.inquireuk.org](http://www.inquireuk.org) and on the Improving Health Care section of the [www.healthtalk.org](http://www.healthtalk.org) website as part of the 'toolkit' training resource for NHS organisations. Results will be disseminated through peer reviewed journals, as well as conference presentations in the disciplines of health policy, e-health, medical sociology and the sociology of science and technology. More general, untargeted, offline dissemination towards these lay, practitioner, and policy audiences, through media coverage in the general press, practitioner journals, and the Health Service and Delivery Research journal will be done.

**Intention to publish date**

31/10/2018

**Individual participant data (IPD) sharing plan**

The datasets generated during and/or analysed during the current study are not expected to be made available due to confidentiality reasons.

**IPD sharing plan summary**

Not expected to be made available

**Study outputs**

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
<a href="#">Results article</a>	results	01/10/2019	15/10/2020	Yes	No
<a href="#">Protocol article</a>		28/09/2015	22/08/2022	No	No
<a href="#">Results article</a>		01/10/2019	10/04/2024	Yes	No