

INQUIRE ethnographic case studies

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

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)

Contact information

Type(s)
Public

Contact name
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Type(s)
Scientific

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Additional identifiers

Protocol serial number
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

Study type(s)

Treatment

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(s)

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

Key secondary outcome(s)

There are no secondary outcomes for this study.

Completion date

31/10/2017

Eligibility

Key inclusion criteria

Staff who work at the participating NHS Trusts.

Participant type(s)

Health professional

Healthy volunteers allowed

No

Age group

Adult

Sex

All

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

United Kingdom

England

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

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

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?
Results article	results	01/10/2019	15/10/2020	Yes	No
Results article		01/10/2019	10/04/2024	Yes	No
Protocol article		28/09/2015	22/08/2022	No	No
Participant information sheet	Participant information sheet	11/11/2025	11/11/2025	No	Yes
Study website	Study website	11/11/2025	11/11/2025	No	Yes