# Participant Information Sheet: Professional (Interview)

**Study title:** Pre-hospital care for older adults (REACH)
**Researcher's name:** Dr Abi Woodward, Abigail.woodward@qmul.ac.uk
**Coordinating Investigator:** Professor Simon Conroy
**Study Sponsor:** Queen Mary University of London
**Research Ethics Committee Reference: 26/NW/0195**

We would like to invite you to take part in a research study. Before you decide whether you wish to take part, it is important that you understand why the research is being done and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish. The researcher will also go through this information sheet with you and answer any questions you have. This should take about 10 minutes. Thank you for reading this.

## What is the purpose of the study?

Barts Health has invested in a pre-hospital support scheme - Remote Emergency Access Coordination Hub (REACH), in which emergency physicians support London Ambulance Service (LAS) with their clinical decision making relating to care of patients, including older people. REACH is situated within Barts Health NHS Trust and has an established clinical network consisting of Barts Health NHS Trust employed clinicians, LAS clinicians and community health and care providers from North East London (e.g. virtual wards from Tower Hamlets and Whipps Cross).

The purpose of this study is to understand how REACH is working for its patients aged 65 years and over, their family carers and staff. We are interested in hearing from professionals involved in the REACH team to gain an understanding of REACH and provide context about approaches to care, including what works well or not so well for older adults care and why.

We plan to recruit up to 50 professional participants to take part in interviews or focus groups for this part of the study. By doing this, we hope to gain a comprehensive and contextualised understanding of REACH services.

**Why am I being invited?**

Researchers at Queen Mary University of London (QMUL) are speaking to a range of professionals including:

- Emergency Department physicians who have been involved in the development and delivery of REACH.
- London Ambulance Service Paramedics working in North East London with experience of initiating and engaging in the REACH process.
- Community Health and Care professionals (e.g. GPs, virtual ward staff, nurses, home care workers and care home staff) involved in coordinating the care of patients following a referral to REACH from different NEL boroughs.

You have either contacted the research team or been identified to take part in the study. This means you are someone who identifies as working in a defined role with the REACH service. We would really value the contribution you can make to this study.

**What would taking part involve?**

If you agree to participate in the study, we will invite you to take part in an interview where you will talk to a researcher about the REACH service in relation to the care of older adults, aged 65 years and over.

During the interview we will ask questions about your perspectives on the key enablers and challenges surrounding the implementation and operation of REACH. We would like to understand what works well and not so well. We also want to hear about what matters the most when considering the outcomes or goals of older adult patients cared for by REACH.

The interview will be an informal discussion and will last up to 90 minutes (1.5 hours), with breaks as required. You do not have to talk about or share anything that you are not comfortable with, and you can stop the interview at any time without giving a reason.

You can choose whether you would like the interview to be in person (e.g. in a

private room at your place of work or university building) or online via Microsoft Teams video call.

Everything you tell us during the interview will be kept confidential. However, if you tell us that a member of staff has done something wrong (malpractice), someone is being harmed or treated badly, a crime may have been committed, or you are at serious risk of harm, we may need to share this with someone who can help.

Your participation in the study will end once you have completed the interview. After this, you will not need to do anything else for the study.

**Do you have to take part?**

No. It is up to you to decide whether or not to take part. If you choose to take part, you can withdraw from the study at any time without giving a reason. Withdrawing from the study will not affect your care or any services you receive.

If you would like to withdraw, please contact Dr Abi Woodward, the researcher, using the contact details provided at the end of this information sheet.

If you withdraw within 6 weeks of the interview, we will delete the recording and any other information we have collected from you. After 6 weeks, we will have started to analyse the interview, so we may not be able to remove information that has already been included in the analysis.

Choosing whether or not to participate in this research will not affect your employment.

**What are the possible benefits of taking part?**

Potential benefits include the opportunity to talk about your personal perspectives, and to contribute to research that aims to improve pre-hospital care for older people.

**What are the possible disadvantages and risks of taking part?**

We do not anticipate any risks or harm to you as a result of taking part in this study.

In rare circumstances, if we have serious concerns about your safety or the safety of others, we may need to share relevant information with appropriate professionals to help keep you safe. This could involve sharing information that would normally be

kept confidential.

**Expenses and payments**

As a thank you for your time, we offer you a £20 voucher for taking part in the interview. Vouchers will be paid after you have taken part in the interview. The interview will be conducted during normal working hours.

**What information about me will you be collecting?**

We are asking people who take part to agree to the interview being audio recorded using a password protected dictaphone. This helps us to accurately recall all the information you give us and make sure we do not miss anything important.

Audio recordings will be sent securely to a UK-based professional transcription company approved by Queen Mary University of London. The company will transcribe (write out) the recording to create a transcript. During transcription any identifiable details such as names and places will be removed. A member of the research team will then check the transcript against the audio recording for accuracy and to ensure any remaining identifying details are removed. Once the transcript has been finalised and checked, the transcription company will securely delete/destroy any copies of the audio recording and transcript held on their systems, in line with their data processing agreement.

Audio recordings will be retained by the research team only until the transcript has been checked for accuracy, after which they will be securely deleted.

We will also ask you for some basic demographic information (for example age, gender, clinical experience, ethnic background).

**How will we use information about you?**

We will need to use information from you for this research project.

This information will include:

- Your name
- Your contact details
- The demographics questionnaire you complete

- The recording and transcript of the interview

People will use this information to do the research or to check your records to make sure 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.

Queen Mary University of London (QMUL) is the sponsor of this research.

QMUL is responsible for looking after your information. We will not share your information related to this research project with any other organisations.

We will keep all information about you safe and secure by:

- Keeping all your information in a secure location at QMUL.
- Electronic data, including audio recordings, will be stored on an access-controlled, encrypted network.
- Paper documents will be kept in a locked filing cabinet at QMUL.

**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 5 of years. The study data will then be fully anonymised and securely archived or destroyed.

Your data will not be shared outside of the UK.

**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.

**Where can you find out more about how your information is used?**

You can find out more about how we use your information:

- by looking at the Health Research Authority's leaflet: www.hra.nhs.uk/patientdataandresearch
- by asking one of the research team, or
- by sending an email to data-protection@qmul.ac.uk

**Who is organising and funding this study?**

This research is funded by Barts Charity (grant reference G-003152). The study is being led by Professor Simon Conroy.

**What will happen if I want to withdraw from this study?**

You can withdraw from the study at any time and without providing a reason. After 6 weeks, data from the interview will have been combined with other participant data, and we will not be able to remove and delete it. If you withdraw before this final stage, we will remove all of the information you have given us and securely destroy it. Withdrawing will not affect your rights.

If you withdraw after participating in an interview you will still receive vouchers as compensation for your time.

**What if something goes wrong?**

- If you have a concern about any aspect of this study, you should first ask to speak to a researcher who will do their best to answer your questions (Dr Abi Woodward, abigail.woodward@qmul.ac.uk 07920450863).
- If you have a complaint which you feel you cannot discuss with the researcher then you should contact the Coordinating Investigator – Professor Simon Conroy, simon.conroy@nhs.net

- If you remain unhappy and wish to complain formally, you can do this by contacting NHS PALS services: **The Royal London Hospital:** 020 3594 2040 RLHpals.bartshealth@nhs.net

This study is sponsored by Queen Mary University of London. The University has insurance in place to cover research activities carried out by its staff.

If you are harmed as a result of taking part in this research study, there are arrangements in place for compensation. This includes cover even if no one is at fault (known as "no-fault compensation").

**How can I find out about the results of this study?**

We can share a summary of the study findings with you via email once we have analysed the results.

**Who can I contact if I have any questions about this study?**

Please contact Dr Abi Woodward (Research Associate) if you have any questions or would like to discuss the study further: Abigail.woodward@qmul.ac.uk 07920450863.