Impact of Remote Consultations on workforce (Recon Project)

Information sheet for staff interview participants

We would like to invite you to take part in our project. Before you decide whether you want to take part, please read this information carefully.

What is the purpose of the Project?
The Covid-19 pandemic has accelerated the rapid adoption of remote consultations. We are examining the experiences of clinicians conducting remote consultations to understand their impact on health care service delivery, working practices and staff wellbeing. Understanding of the impact of remote consultations is vital, so we can minimise negative effects and harness the positives to improve the way such technologies are implemented.

What will taking part involve? Taking part in one interview of up to 40-minute. You can choose whether to do this over the phone or online video call. With your permission, the researcher will audio record the interview and your answers will be transcribed (converted to script) and anonymised before analysis. Informed consent for participating in this study will be taken verbally before the start of the interview, after you discuss any questions or concerns with the researcher.

Why have I been invited to take part? You have been invited because you have experience of conducting remote consultations and we would value your views on how they could be improved.

Do I have to take part? No, you are not obliged to take part, and your decision will not affect your employment now or in the future, nor will the details of your participation be shared with your employer. Even if you decide to take part, you can withdraw your data at any point for up to one month after you complete your interview. If you do withdraw following that period and data analysis has already started, we will keep any data already collected from you.

What should I do if I want to take part? Please email the project researcher Dr Christalla Pithara-McKeown c.pithara-mckeown@bristol.ac.uk and we will get in touch to ask if you have any questions and arrange for a time for the interview that suits you. Payment for participation will be offered to primary care practices to compensated for the time given by clinicians to participate in interviews. These payments will be in line with the CRN agreed rates.

If I take part, will the contents of my interview be kept confidential? Yes. All information will be held securely at the University of Bristol and will only be seen by the project team. Audio recordings will be transcribed by a University of Bristol approved transcription company with a confidentiality agreement in place. Encrypted audio recordings will be uploaded to Transcription Services via a secure website. Audio recordings will be destroyed within one year of the project ending. The anonymised transcribed information will be kept for 10 years after the project ends, unless you give explicit permission for it to be held for longer and shared with other researchers, subject to approval by the University of Bristol. In exceptional circumstances, the researcher may be required to breach the confidentiality of the information recorded during interview. For example, if the researcher has concerns about your well-being. The researcher will however discuss their concerns with you prior to any disclosure. See overleaf for more information about how we store your data.

What will happen to my data? Your involvement in the study will remain confidential. Any information collected will only be available to research staff and national bodies which monitor whether research studies are conducted properly. Your study data will be anonymised. This means that it will be given an identification number and any identifying information about you will be removed. Any identifiable information about you will be destroyed three months after the study has ended. Therefore, it will not be possible to identify you by name from any aspect of documentation or reporting for this research study. At the end of the study your anonymised data will be made "Open Access", if you have given permission for this to happen. This means that it will be stored in an online database so that it is publicly available.

What is open access? Open access means that data are made available, free of charge, to anyone interested in the research, or who wishes to conduct their own analysis of the data. We will therefore have no control over how these data are used. However, all data will be anonymised before it is made available and therefore there will be no way to identify you from the research data.

Why open access? Open access of research data and findings is considered best research practice and is a requirement of many funding bodies and journals. As a large proportion of research is publicly funded, the outcomes of the research should be made publicly available. Sharing data helps to maximise the impact of investment through wider use and encourages new avenues of research.

What are the possible benefits and disadvantages of taking part? You may find it valuable to have the opportunity to talk about your experiences. Even though this study will not benefit you directly, it has the potential to improve delivery of care in the future. Disadvantages include the time taken for the interview.

How will the results of the project be used? The research results will be used to improve use of remote consultations and will be shared via reports, journals and at conferences. Anonymous quotes may be published, but we will not report you name or any identifying details so it will not be possible to trace who said them.

Who is running and has funded the project, and what if I have a complaint? The project has been funded by National Institute for Health Research, Applied Research Collaboration West (NIHR ARC West) and West of England Academic Health Science Network. It has been reviewed by an Ethics Committee to ensure it meets ethical standards with regards to patient safety and confidentiality. The project is being led by Professor Jeremy Horwood. If you have a complaint about this project, please contact Research-Governance@bristol.ac.uk.

If you would like to take part or have any questions, please contact:

Dr Christalla Pithara-McKeown c.pithara-mckeown@bristol.ac.uk

GDPR statement

The University of Bristol is the sponsor for this project and will act as the data controller for this project. This means that we are responsible for looking after your information and using it properly.

How will we use information about you?

We (the University of Bristol) will need to use information from you for this research project. This information will include:

- A study identifier (code) specific to each participant so all information can be stored anonymously

- Your title
- Clinical role
- Employer

People will use this information to do the research or to make sure that the research is being done properly. The University of Bristol will destroy audio recordings and identifiable information three months after the project has ended. We will also keep anonymised information (which cannot be linked to you in any way) for ten years after the project has ended, unless you give express permission for us to keep it for longer.

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 if you withdraw after data analysis has already started. This will be one month after you complete your interview.

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

You can find out more about how we use your information

- By contacting the chief investigator for this project Professor Jeremy Horwood J.horwood@bristol.ac.uk
- By sending an email to the University of Bristol Data Protection Officer Henry Stuart: data-protection@bristol.ac.uk, or
- By ringing the data protection officer on: 0117 39 41824

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO).

Thank you for taking the time to read this information