

Participant's Information Sheet

Please read this carefully – you can ask any questions before, during or after your interview.

Healthwatch Rutland is responsible for ensuring that the people's voice is heard on all matters to do with health and social care. We then use this information to influence positive change in health and social care services by working with service commissioners and providers (such as Hospital Trusts, the Local Authority, Integrated Care Board and so on).

Our project, *The Effects of NHS Communications and Administration on patient experience of care* aims to gather information about Rutland people's experiences of the letters, phone calls, and other communications they receive as they get appointments and use NHS healthcare services. This can include:

- when seeking referrals for diagnosis or treatment
- trying to make or change appointments
- on discharge from clinics and hospitals,
- when managing medications prescribed by hospital clinics through your GP practice/ local pharmacy
- arranging NHS patient transport (for people who qualify)
- trying to get medical advice

We would like to hear what is working well, and what can be improved.

What is involved?

In a private and confidential interview, a volunteer or member of staff from Healthwatch Rutland will ask questions and you will have the opportunity to tell them about your views and experiences. You do not need to share any details about your medical condition, or anything you feel uncomfortable talking about. They will take written notes, but you will not be identifiable in them. The information that is then written into reports is therefore anonymous and no published information will identify you. The only item with your name on is the consent form, which will be held securely at our office and not shared with any other party.

Healthwatch Rutland will be reporting what we hear from people to the commissioners and providers of healthcare services. A report will be published in late 2024.

Do I have to be involved?

No, it is entirely up to you if you would like to take part in this project.

In addition, Healthwatch Rutland might want to use your story (anonymously) as a 'case study' in other Healthwatch Rutland publications such as the annual report. There is a separate box on the consent form for this. You can choose to take part in the study without agreeing to this part of the consent form.

Can I change my mind?

Yes, if you change your mind at any time during the discussion, you can just say you want to stop. If you change your mind after meeting with us and don't want to have your views included in our report, or you want to change anything you have said, you can call us on 01572 720381 or email info@healthwatchrutland.co.uk to tell us by 30 August 2024.

Whilst Healthwatch Rutland will report your ideas and experiences, we cannot guarantee that the future services will fulfil the hopes for all the changes people tell us they want. Some changes might be unaffordable, or some treatments might be clinically risky in a local setting.

Please turn over.

Data Protection and Confidentiality

All data will be stored securely in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) and Data Protection Bill 2018.

All data will be fully anonymous and treated as confidential.

Data will not be shared between participants.

No personal details or data will be passed to a third party.

The data will be used as part of a report to be published in late 2024.

Written notes will be kept for up to 12 months after the project is completed and then destroyed.

If a participant wants to tell us a personal story about their health or care, it may be written-up as a case study to include in the project report or in the Healthwatch Rutland Annual Report. In this case the participant will be invited to read and comment on their story before the report is published, and to add or delete anything if they wish.

Healthwatch Rutland's full privacy policy can be viewed at www.healthwatchrutland.co.uk/privacy-statement/

For any further details about Healthwatch Rutland or the project please contact us:

Telephone: 01572 720381

Office: The King Centre, Main Road Barleythorpe, Oakham, LE15 7WD

Email: info@healthwatchrutland.co.uk