**Quality, safety and clinical governance in NHS and independent hospitals: lessons from the interface**

**ONLINE SURVEY**

**PARTICIPANT INFORMATION SHEET (PIS)**

You are being invited to take part in a research study. Before you decide, it is important for you to 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. Please ask if you would like more information. Take time to decide whether or not you wish to take part. Thank you for taking the time to read this.

**About the research**

**Who will conduct the research?**

The research is being conducted by a team of researchers from **the Universities of Manchester and York**. The research is being led by Professor Kieran Walshe (Chief Investigator), Alliance Manchester Business School, University of Manchester, M15 6PB. The researchers for this project are Dr Jane Ferguson and Dr Gemma Stringer.

**What is the purpose of the research?**

Today patients have more choice about how their hospital care is provided than ever before. If the NHS is funding the care, patients can be treated in NHS or independent hospitals. Patients paying privately, or via health insurance, also have the option to be treated in NHS or independent hospitals. There is a need to ensure that processes across the healthcare system are more effective and that information is aligned across the NHS and independent sector in the best interest of patients.

Our research will explore what independent and NHS hospitals think and know about the activities that help to support and improve high standards of patient care (often termed “clinical governance”). We know very little about patient experiences of quality and safety when they are treated in both NHS and independent hospitals. We will be distributing an online questionnaire to individuals with expertise in quality, safety and clinical governance across all 169 acute NHS trusts and 342 independent hospitals providing inpatient care.

**Why have I been chosen?**

You have been asked to take part because you have experience and expertise relevant to understanding the systems which oversee the quality and safety of patient care.

**Will the outcomes of the research be published?**

The findings of this study will be **disseminated through presentations at seminars, conferences and workshops, web pages, as well as through peer-reviewed journal articles and promoted via various communications routes**. If you request, you will be advised where to access publications and sent details of relevant seminars and conferences.

**Who has reviewed the research project?**

The project has been reviewed by East of England – Essex REC and has been given HRA approval.

**Who is funding the research project?**

This project is funded by the National Institute of Health Research.

**What would my involvement be?**

**What would I be asked to do if I took part?**

You are being asked to **complete an online survey** that will take approximately 15 to 20 minutes to complete. By completing this survey, you are consenting to take part. You will also be to provide some basic demographic information about you, such as your age, gender and ethnicity so we can monitor how diverse our survey responses are. You may withdraw from the study at any time without giving reason.

**What happens if I do not want to take part or if I change my mind?**

**It is up to you to decide whether or not to take part**. Participation is voluntary. If you decide to take part, you can access the study via the link given which will direct you to the online survey. If you do not wish to take part in this study then please close the survey. If you decide to take part you are still free to withdraw at any time without giving a reason and without detriment to yourself. However, it will not be possible to remove your data from the project once it has been anonymised as we will not be able to identify your specific data. This does not affect your data protection rights. If you decide not to take part you do not need to do anything further.

**Data Protection and Confidentiality**

**What information will you collect about me?**

With your permission we will collect information that could identify you, called “personal identifiable information”. Specifically, we will collect information about your:

* Contact details (only if you provide these because you would like a copy of the final report)
* Job Role
* Place of work
* Demographic (gender, age, ethnicity)

This is so we can monitor how diverse our sample is and get a sense of who has taken part. We will collect your contact details if you would like a copy of the final report. This information will be confidential and will not be linked to any of your responses. Only members of the immediate research team will have access to the data.

**Under what legal basis are you collecting this information?**

We are collecting and storing this personal identifiable information in accordance with UK data protection law which protect your rights. These state that we must have a legal basis (specific reason) for collecting your data. For this study, the specific reason is that it is “a public interest task” and “a process necessary for research purposes”.

**What are my rights in relation to the information you will collect about me?**

You have a number of rights under UK data protection law regarding your personal information. For example you can request a copy of the information we hold about you. This is known as a Subject Access Request. If you would like to know more about your different rights, please consult our [Privacy Notice for Research](http://documents.manchester.ac.uk/display.aspx?DocID=37095) Participants (<http://documents.manchester.ac.uk/display.aspx?DocID=37095>).

**Will my participation in the study be confidential and my personal identifiable information be protected?**

In accordance with UK data protection law, The University of Manchester is the Data Controller for this project. This means that we are responsible for making sure your personal information is kept secure, confidential and used only in the way you have been told it will be used. All researchers are trained with this in mind and your data will be looked after.

The study team at the University of Manchester will have access to your personal identifiable information, that is data which could identify you, but they will pseudonymised it as soon as practical. This means that your name and any other identifying information will be removed and replaced with a random ID code so that the data can no longer be attributed to you without the use of additional information, i.e. a key code that will only be accessed by the research team and kept in a separate password protected file on encrypted computers. Your participation in the study will be kept confidential to the study team and those with access to your personal information as listed above.

The information collected from this survey will be kept strictly confidential, and your responses will be pseudonymised. All published and unpublished reports will disguise the identity of individuals and be reported anonymously without identifying names of individuals or organisations.

**What if I have a complaint?**

If you have a **minor complaint,** then you need to contact the researcher(s) in the first instance:

Professor Kieran Walshe | Principal Investigator | Room 7.034 | Alliance Manchester Business School | University of Manchester | Booth Street West | Manchester M15 6PB | +44 (0)161 275 3852 | [kieran.walshe@manchester.ac.uk](mailto:kieran.walshe@manchester.ac.uk)

**Or**

Dr Jane Ferguson | Room 7.045| Alliance Manchester Business School | University of Manchester | Booth Street West | Manchester M15 6PB | +44(0)7785694288 | jane.ferguson@manchester.ac.uk

**If you wish to make a formal complaint or if you are not satisfied with the response you have gained from the researchers in the first instance then please contact** the Research Governance and Integrity Manager, Research Office, Christie Building, University of Manchester, Oxford Road, Manchester, M13 9PL, by emailing: [research.complaints@manchester.ac.uk](mailto:research.complaints@manchester.ac.uk) or by telephoning 0161 306 8089.

If you wish to contact us about your data protection rights, please email [dataprotection@manchester.ac.uk](mailto:dataprotection@manchester.ac.uk) or write to The Information Governance Office, Christie Building, The University of Manchester, Oxford Road, M13 9PL at the University and we will guide you through the process of exercising your rights.

You also have a right to complain to the [Information Commissioner’s Office](https://ico.org.uk/concerns) about complaints relating to your personal identifiable information (<https://ico.org.uk/make-a-complaint/>) Tel 0303 123 1113

In the unlikely event that something does go wrong and you are harmed during the research you may have grounds for a legal action for compensation against the University of Manchester but you may have to pay your legal costs. The normal National Health Service complaints mechanisms will still be available to you.

**Contact Details**

If you have any queries about the study, please contact the researcher(s)**:**

Dr Gemma Stringer | Alliance Manchester Business School | University of Manchester | Booth Street West | Manchester M15 6PB | gemma.stringer@manchester.ac.uk

Dr Jane Ferguson | jane.ferguson@manchester.ac.uk