

REC reference: 18/WA/0268

## Evaluation of patient access to medical test services in General Practice

### Summary of activities

The Access study is funded by the Department of Health and Social Care and is operating in CCGs across England. We are now open to recruitment and wish to invite practice staff to take part in some qualitative work with researchers from the University of Bristol.

We would like to interview primary care clinicians (GPs and practice nurses) and other key practice support staff about providing patients with access to electronic medical test services, such as online portals and other methods like text messaging. The aims of our research are:

1. to describe the range of services currently being offered to provide electronic medical test results to General Practice patients in England;
2. to understand patient and practice staffs' experiences, attitudes and perceptions of different test result services in general practice;
3. to develop a framework to assess the economic impact of adopting these test results services in general practice in England.

### Recruitment

We will purposefully recruit a range of healthcare professionals directly responsible for managing patients' care (e.g. GPs, Nurse Practitioners) to participate in semi-structured interviews (approximately 20 in total across the participant practices). During these initial interviews participants will be asked to identify other staff members within their practice that influence or have been affected by the delivery (or not) of the medical test result services (for example, senior managerial staff, administrators, receptionists etc.). These additional individuals will also be interviewed (approximately 20 in total across the participating practices).

We will conduct semi-structured interviews either face-to-face or via telephone, whatever is more convenient for the participant. Prior to the interviews taking place, the researcher will send study information to the participant and liaise with them to arrange a time and date for the interview to take place.

Interviews will last between 40 – 60 minutes and will be audio-recorded. All participants will be remunerated for their participation via CRN Service Support Costs.

For further information, please see the Appendix below or contact the Access study researcher, Dr Gemma Lasseter at [gemma.lasseter@bristol.ac.uk](mailto:gemma.lasseter@bristol.ac.uk) or telephone 0117 331 3400.

## Appendix

This appendix provides you with additional details about how the University of Bristol, as sponsor for this research study, will manage your data in accordance with the new General Data Protection Regulation for health and care research:

The University of Bristol is the sponsor for this study based in the United Kingdom. We will be using information from you in order to undertake this study and will act as the data controller for this study. This means that we are responsible for looking after your information and using it properly. The University of Bristol will keep identifiable information about you for 10 year after the study has finished.

Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you withdraw from the study, we will keep the information about you that we have already obtained. To safeguard your rights, we will use the minimum personally-identifiable information possible.

As a university we use personally-identifiable information to conduct research to improve health, care and services. As a publicly-funded organisation, we have to ensure that it is in the public interest when we use personally-identifiable information from people who have agreed to take part in research. This means that when you agree to take part in a research study, we will use your data in the ways needed to conduct and analyse the research study.

### **How has my personal data been used to contact me about this study?**

Your general practice will collect information from you for this research study in accordance with our instructions. Your general practice will use your name and contact details (for example, your email or telephone number) to contact you about the research study, and to oversee the quality of the study. Individuals from the University of Bristol and regulatory organisations may look at your contact details to check the accuracy of the research study. Your general practice will pass these details to the University of Bristol. The only people in the University of Bristol who will have access to information that identifies you will be people who need to contact you to take part in the above-mentioned study.