



STUDY TITLE

READY PARAMEDICS A REALIST EVALUATION OF PARAMEDICS WORKING IN GENERAL PRACTICE

Work Package 2:
An assessment of clinical and cost effectiveness

We are inviting you to complete a short
Questionnaire booklet for the
READY Paramedics study,

led by the University of the West of England
and the University of Bristol.

Before you decide whether to take part, it is important that you know
why the study is being carried out and what it will involve.





Please read the information below carefully and if you would like more information, or have any questions please contact:

The READY Paramedics Study Team

Centre for Health and Clinical Research,
The University of the West of England,
Bristol Glenside Campus (1H30),
Blackberry Hill, Bristol, BS16 1DD.

email ReadyParamedics@uwe.ac.uk.
by phone 07583 242912

WHAT IS THIS STUDY ABOUT?

General Practitioner (GP) services are under increasing pressure with growing demand, made worse by a lack of GPs. Paramedics are increasingly being used alongside GPs to deal with these shortages. Paramedics may manage minor illness, undertake home visits, and provide same day 'urgent' consultations. However, the types of condition and patients that paramedics are asked to see vary greatly. While there are benefits to paramedics working in general practice, there are also potential disadvantages. In addition, there is a lack of evidence about the clinical and cost effectiveness of paramedics working in general practice (PGP), and about the different PGP models that exist.

This study aims to measure the clinical and cost effectiveness of paramedics working in general practice, using an approach called 'Realist Evaluation' which allows us to look at what works best, for whom, why and how, in different circumstances. To do this we are carrying out 'case studies' with 24 general practices across England and your doctors practice is one of our 'case study practices'.

So that we can measure the clinical and cost effectiveness of paramedics working in general practice, we need to collect information from patients who have or haven't seen a paramedic, about their health and their experiences of the health care that they received.

This information leaflet is about our **Participant Questionnaire Study** which is part of the case study in your general practice.



WHY AM I BEING INVITED TO TAKE PART IN THIS QUESTIONNAIRE STUDY?

We are inviting participants from our 'case study' general practices who have recently had an appointment with either a paramedic or another member of the health care team to complete a set of short questionnaires. This will give us information about their health and the care that they received at their appointment.

You have been given this Study Pack, including this Information Leaflet, by the reception team at your general practice (doctor's surgery) because you are eligible to take part in this study.

WHAT WILL HAPPEN IF I AGREE TO TAKE PART IN THE QUESTIONNAIRE STUDY?

If you agree to take part, there are 2 parts to the study.

In the first part, we would like you to complete the Questionnaire Booklet in your Study Pack as soon as you can after your appointment today and return it to the study team by post in the envelope provided.

In the second part, 30 days after your appointment, we will send you a second Questionnaire Booklet to complete and return to us. This second questionnaire will give us information about your health and any costs you have incurred during the month after your appointment.

We expect each Questionnaire booklet to take between 15-20 minutes to complete.

If you would prefer to complete either of the Questionnaires Booklets online, please use the online link on the first page of the Questionnaire Booklet and follow the instructions.



Or if you would prefer to complete either questionnaire by telephone with one of the study team, please call the number on the front page of the Questionnaire Booklet or email us at READYParamedics@uwe.ac.uk and we will be happy to help.

You can also ask for help or support to complete the questionnaires from your carer or another person.

HOW WILL I BENEFIT IF TAKE PART IN THE STUDY?

When you have completed and returned both your first and second questionnaire booklets, we will send you a £10 gift voucher to thank you for your time.

The information given to us by all those who take part in this research study, will also contribute to our knowledge about the cost and clinical effectiveness of paramedics working in general practice and may influence how paramedics are employed in general practice in the future.

ARE THERE ANY DRAWBACKS TO TAKING PART IN THE QUESTIONNAIRE STUDY?

There are no known risks or drawbacks to taking part in this study. The questionnaires should only take about 15-20 minutes of your time to complete, and you can complete them at a time that is best for you. You may find that completing the questionnaires raises issues for you about your healthcare. If this happens, contact details of who to speak to, are included in this information sheet.



HOW WILL WE USE THE INFORMATION ABOUT YOU?

We will keep all information about you safe and secure. All notes, documents, and data from your questionnaire will be kept in the strictest confidence. This means that 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. Any information you provide in the questionnaires will not be shared with your general practice or GP.



Only members of the study team will have access to the data. Your personally identifiable information will be stored separately from the questionnaires. We may use anonymised direct quotes in reports or outputs from the research, but we will write our reports in a way that no-one can work out that you took part in the study.

Your personally identifiable information will be securely deleted on completion of the study. De-identified study data will be stored for 5 years after the end of the study.

Paper copies of the questionnaires will be stored at the University of the West of England in a fireproof, lockable filing cabinet. Consent forms and identifiable information will be stored separately from study data. Hard copies of identifiable information will be destroyed when no longer required by the research team.

All electronic participant data will be stored on password protected, encrypted university computers. Participant contact information will only be stored only for as long as is necessary, on password protected university computers or encrypted laptops.

CAN I WITHDRAW FROM THE STUDY?

You do not have to complete the Questionnaire Booklet. It is up to you to decide whether to take part. You can choose not to answer some of the questions or withdraw from the study at any time without giving a reason.

Your rights to access, change or move your information are limited, as we need to manage your information in specific ways so that the research is reliable and accurate. If you withdraw from the study, we will keep the information about you that we already have. This means that once your data (your completed questionnaire) has been anonymized and included in the analysis you will be unable to remove it from the study.

To safeguard your rights, we will use the minimum personally identifiable information possible. Our full research privacy notice is enclosed in the Study Pack. You can also find out more about how we use your information by contacting dataprotection@uwe.ac.uk.

WHO IS RUNNING THE STUDY?

This study is funded by the National Institute of Health Research (NIHR). The University of the West of England, Bristol, is the sponsor for this study based in the UK. We will use information you have provided 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 the West of England, Bristol, will keep identifiable information about you until the study has finished.

This study has been designed by Dr Sarah Voss, a researcher from the University of West of England, Bristol and Dr Matthew Booker a GP and researcher from the University of Bristol.

Research ethics approval has been obtained from the Yorkshire & The Humber - Bradford Leeds Research Ethics Committee.

Date 30/12/21, Reference number: 21/YH/0275



WHAT HAPPENS IF THERE IS A PROBLEM?

If being part of this study raises questions about your health care, please contact the Practice Manager at your general practice (doctor's surgery) or the National Patient Advice and Liaison service (PALS) link here:

[What is PALS \(Patient Advice and Liaison Service\)? - NHS \(www.nhs.uk\)](#)

If you are unhappy about the READY Paramedics study and wish to complain formally you can do this by contacting the researchers running the study:

Dr Sarah Voss by email (sarah.voss@uwe.ac.uk) or Dr Matthew Booker by email (matthew.booker@bristol.ac.uk)

or

The study sponsor: Professor Olena Doran, Associate Dean (Research), Faculty of Health and Applied Sciences, University of the West of England, email: olena.doran@uwe.ac.uk, telephone 0117 328 1670



WHAT HAPPENS WHEN THE STUDY ENDS?

When the study ends, the research team will write up the information from the questionnaires. Your general practice will be sent the results of the study. We can also send you a summary of our findings if you would like us to; please contact the study team to request this using the contact details provided.

The research team may also publish the findings in journals read by other researchers, health professionals, patients, and policy makers, and share our findings at meetings and conferences.

A copy of the findings will also be made available on a publicly available website ([Realist evaluation: Paramedics in general practice \(READY Paramedics\) | Bristol Health Partners](#)).



Thank you for taking the time to read this information sheet, please contact the researchers on the first page of the information sheet if you have any questions or would like more information.