

PARTICIPANT INFORMATION SHEET

Project title: UHI Evaluation of a new care pathway for people with diabetes-related foot problems living in remote and rural settings.

Research department/team: Division of Rural Health and Wellbeing, University of the Highlands and Islands (UHI) and NHS Highland Public Health.

Invitation

Thank you for taking time to read this information. We would like to invite you to take part in an evaluation of a new NHS Highland diabetes foot care service. The evaluation is being carried out by the University of the Highlands and Islands (UHI). Before making any decision, it is important that you understand why the evaluation is being done and what you will be asked to do. Please read the following information and feel free to contact us if anything is unclear or if you would like further information.

Why is the evaluation taking place?

NHS Highland has recently introduced a new way of referring people with diabetes related foot problems to the specialist diabetes foot team. Local podiatrists, community nurses, GPs and practice nurses can now email photos and details of foot problems to a central email address which is checked daily (Monday – Friday) by one of the specialist diabetes podiatrists in Inverness. After reviewing the photos and details, the specialist diabetes podiatrist can respond in a number of ways, including:

- providing email advice so that the problem can be treated locally in the community
- emailing with advice and to arrange an appointment with the specialist diabetes foot team either by video conference (organised with the community podiatrist/healthcare teams) or face-to-face clinic appointment
- emailing with advice and to say that a referral to the surgical team is needed

Researchers from the Rural Health and Wellbeing team at the University of the Highlands and Islands have been asked to assess how the new referral system and video conference appointments are working for both patients and health care staff.

We are doing this using questionnaires which are sent out by the diabetes specialist foot team to people who have been referred using the new system once their foot problem no longer needs any more input from the specialist team.

We are also asking the staff who refer patients to fill in a questionnaire about how they think the new system is working for their patients' foot problems.

Where people have video conference (VC) appointments we are also asking for feedback using a brief survey at the end of appointment. These are being given to people attending VC appointments by the health care professional who has been with them during the appointment.

Why have I been asked to take part?

You have been asked to take part because you have been referred using the new diabetes foot care pathway.

Do I have to take part?

No. It is up to you whether to take part in the evaluation. If you decide not to take part, it will not affect the healthcare provided to you.

If I agree to take part, what will I have to do?

You will need to complete a questionnaire which is being sent out by the diabetes specialist foot team. You can either complete the paper copy of the questionnaire you are sent and return it in the freepost envelope provided, or you can complete the questionnaire online by using a link provided on the paper copy of the questionnaire you receive.

If you have a VC appointment you will be asked to complete a short survey at the end of the appointment.

How will my answers be used?

UHI researchers will analyse the answers given in the questionnaires and survey from patient and NHS staff.

As part of the evaluation NHS Highland will share some health information with the UHI team. The information shared with us will let us see how foot problems have been treated and the results of these treatments. This will allow us to look at how well the new service is working in terms of clinical results.

Linking these clinical results to the answers given in questionnaires will help us to understand who the new service is working best for and whether the service can be improved if it is not working well for others.

Our assessment of the new service will be written up in a report to be submitted to NHS Highland. The report and evaluation information may be used in articles for academic journals, conferences and presentations but you will not be identified. Any quotations used which were given in answers in the questionnaire will be anonymous.

What will happen to my personal information?

All the personal information we collect will be kept confidential. UHI has strict rules to make sure that all information collected is safely stored and does not reveal personal information about you. All questionnaire data, health information shared by NHS Highland and other study information will be kept securely on SharePoint, UHI's electronic filing system. Only the researchers will have access to this. Health information shared by NHS Highland will be shared using codes assigned by the specialist diabetes foot team. We will not be able to identify you from these codes, but the codes will allow us to link your questionnaire responses with your health information in relation to this service. No personal information such as your name, CHI number or any other identifiable information will be shared with or stored by the UHI team.

What are the advantages in taking part?

There are no immediate advantages in taking part in the evaluation, however taking part may allow improvements to the service to be made which could benefit you or others in the future.

What are the possible disadvantages and risks in taking part?

There are no foreseeable risks associated with taking part in the evaluation.

Who is carrying out this evaluation?

The evaluation is being led by Professor Sandra MacRury, Professor of Clinical Diabetes at UHI. You can contact her by phone 01463 279 583 or email Sandra.macrury@uhi.ac.uk
The evaluation is being funded by NHS Highland.

What if I have questions or want further information?

If you have any questions or want further information, please contact:

Dr Jenny Hall, Division of Rural Health and Wellbeing, UHI, Centre for Health Science, Old Perth Road, Inverness, IV2 3JH. email: jenny.hall@uhi.ac.uk, phone: 01463 279566

If you have a query that you feel cannot be addressed by the research team, please contact the UHI Research Office Administrator: Tel 01463 279000, email: ro@uhi.ac.uk

Thank you for taking the time to consider taking part in this evaluation. Your contribution to the project is greatly appreciated. Please keep this information sheet.

Data Privacy Notice: UHI Evaluation of a new care pathway for people with diabetes-related foot problems living in remote and rural settings.

The Data Controller of the information being collected is The University of the Highlands and Islands (UHI), Executive Office, 12B Ness Walk, Inverness IV3 5SQ. Phone: 01463 279000.

For any queries or concerns about how your personal data is being processed you can contact the relevant Data Protection Officer at dataprotectionofficer@uhi.ac.uk

This privacy statement relates to the use of information provided to us through this survey and by NHS Highland. The survey is part of a service evaluation within the NHS Highland health board area. As part of the wider evaluation NHS Highland will share clinical outcomes data with the evaluation team at the University of the Highlands and Islands to enable clinical outcomes to be linked with survey responses.

Your information will be used for the purposes of evaluating a new technology enabled care pathway system for people with diabetes-related foot problems living in remote and rural settings.

Our legal reason for using the data is that use is necessary for the evaluation of a new healthcare pathway. This is a task in the public interest as it will contribute to the understanding and improvement of the new pathway to improve the experience and outcomes of diabetes care in remote and rural settings.

The data being used includes information about your diabetes and diabetes-related foot issues. This data is considered special category (sensitive) data. We use this sensitive data only if the following legal conditions have been met: Processing is necessary for archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes.

For further information about the lawful basis for NHS Highland using and sharing personal information please see the NHS Highland Privacy Statement which can be found at www.nhshighland.scot.nhs.uk/Pages/YourRights.aspx

Data retention:

- We will keep research data for 10 years after the study has finished.

The following rights are rights of data subjects:

- The right to access your personal data
- The right to rectification if the personal data we hold about you is incorrect
- The right to restrict processing of your personal data

The following rights apply only in certain circumstances:

- The right to withdraw consent at any time if consent is our lawful basis for processing your data
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability

You also have the right to lodge a complaint with the Information Commissioner's Office about our handling of your data.