

STAFF 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. This is an evaluation of the new NHS Highland diabetes foot care service being carried out by the University of the Highlands and Islands (UHI). 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 staff who refer patients and to people who have been referred using the new system once their foot problem no longer needs any more input from the specialist team.

Where people have video conference (VC) appointments we are also asking for feedback using a brief survey at the end of VC appointment.

Why have I been asked to take part?

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

Do I have to take part?

We are asking all staff who refer patients to take part in the evaluation, however it is up to you whether to take part.

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

You will need to complete a questionnaire. You can either complete the questionnaire online by using a link provided by the diabetes specialist foot team or you can request that the team sends you a paper copy of the questionnaire to return by freepost in an envelope that will be provided.

If you have VC appointments with any of your patients you will also 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 diabetes related patient 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 both staff and patient 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?

No personal information about you will be collected by the survey, however the specialist diabetes foot team will assign a code to you and this will be shared with us. This will allow us to link your responses with the patients you have referred. Patient information shared with us will include the staff role of the person who referred them (eg practice nurse, community podiatrist), however as both staff and patients will be coded we will not be able to identify either you or the patients that you have referred.

All questionnaire data and coded information shared by NHS Highland will be kept securely on SharePoint, UHI's electronic filing system. Only the researchers will have access to this.

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 other staff and patients 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.

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.