

PARTICIPANT INFORMATION STATEMENT AND CONSENT FORM

Understanding the challenges to implementing new primary healthcare initiatives in general practice, and the factors which promote or inhibit successful implementation, embedding, and integration of initiatives
 Lynelle Hales, Professor Nicholas Zwar, Lois Meyer, Dr Joel Rhee

| The research study is being carried out by the following researchers: | | |
|---|--|---|
| Role | Name | Organisation |
| Chief Investigators | Professor Nicholas Zwar Dr Lois Meyer Dr Joel Rhee | UNSW School of Public Health and Community Medicine, UNSW |
| Co-Investigator/s | Dr Magdalen Campbell, Chair | Sydney North Primary Health Network |
| Student Investigator | Lynelle Hales is conducting this study as the basis for the degree of Doctorate of Public Health (DrPH) at the University of New South Wales. This will take place under the supervision of Professor Nicholas Zwar, Dr Lois Meyer and Dr Joel Rhee. | UNSW School of Public Health and Community Medicine, UNSW |
| Research Funder | This research is being funded by the Sydney North Primary Health Network | |

1. What is the research study about?

You are invited to take part in this research study. You have been invited because you are a general practice within the Sydney North Primary Health Network (SNPHN) region and your practice is currently engaged in implementing in one of the following SNPHN primary healthcare quality improvement initiatives:

- Data quality improvement that has incentives attached to deliverables - using Pen CATPlus data extraction tool for quality improvement in the practice;
- The Person Centred Medical Home program, designed to support practices to build capacity within the practice for team-based working; and
- Practiced based chronic disease management, Wellnet program, including risk stratification and case management.

To participate in this project you need to meet the following inclusion criteria:

- Your practice is currently implementing new primary healthcare initiatives, with three participants from your practice (at least one GP, and two other practice staff: Practice Manager, Practice Nurse, Receptionist) willing to participate in two semi-structured interviews over 10 months.
- Your practice is located within the Sydney North Primary Health Network region.
- Participants have at least 12 months experience working within a general practice in Australia.

The research study aims to explore the experiences of general practices in implementing new primary healthcare initiatives and their assessment of factors which promote or inhibit the successful implementation, embedding, and integration of initiatives within the practice. As new models of primary healthcare are being advocated for implementation in Australia, it is

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vital to understand the impact on general practices and use this information in local design to implement future changes that strengthens general practice. The Normalisation Process Theory (NPT) will provide a framework to the semi-structured interviews and analysis to understand the local contextual factors affecting successful implementation of initiatives within general practice.

The findings of this research will be submitted as the basis for the degree of Doctorate of Public Health (DrPH) at the University of New South Wales, and utilised by Sydney North Primary Health Network to inform potential improvements in the local design and delivery of primary healthcare initiatives in general practice.

2. Do I have to take part in this research study?

Participation in this research study is voluntary. If you do not want to take part, you do not have to. Your decision will not affect your relationship with The University of New South Wales or Sydney North Primary Health Network.

The Participant information Statement and Consent Form tells you about the research study. It explains the research tasks involved. Knowing what is involved will help you decide if you want to take part in the research. Please read this information carefully. Ask questions about anything that you don't understand or want to know more about.

We are looking for three participants from each Practice that takes part in the study. Each participant will need to sign the consent form provided at the end of this document.

If you decide you want to take part in the research study, you will be asked to:

- Read the information carefully (ask questions if necessary);
- Forward a signed copy of the consent form to the research team at research@snhn.org.au.
- Take a copy of this form with you to keep.

3. What does participation in this research require, and are there any risks involved?

If your practice decides to take part in the research study, three participants from your practice involved in the implementation of the SNPHN primary healthcare initiatives (at least one GP, and two other practice staff: Practice Manager, Practice Nurse or Receptionist) will be asked to participate in two face to face qualitative semi-structured interviews over a 10 month timeframe.

A member of the research team will arrange a time to conduct the interviews with each participant that may take between 45-60 minutes, at a time that is convenient to you. S/he will explain to you the study in detail and answer any questions that you have. The interview consists of a number of open-ended questions exploring your experiences with implementing the initiatives in general practice. The second interview is designed to explore in more detail your experiences using and implementing the initiative/s and your recommendations about onward referral, its perceived value and fit within the practice.

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With your permission we would like to digitally record the interview using an audio recorder. The recording will then be transcribed for analysis. Aside from giving up your time, we do not expect that there are any risks or costs associated with taking part in this study.

4. What are the possible benefits to participation?

We hope to use information we get from this research study to inform improvements for delivery of initiatives in primary healthcare.

5. Will I be paid to participate in this project?

SNPHN views the participation of key stakeholders in its policy and strategy development as essential to its success. In recognition of the value placed upon such involvement by stakeholders, SNPHN will remunerate participants for their time and expertise, as per the SNPHN Remuneration Policy.

Fees payable for participation in other PHN-requested activities (to a maximum of 8 hours per day):

| | |
|--|-----------------|
| Medical Practitioners | \$ 150 per hour |
| Nurses and Allied Health Professionals | \$ 130 per hour |
| Other (including Practice Managers) | \$ 100 per hour |

6. What will happen to information about me?

By signing the consent form you consent to the research team collecting and using information about you for the research study. We will keep your data for seven years. It is anticipated that the results of this research study will be published and/or presented in a variety of forums. In any publication and/or presentation, information will be published, in a way such that you will not be individually identifiable.

Any information obtained in connection with this research study that can identify you will remain confidential. The information you provide is personal information for the purposes of the *Privacy and Personal Information Protection Act 1998* (NSW). You have the right of access to personal information held about you by the University, the right to request correction and amendment of it, and the right to make a complaint about a breach of the Information Protection Principles as contained in the PPIP Act. Further information on how the University protects personal information is available in the [UNSW Privacy Management Plan](#).

This project will use an external site to create, collect and analyse data collected in this study. We will store information collected through the interviews on a host service that is used by Sydney North Primary Health Network (SNPHN). No personal information will be collected in the interview, so none will be stored as data. Once we have completed our data collection and analysis, we will transfer the data to a CD which will be stored in a locked cabinet at the UNSW. The data on the SNPHN server will then be deleted.

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7. How and when will I find out what the results of the research study are?

You have a right to receive feedback about the overall results of this study. You can tell us that you wish to receive feedback by providing your email address to the researcher when the interview is being conducted. The feedback will be in the form of a one page summary. You will receive this feedback after the study is finished.

8. What if I want to withdraw from the research study?

If you do consent to participate, you may withdraw at any time. If you do withdraw, you will be asked to complete and sign the 'Withdrawal of Consent Form' which is provided at the end of this document. Alternatively you can ring the research team and tell them you no longer want to participate.

If you decide to leave the research study, the researchers will not collect additional information from you.

You are free to stop the interview at any time. Unless you say that you want us to keep them, any recordings will be erased and the information you have provided will not be included in the study results. You may also refuse to answer any questions that you do not wish to answer during the interview.

9. What should I do if I have further questions about my involvement in the research study?

The person you may need to contact will depend on the nature of your query. If you require further information regarding this study or if you have any problems which may be related to your involvement in the study, you can contact the following member/s of the research team:

Research Team Contact Details

| | |
|------------------|--|
| Name | <i>Lynelle Hales</i> |
| Position | <i>Chief Executive Officer, Sydney North Primary Health Network</i> |
| Telephone | (02) 9432 8250 |
| Email | <u>l.hales@unsw.edu.au</u> or <u>research@snhn.org.au</u> |

What if I have a complaint or any concerns about the research study?

If you have a complaint regarding any aspect of the study or the way it is being conducted, please contact the UNSW Human Ethics Coordinator:

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Complaints Contact

| | |
|----------------------------|--|
| Position | UNSW Human Research Ethics Coordinator |
| Telephone | + 61 2 9385 6222 |
| Email | humanethics@unsw.edu.au |
| HC Reference Number | <i>HC17165</i> |

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Consent Form – Participant providing own consent

Declaration by the participant

- I have read the Participant Information Sheet or someone has read it to me in a language that I understand;
- I understand the purposes, study tasks and risks of the research described in the study;
- I understand that the research team will audio record the interviews; I agree to be recorded for this purpose.
- I have had an opportunity to ask questions and I am satisfied with the answers received;
- I freely agree to participate in this research study as described and understand that I am free to withdraw at any time during the study and withdrawal will not affect my relationship with any of the named organisations and/or research team members.

General Practice: _____

Participant Name: _____

Address: _____

Email Address: _____

Participant Signature

| | |
|---------------------------------------|--|
| Name of Participant (please print) | |
| Signature of Research Participant | |
| Date | |

Declaration by Researcher

- I have given a verbal explanation of the research study, its study activities and risks and I believe that the participant has understood that explanation.

Researcher Signature

| | |
|--------------------------------------|--|
| Name of Researcher (please print) | |
| Signature of Researcher | |
| Date | |

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Form for Withdrawal of Participation

I wish to **WITHDRAW** my consent to participate in this research study described above and understand that such withdrawal **WILL NOT** affect my relationship with The University of New South Wales or Sydney North Primary Health Network.

Participant Signature:

| | |
|---------------------------------------|--|
| Name of Participant (please print) | |
| Signature of Research Participant | |
| Date | |

The section for Withdrawal of Participation should be forwarded to:

| | |
|-----------------|---|
| CI Name: | <i>Dr Lois Meyer</i> |
| Email: | <i>l.meyer@unsw.edu.au</i> |
| Phone: | <i>(02) 9385 9321</i> |
| Postal Address: | <i>School of Public Health & Community Medicine The University of New South Wales UNSW Sydney, NSW 2052</i> |