University Hospital Southampton NHS
NHS Foundation Trust

University of Southampton

EFFECTS OF INFRASTRUCTURE FAILURE ON PATIENT HARM

PhD Thesis

Participant Information Sheet
Delphi Study

Study Title: Effects of Infrastructure Failure on Patient Harm

Researcher: David Jones

IRAS ID: 342909 / RHM MISC0074

You are being invited to take part in the above research study. To help you decide whether you would like to take part or not, it is important that you understand why the research is being done and what it will involve. Please read the information below carefully and ask questions if anything is not clear or you would like more information before you decide to take part in this research. You may like to discuss it with others, but it is up to you to decide whether to take part. If you are happy to participate you will be asked to sign a consent form.

What is the research about?
My name is David Jones, I am the Director of Estates at the University Hospital Southampton, and I am also working towards my PhD. The research that I am undertaking is seeking to understand the impact that backlog maintenance is currently having on the acute sector of the NHS, and specifically patient outcomes. I am also seeking to understand why, despite the high levels of backlog maintenance across the NHS, it is not being addressed. This study will give further understanding of the decision-making process and how the impact of backlog maintenance is perceived by senior managers within the NHS.

While my PhD fees are paid for by University Hospital Southampton, my research is not sponsored.

Why have I been asked to participate?
As a responder to the first Delphi study exploring the key variables and their relationships, you are being asked to take part in the second, and final study which involves an online interview to discuss key causal loops found in the first study.

What will happen to me if I take part?
This section of the study will involve an online questionnaire where the assertions of the model built using information from the research team will be tested. The questionnaire will contain 7 questions to explore both the key variables and relationships within the mode. Participants will be asked to revisit the question results a further two times with their, and the populous.

The completion of the interview will be online and should only take about 10 minutes.

Are there any benefits in my taking part?
While there are no direct benefits to taking part in the study, the first of its kind research will aid the development of recommendations to NHS England for the management of backlog maintenance across the whole of the NHS.

Are there any risks involved?
There are no anticipated risks of taking part in this study.

What data will be collected?
The data that is collected as part of this study will be kept on secure NHS servers.

While the study asks for the commissioning region and the ICS that the participant belongs to, this data will only be used to analyse response rates against each of the regions and ICS's. No NHS Trusts will be named.

The only personal data that the study asks for is for you to select the job role that best matches your current role. As with the ICS and Commissioning region data, this is to classify the data at a high level. Individual responses will not be shared with anyone other than the researcher's academic supervisors. Quotations may be used as part of the data, however all participants will be pseudo-anonymised to "participant 1" or "participant A".

Any personal data, including study consent forms, will be kept separate from the non-identifiable data.

Will my participation be confidential?
Your participation and the information we collect about you during the research will be kept strictly confidential. While every effort will be made by the study team to remove any identifying information, it is possible that they could be identifiable due to the nature of the research.

Only members of the research team and responsible members of University Hospital Southampton in their role as sponsor and University of Southampton may be given access to data about you for monitoring purposes and/or to carry out an audit of the study to ensure that the research is complying with applicable regulations. Individuals from regulatory authorities (people who check that we are carrying out the study correctly) may require access to your data. All these people have a duty to keep your information, as a research participant, strictly confidential.

All participant information will be kept in encrypted folders within the NHS server and separate from response data.

Please note that there are no third parties involved in carrying out activities for this study.

There will be an option for all participants to state whether they wish to be contacted about the next stage of the study. For any participants that do not wish to do so, their contact details will be retained to inform all participants of the results of the study at the completion of the PhD.

Do I have to take part?
No, it is entirely up to you to decide whether to take part. If you decide you want to take part, you will need to sign a consent form to show you have agreed to take part. The consent form will be attached to the same email that you received this Participant Information Sheet on. However, if you would like a further copy, please don't hesitate to contact me directly. My contact details can be found at the bottom of the sheet.

What happens if I change my mind?
You have the right to change your mind and withdraw at any time without giving a reason and without your participant rights being affected. If you wish to withdraw from the study, please don't hesitate to contact me (contact details below). If you withdraw from the study, we will keep the information about you that we have already obtained for the purposes of achieving the objectives of the study only.

What will happen to the results of the research?
Your personal details will remain strictly confidential. Research findings made available in any reports or publications will not include information that can directly identify you without your specific consent.

The data collected will form part of wider research on the impact of backlog maintenance and will be subsumed into the thesis. The results of the study may also be written up and published in academic and healthcare journals. At no point will any person or Trust be identifiable without prior consent being given.

Where can I get more information?
If you have any questions, please do not hesitate to contact:

- David Jones, PhD student / student / principal researcher @ dpj1u21@soton.ac.uk or 07793036539
  Or
- Professor Sally Brailsford, Supervisor @ S.C.Brailsford@soton.ac.uk
- Professor Martin Kunc, Supervisor @ M.H.Kunc@soton.ac.uk

What happens if there is a problem?
If you have a concern about any aspect of this study, you should speak to the researchers who will do their best to answer your questions.

If you remain unhappy or have a complaint about any aspect of this study, please contact the University of Southampton Head of Research Ethics and Clinical Governance (023 8059 5058, rgoinfo@soton.ac.uk). Alternately, you can contact either of the research supervisors as listed above.

Data Protection Privacy Notice
Being undertaken under the auspices of two public sector bodies, University Hospital Southampton with the overarching responsibility for the data, and the University of Southampton who is supervising the research. The University of Southampton conducts research to the highest standards of research integrity. As a publicly funded organisation, the University has to ensure that it is in the public interest when we use personally identifiable information about 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 information about you in the ways needed, and for the purposes specified, to conduct and complete the research project. Under data protection law, 'Personal data' means any information that relates to and is capable of identifying a living individual. The University's data protection policy governing the use of personal data by the University can be found on its website (https://www.southampton.ac.uk/legalservices/what-we-do/data-protection-and-foi.page).

This Participant Information Sheet tells you what data will be collected for this project and whether this includes any personal data. Please ask the research team if you have any questions or are unclear what data is being collected about you.

Our privacy notice for research participants provides more information on how the University of Southampton collects and uses your personal data when you take part in one of our research projects and can be found at http://www.southampton.ac.uk/assets/sharepoint/intranet/ls/Public/Research%20and%20Integrity%20Privacy%20Notice/Privacy%20Notice%20for%20Research%20Participants.pdf

Any personal data we collect in this study will be used only for the purposes of carrying out our research and will be handled according to the University's policies in line with data protection law. If any personal data is used from which you can be identified directly, it will not be disclosed to anyone else without your consent unless the University of Southampton is required by law to disclose it.

Data protection law requires us to have a valid legal reason ('lawful basis') to process and use your Personal data. The lawful basis for processing personal information in this research study is for the performance of a task carried out in the public interest. Personal data collected for research will not be used for any other purpose.

For the purposes of data protection law, the University of Southampton is the 'Data Controller' for this study, which means that we are responsible for looking after your information and using it properly. The University of Southampton will keep identifiable information about you for three years after the study has finished after which time any link between you and your information will be removed.

Please note, researchers have a professional duty to refrain from doing anything that would bring the University into disrepute. Any disclosures of professional misconduct will be reported to both the research sponsor and the relevant professional body.

To safeguard your rights, we will use the minimum personal data necessary to achieve our research study objectives. Your data protection rights – such as to access, change, or transfer such information - may be limited, however, in order for the research output to be reliable and accurate. The University will not do anything with your personal data that you would not reasonably expect.

If you have any questions about how your personal data is used, or wish to exercise any of your rights, please consult the University's data protection webpage (https://www.southampton.ac.uk/legalservices/what-we-do/data-protection-and-foi.page) where you can make a request using our online form. If you need further assistance, please contact the University's Data Protection Officer (data.protection@soton.ac.uk).

The research data will be retained for 15 years before being deleted, as per the University of Southampton data management policy. No 3rd parties will have access to this data.

All data will be pseudonymised through key coding and the removal of all personal identifiers through linking any data with a randomised code. Only the principal researcher will have access to this code.

Thank you.
Thank the individual for taking the time to read the information sheet and considering taking part in the research.