INTERVIEW PARTICIPANT INFORMATION SHEET (phase 1 patient)

What factors influence the optometric referral reply rate?

Dear

You are being invited to take part in a research study that will be looking at ways in which, following referral to hospital for a second opinion or treatment, communication between optometrists and medical practitioners and hospital consultants can be improved. It is important that you understand why the research is being done and what is involved before you make a decision to participate.

Please read the following information carefully and ask questions or discuss it with others/the investigator to help you make a decision. It is important that you take your time in deciding if this is something you want to do.

What is the purpose of the study?

Previous studies have shown that in many instances optometrists who refer patients to medical practitioners do not receive a reply to their referrals. This can result in confusion and misunderstandings about the continuing eye care of such patients. The study aims to improve communication between optometrists and hospital consultants following the referral of patients for a second opinion or treatment. Optometrists can provide a better service to patients if the optometrists are made aware of the outcome of such referrals. This study seeks to understand what

influences communication and feedback between professionals and aims to identify ways of improving communication to promote better patient service.

Why have I been chosen?

You have been chosen because in the past, you have been referred from your optometric practice to your GP or a hospital for a second opinion.

Do I have to take part?

No. Participation is entirely voluntary. If you decide not to take part, this will not affect your ongoing care.

What will be expected of me if I take part?

If you participate you will be required to attend an interview with the study investigator, an optometrist. The interview will take place at a time and place that is mutually convenient to both you and the study investigator. The interview is expected to last no more than one hour and will explore your views on your visit to the optometric practice, referral and visit to the ophthalmologist/Hospital Eye Department.

The interview will be audiotaped.

What are the possible disadvantages and risks of taking part?

There are no disadvantages and risks to your participation.

What are the benefits of taking part?

Your participation may be helpful in improving service delivery and good eye care for patients. It may assist in promoting the efficient use of ophthalmology and optometry resources.

What happens if something goes wrong?

The possibility of an adverse event is highly unlikely. You are able to withdraw your participation from the study at any time. Should you have any concerns about the study the contact details for the researcher supervisor is provided at the end of this information sheet.

Will my taking part in this study be kept confidential?

Yes, all responses will be strictly confidential. Anonymised data will be stored on a private, password protected computer. Anonymised data will be stored for a period of ten years following completion of the study and then destroyed.

What will happen to the results of the research study?

Results of the research study will be published as part of the requirements for a professional doctorate course.

Who has reviewed the study?

The study has been reviewed by the supervisory team and by two independent committees at London South Bank University. The study has been approved by Institute of Optometry ethics committee, London South Bank University research ethics committee and NHS ethics.

Data protection

London South Bank University is the sponsor for this study based in the United Kingdom. We will be using information from you 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. We will keep identifiable information about you for 6 to 12 months after the study has finished. Your rights to access, change or move your information are limited, as we need to manage your information in specific ways for the research to be reliable and accurate. If you withdraw from the study, we will keep the information about you that we have already obtained. To safeguard your rights, we will use the minimum personally-identifiable information possible. You can find out more about how we use your information by contacting the study investigator.

Contact for further information: the study investigator

Krystynne Harvey

Telephone 07726457304

Contact for concerns about the study: London South Bank University HSC Ethics Panel

ID Number: HSCSEP/18/12

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Thank you for considering taking part in this study