RCSI

Participant Information Leaflet

Study title: Patient-reported outcomes from a Common Conditions Service: A Prospective Observational Cohort Study and Service Evaluation

Principal investigator's name: **Claire O' Neill MPharm, PhD Scholar**

Principal investigator's title: **PhD Student, Boots Teacher Practitioner, School of Pharmacy and Biomolecular Sciences, Community Pharmacist**

Telephone number of principal investigators: 087-3142499

Consultant/ Co-investigator's names and titles:

Dr Rachel Grainger, School of Medicine RCSI, Academic Supervisor

Professor Judith Strawbridge, School of Pharmacy and Biomolecular Sciences RCSI, Academic Supervisor

Dr John Hayden, School of Pharmacy and Biomolecular Sciences RCSI, Academic Supervisor

Data Controller's Identity: Claire O' Neill **Email:** oneillc@rcsi.ie

Data Protection Officer's Identity: Donall King **Email:** donallking@rcsi.ie

You are being invited to take part in a research study carried out by the Royal College of Surgeons in Ireland (RCSI) on the evaluation of the Common Conditions Service delivered by community pharmacists in Ireland.

Participation in this anonymous research questionnaire is optional. Before you decide whether or not you wish to take part, you should read the information provided below carefully and, if you wish, discuss it with your family, friends or colleagues. You do not have to take part in this study and a decision not to take part will not affect you.

You can change your mind about taking part in the questionnaire any time you like. Even if you start the questionnaire, you can decide at any point to stop and not to complete it, simply exit the questionnaire.

Why is this study being done?

This study is being carried out to review the Common Conditions Service being provided to patients in community pharmacies. This involves contacting patients by email or telephone who have availed of the Common Conditions Service and asking them to complete a questionnaire. This may identify ways to improve the service for patients and will identify areas in which the service can expand.

Who is organising and funding this study?

This research is being carried out by Claire O' Neill MPSI, a PhD scholar and pharmacist in the School of Pharmacy and Biomolecular Sciences Royal College of Surgeons in Ireland. Claire's research is focused on the Common Condition Service which pharmacists will now have the opportunity to provide. There is no external funding for the study.

Why am I being asked to take part?

All patients aged 16 years and over and parents or guardians of those under 16 years of age, who have availed of the Common Conditions Service in Ireland, are being invited to take part in this study.

If you are aged 16 or 17 years old you can freely give consent to take part in this research. Once you have read this information leaflet, it is recommended that you discuss the study with a parent or guardian prior to completing the questionnaire.

How will the study be carried out?

Patients who present to the pharmacy and provide an email or phone number opting in to be contacted for research purposes will be invited to complete an online or telephone questionnaire. Or if you prefer your pharmacist can provide you with a hardcopy of the questionnaire.

Once contacted, patients, if they so wish, complete the questionnaire. The anonymous data [responses without any link to who provided them] from this questionnaire will then be analysed in combination with the other patient's anonymous information who have availed of the Common Conditions Service. Once you have been contacted the email address or telephone number you provided will be deleted.

If you choose to complete the questionnaire by paper, a stamped addressed return envelope will be provided to you. We ask that you complete the questionnaire in 7 days time and return it by post.

What will happen to me if I agree to take part?

If you agree to take part in this study it will involve answering an online anonymous questionnaire. Please complete this survey only once for each consultation you attend. This questionnaire should take approximately 15 minutes to complete. Once submitted the information you provide will be sent anonymously to the Lead Researcher in the Royal College of Surgeons, Claire O' Neill, a pharmacist researcher.

What are the benefits?

We would be very grateful if you agree to take part in this study. The aim of the study is to determine if the Common Conditions Service is meeting the needs of patients. The best way to do this is by asking people like you. This study will allow pharmacists to provide an improved Common Conditions Service to patients in the future and allow pharmacists to engage with external stakeholders to expand the role of the pharmacist in the future.

What are the risks?

There are no foreseen risks to taking part in the study. If you find any of the questions difficult, you do not have to complete them and you can decide not to complete the questionnaire at any point.

Is the study confidential?

All your information will remain strictly confidential.

The email or telephone number you provide will be stored on a password secured computer, with only the lead researcher having access to it. Once you have been contacted the email address / telephone number will be deleted.

As the information from the questionnaire is anonymous, we will not be able to identify you from the data you provide when completing the questionnaire. No patient records are accessed, the only data collected is via the questionnaire. The questionnaire is not linked to your email address or telephone number and you will not be identifiable from any information gathered.

After the questionnaire is completed, your anonymous answers will be encrypted and stored on a secure server in a password protected file in RCSI and only the Lead Researcher, Claire O' Neill MPSI, and the Academic Supervisors will have access to the data. The data will be securely stored, and password protected in RCSI for a maximum of 5 years. Your data will be analysed together with all other participants' data and you will not be identifiable from any papers arising from this study. As your information is not identifiable, once the questionnaire is submitted, we are not able to delete your information after this point.

Data Protection

1. The data will be processed for the specific purpose of gathering data for the evaluation of the online training for the Common Conditions Service and its impact on prescribing confidence.
2. We will be processing your data for scientific research purposes under Article 6 and 9 of the General Data Protection Regulation 2016, "*processing is necessary for the performance of a task carried out in the public interest" and* "*processing is necessary for reasons of public interest in the area of public health*".
3. Only the named researchers in RCSI will have access to the data.
4. The questionnaire data will be stored for up to 5 years and then destroyed. Your contact details if you provide them will be deleted immediately after we have had the opportunity to contact you with the questionnaire via email or telephone.
5. You have a right to withdraw from the questionnaire at any time up to the point of submission. If you decide to withdraw your consent, this will be possible up until the point of submitting the questionnaire. After this point, it will no longer be possible to identify your data and withdraw your participation.
6. You have a right to lodge a complaint with the Data Protection Commissioner in Ireland if you are not happy with how your data is managed. Contact details are available upon request.
7. Data is completely anonymous and will be stored on a hard drive of a RCSI password protected PC, thus all efforts will be made to protect the data. All data will remain with RCSI. All information shared with the data controller remains anonymous and there is no identifiable information gathered or stored.
8. Your email address or telephone number if provided will not been shared with anyone.
9. Once you have submitted your questionnaire responses, it will not be possible to request access to your data. This is because of the anonymous nature of the questionnaire responses. Please take the time to ensure the data you provide is accurate.
10. Once you have submitted your questionnaire responses, it will not be possible to request that your information be deleted. This is because of the anonymous nature of the questionnaire responses.
11. It will not be possible to move your data to another data controller. This is because of the anonymous nature of the questionnaire responses.
12. There will be no automated processing of data/decision making as part of this research
13. Your personal data will not be used for any purpose other than in the completion of this research.
14. The data will be stored in a dedicated, password-protected folder on the RCSI secure server.
15. Your data will not be transferred to a country outside the European Union.

Where can I get further information?

If you need any further information now or at any time in the future, please contact:

Name: Claire O' Neill MPSI, MSc by Research

Address: School of Pharmacy and Biomolecular Sciences, 1st Floor Ardilaun House Block B, 111 St Stephen's Green, Dublin 2, Ireland.

Phone No: 087-3142499 (Mon-Fri 9am -5pm)