#### PARTICIPANT INFORMATION SHEET

#### Study Title: *Hidden Voices in Primary Care*.

We are inviting you to take part in a research study. Before you decide whether to take part it is important for you to understand why the research is being done and what it will involve. Please read the following information carefully and discuss it with friends or relatives if you wish. Take time to decide whether you would like to take part and if you have any questions, please contact the research team. We will be very happy to explain anything that is not clear.

**What is the purpose of the study?**

The purpose of this study is to better understand the causes and impacts of the recruitment and retention crisis within the general practice non-medical clinical workforce of Staffordshire. **This workforce includes practice nurses, pharmacists, paramedics, health care support workers, and other non-GP roles.** We are interested in learning about your views and experiences of your current working conditions and the impacts on your wellbeing, patient care and your future career intentions.

There is currently little knowledge about what impacts staff retention among non-medical clinical practitioners in general practice specifically, and their experiences and needs are poorly understood. This knowledge will help to inform strategies for improving working conditions and staff recruitment and retention.

**Who is running the study?**

This study is being carried out by researchers in the School of Nursing and Midwifery at Keele University. The project is funded through Keele University’s Faculty Research Fund 2023/24.

**Why have I been chosen for this study?**

You are being invited to take part in this study because you are a non-medical clinical practitioner working in general practice in Staffordshire.

**Do I have to take part?**

No, it is your choice whether you would like to take part. You are under no obligation to do so. If you agree to take part you can withdraw at any time while completing the survey without giving a reason.

Please be aware that if you complete the survey online, any answers you do enter will be saved and included in the study, even if you do not complete the survey. As this is an anonymous survey, we will be unable to remove any responses at a later date as we will not be able to identify you.

**What would happen to me if I take part?**

We are inviting you to share your experiences and perspectives through an online survey (<https://healthsurvey.hfac.keele.ac.uk/index.php/583657?lang=en>). If you would prefer to receive a paper copy of this survey, please do not hesitate to contact the researchers who will arrange this for you.

We think that the survey should take no longer than 10 minutes to complete; please be aware that if you close your browser halfway through competing the survey you will be unable to return to your answers.

**What are the benefits of me taking part?**

There is no anticipated direct benefit to you of taking part in this study, but it will give you a voice in shaping recommendations and future research. We hope that the information you provide will have wider benefits to the non-medical clinical workforce in general practice by improving understanding of working conditions and impacts on recruitment and retention of staff.

**What are the risks and disadvantages of me taking part?**

There are no major risks anticipated for you taking part in this study. Your participation in this study and your responses will not be shared with your employer.

If you would like to speak with someone about your wellbeing, we recommend contacting the Staff Psychological Wellbeing Hub: <https://staffsstokeics.org.uk/careers-education/staff-psychological-wellbeing-hub/>.

**Would my participation be anonymous?**

Your responses to this survey will be anonymous, and your name will not be recorded anywhere within the study. We will combine responses and no individual would be identifiable from the published results.

**Who has reviewed this study?**

This study has been independently reviewed by the Faculty of Medicine and Health Sciences Research Ethics Committee at Keele University (Review Reference 2024-0878 1121).

**How will we use information about you?**

Keele University is committed to responsible and ethical research. All data will be collected and processed according to the General Data Protection Regulation (GDPR) and the UK’s Data Protection Act 2018.

We will need to use information from you for this research project. This information may include your email address. People will use this information to communicate the research findings to you at the end of the study.

People who do not need to know who you are will not be able to see your name or contact details. Your data will have a code number instead.

If you do provide your contact details, this information will be held separately and securely by the lead researcher and used for this purpose only. It will not be shared with research partners or third parties.

We will keep all information about you safe and secure. Once we have finished the study, we will keep some of the data so we can check the results. We will write our reports in a way that no-one can work out that you took part in the study.

The information you provide will be held securely by the researchers for 10 years, after which it will be destroyed, in line with Keele University’s retention policy for research data. Anonymised data will be entered onto our Open Access repository and may be used in other research studies subject to suitable approvals.

**What are your choices about how your information is used?**

You can stop being part of the study at any time, without giving a reason, but we will keep information about you that we already have.

We need to manage your records in specific ways for the research to be reliable. This means that we won’t be able to let you see or change the data we hold about you.

**Where can you find out more about how your information is used?**

You can find out more about how we use your information and read our privacy notice here: <https://www.keele.ac.uk/informationgovernance/informationgovernanceforthepublic>.

* by asking one of the research team (contact details below)
* by sending an email to dpo@keele.ac.uk.

**What will happen to the results of this research?**

The data, when made anonymous, may be presented at academic conferences, in academic journals and other relevant sources.

Anonymised data, which will not identify you, will be entered onto our Open Access repository and may be used in other research studies subject to suitable approvals. A licence will be applied to this publicly shared data. This will allow anyone else (including researchers, businesses, governments, charities, and the general public) to use the anonymised data for any purpose that they wish, providing they credit the University and research team as the original creators. No restrictions will be placed on the shared anonymised data, allowing its reuse for both commercial and non-commercial purposes.

You will be asked during the survey if you wish to leave a contact email to receive an executive summary of the findings. Further information about the study can be found on the School of Nursing and Midwifery webpages: <https://tinyurl.com/mwekuhyz>.

**What if something goes wrong?**

If you have a concern about any aspect of this study, you can ask to speak to a member of the research team who will do their best to answer your questions.

If you have concerns about the way you have been approached or treated during the course of this study, please contact: Research.governance@keele.ac.uk.

**Contact for further information about the study**

If you would like to discuss this survey or have further questions at any time, please contact Dr Angela Clifford, who is one of the lead researchers for this project.

Telephone: +44 1782 731549

Email: a.clifford@keele.ac.uk

**Thank you for taking the time to read this information.**

**Dr Andrew Finney and Dr Angela Clifford**