



## **Participant Information Sheet – General (Extended) Consumers**

**Project Title:** Quality Equity and Systems Transformation in Primary Health Care (QUEST PHC): Developing and testing a tool to measure quality in Australian General Practice.

**Project Summary:** This project aims to develop and test a tool to measure high quality general practice in Australia.

You are invited to participate in a research study being conducted by Western Sydney University. The aim of this research is to develop the first comprehensive, evidence-based, professionally endorsed tool for reporting on the quality of general practice in Australia. This project also aims to develop patient survey tool to measure their experience and health outcomes in the Australian general practice setting. We will start by reviewing the tools already available and considering what consumers believe would indicate high quality in Australia general practice.

### **How is the study being paid for?**

This project is being primarily funded by Digital Health CRC.

### **What will I be asked to do?**

You will be asked to read this information sheet and the consent form. You will then be asked to participate in an online focus group using zoom or similar technology. Within this focus group, you will be presented with various patient surveys , including Patient Reported Experience, Patient Reported Outcomes and Patient Activation Measures. You will be asked to discuss your thoughts about these surveys – what you think is relevant and what is missing. Comments made in this focus group will be recorded and written up by a professional transcription service.

### **How much of my time will I need to give?**

The online focus group will take approximately one and a half to two hours.

### **What benefits will I, and/or the broader community, receive for participating?**

Your participation in the focus group will contribute to the development of appropriate Patient Reported Measures for Australian General Practice as well as Australia's first evidence-based tool for measuring quality of health care in general practice. This has the potential to enable consumers to make informed decisions regarding general practice services that they use based on evidence-based measures of quality. This research will assist in improving care in general practices and may support future change in the way GPs are paid so that high quality care is better supported in Australian general practice.

### **Will the study involve any risk or discomfort for me? If so, what will be done to rectify it?**

You are not likely to experience any distress as a result of your participation in this focus group. If you do feel distress, the focus group will be stopped and you will be invited into a breakout room within Zoom with the researcher. You do not have to return to the focus group if you do not want to. The decision will be entirely yours.

There will be at least one 15-minute break during the focus group so you are not too tired. If at any time you wish to, you can leave the focus group. If you do so, this will not interfere with your

relationship with the researchers or any partner organisations. However, the information you have provided in the group cannot be removed.

### **How will my confidentiality be protected?**

We will deidentify you and the information you provided in all reports and publications. However, we will not be able to guarantee your confidentiality as you will be interacting with other participants in the focus group and will come to know each other. We will remind all participants before and after the focus group to respect each other's privacy and confidentiality. However, participants may still discuss the information outside of the group.

### **How do you intend to publish or disseminate the results?**

The results of this research project will be published and/or presented including as a research report and as journal articles and conference presentations. In any publication and/or presentation, your identity and involvement will not be disclosed unless we ask you and you agree. Only the transcription service and the researchers will listen to the recording of the focus group and look at the written record. The de-identified written records of the focus group will be kept for at least 5 years after publications and presentations have been completed. If you wish to see a copy of the final report from this research, please contact the researchers after the focus group.

### **Will the data and information that I have provided be disposed of?**

Only the researchers will have access to the recordings of the focus group and the written record of the discussion and this will be destroyed five years after the last publication or presentation of the findings from this project. However, de-identified summaries of the focus group discussions may be used in other projects conducted by Western Sydney University for a longer period of time.

### **Can I withdraw from the study?**

Your participation is entirely voluntary and you are not obliged to be involved. If you do participate you can leave the focus group at any time without giving reason.

If you do leave, any information that you have supplied will not be able to be removed from the focus group recording, however, all information provided will be unidentified.

### **Can I tell other people about the study?**

Yes, you can tell other people about the study by providing them with the Chief Investigator's contact details. They will then discuss participation in the research project and provide a participant information sheet and consent form.

### **What if I require further information?**

Please contact Dr. Phyllis Lau if you would like to discuss the research further before deciding whether or not to participate.

Phyllis Lau, Chief Investigator (Phyllis.lau@westernsydney.edu.au or 02 4620 3894)

### **What if I have a complaint?**

If you have any complaints or reservations about the ethical conduct of this research, you may contact the Ethics Committee through Research Engagement, Development and Innovation (REDI) on Tel +61 2 4736 0229 or email [humanethics@westernsydney.edu.au](mailto:humanethics@westernsydney.edu.au).

Any issues you raise will be treated in confidence and investigated fully, and you will be informed of the outcome.

If you agree to participate in this study, you may be asked to sign the Participant Consent Form. The information sheet is for you to keep and the consent form is retained by the researcher/s.

This study has been approved by the Western Sydney University Human Research Ethics Committee. **The Approval number is H14460.**