

Participant Information Sheet – General (Extended) Delphi Participants

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 the high quality of general practice in Australia. A suite of indicators and measures of quality general practice have been developed by Western Sydney University with partner PHNs in western Sydney, and the aim is to now examine the value and feasibility of these indicators in a wider Australian context.

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, sign the consent form and return to us via email. You will then receive an email with a link to Round 1 of a Delphi survey. You will be required to complete three rounds of survey.

Each round will be opened for **two weeks**. In each round, you will be asked to agree or disagree with a number of indicators and measures for their value to measure high quality general practice and for feasibility of the measure. Rounds 2 and 3 will incorporate the level of agreement received for each indicator and measure in the previous rounds and you will have the opportunity to review and revise your responses. Open-ended comment boxes will be available to allow you to provide specific feedback regarding each indicator and measure. as well as overall comments either on the tool we are developing or the research process.

How much of my time will I need to give?

Each survey round will take approximately 30 minutes to complete. You will be asked to complete three of these surveys over the course of 10 weeks.

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

Participation in this research project will contribute to the development of Australia's first evidence-based tool for measuring quality of health care in general practice. This research will provide support for use of these measures to improve care in general practices and potentially inform funding models that would reward high quality care in Australian general practice.

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

We believe the Delphi surveys are unlikely to cause you distress or discomfort. If you do experience any anxiety or discomfort while completing the surveys, please pause and contact the research team as soon as possible.

The surveys will however take dedicated time to complete. Therefore we will allow two weeks for you to complete each survey. You will have the option to save incomplete surveys over a number of sittings to final completion. We will remind you up to three times of the due date for completion. We will take on board any comments about the process of the research and attempt to address any participant concerns.

How do you intend to publish or disseminate the results?

The results of this research 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 researchers will have access to the raw data that you provide. The final report will be provided to the partner PHNs allowing for distribution to their stakeholders. If you wish to see a copy of the final report from this research, please contact the researchers.

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

Only the researchers will have access to the raw data you provide 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 withdraw at any time without giving reason and without any impact on your relationships with the researchers or partner organisations.

If you do choose to withdraw, any information that you have supplied for the survey will be able to be withdrawn during the opening of the round for that survey. Once the round for that survey has closed, individual data will no longer be able to be withdrawn from the survey. All survey data will be unidentifiable.

What if I require further information?

Please contact Dr. Phyllis Lau (Phyllis.lau@westernsydney.edu.au or 02 4620 3894) should you wish to discuss the research further before deciding whether or not to participate.

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.

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.