

Plain Language Statement

Melbourne School of Population and Global Health



Project: Research Project: Qualitative evaluation of the Healthcare provider portal from the perspective of primary health care workers.

Responsible researchers:

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THIS IS FOR YOU TO KEEP

Introduction

Thank you for your interest in participating in this research project. The following document will provide you with information regarding this project, so you can make the decision if you would like to participate in this research project. Please take some time to read this information carefully. You may ask any questions about anything you do not understand or would like to know more about. Participation in this research is voluntary, if you do not wish to participate, you do not have to. If you begin participating in this research, you may stop at any time.

What is this research about?

This research project is a qualitative evaluation of the implementation of the Healthcare Provider Portal used as a function of the National Cancer Screening Register, from the perspectives of primary healthcare providers (i.e., general practitioners, practice nurses, and practice managers). This research aims to assess the experiences of healthcare providers using this portal across Australia. As the National Cancer Screening Register provides access to participant data from the National Bowel Screening Program and the National Cervical Screening Program, this study will use your insight and experience to evaluate how the portal is meeting your expectations in general practice, the impact on how clinical practice interacts with the healthcare portal on a day-to-day basis, and whether the portal has impacted your capacity to provide or discuss cancer screening services with your patient group. Lastly, we will gather general feedback that may be used to improve the healthcare provider portal.

What will I be asked to do?

You have been invited to participate in this research due to your unique knowledge, expertise or role with the Health Care Provider Portal provided by the National Cancer Screening Register.

Should you agree to participate, a student researcher will get in touch with you (via email or phone) to organise a date and time for an interview. This interview will be held online (via zoom, skype or similar platform) or over phone. This interview will be semi-structured and will include an interview guide with a list of issues to be explored. This interview will take approximately 30 minutes of your time and will be digitally/audio recorded with your permission.

What are the possible benefits?

There are no financial benefits to this study. However, your experience as a user of the healthcare provider portal, you will offer valuable insights into the current roll-out of the portal. This will be used to develop a suite of recommendations to improve the utility and roll-out of the portal among primary care, in turn assisting primary care's engagement with the bowel and screening program.

What are the possible risks?

We will not be seeking information regarding patient data. However, due to the small sample size, there may be the potential for participants to be potentially identifiable. To reduce this risk, we will employ a range of methods to maximize the protection to participants privacy and confidentiality. This includes the opportunity to obtain a copy of the transcript from your interview for your review. Should you identify any concerns within the transcript that may cause identification, you may remove any information within the transcript. Furthermore, prior to analysis, all interviews will undergo a thorough process of de-identification whereby all transcripts will be thoroughly reviewed prior to analysis to remove all identifying words. In doing so, we will endeavor to remove all contextual information that may provide the opportunity for identification.

Do I have to take part?

No, you do not have to take part. Participation is completely voluntary. You may withdraw from this study at any time. You may also withdraw any information/data collected that you believe can be used to identify you.

Will I hear about the results of this project?

The results from this study will be compiled into a final report for the University of Melbourne. Results will also likely be disseminated through presentations at academic conferences and through publications in scientific journals. However, you will not be identified in any presentation or publication (all data will be analysed anonymously). You will also receive a copy of the publication on request.

What will happen to information about me?

We take your privacy and confidentiality very seriously. All electronic data, including the audio files, will be password protected and all papers which contain any identifying information will be stored in locked cupboards. All electronic data (i.e transcripts and audio recordings) will be stored on secure servers at the University of Melbourne and password protected. In accordance with ethics guidelines, we will keep everything in the project for 5 years after the completion of the project or 5 years from any publications which mentions that the data is released, whichever

is the later date. After this time, all the data that you have provided will be destroyed. The data gathered for this study may be used for future projects, but only if the future project is closely related or in the same general area of research. Any reports, publications, presentations about this research will include only de-identified data to ensure that your privacy is protected.

Where can I get further information?

If you would like more information, please contact the researchers.

Dr Claire Nightingale ph 0417 217 682, email: claire.nightingale@unimelb.edu.au

Nicola Creagh ph 0466 493 401, email: n.creagh@unimelb.edu.au

Danielle Leblanc ph 0403 920 655, email: dleblanc@student.unimelb.edu.au

If you are willing to participate, please respond by email to dleblanc@student.unimelb.edu.au at your earliest convenience, where we can organise an interview (online or over the phone) at a time that is convenient for you.

Who can I contact if I have any concerns about the project?

This research project has been approved by the Human Research Ethics Committee of The University of Melbourne. If you have any concerns or complaints about the conduct of this research project, which you do not wish to discuss with the research team, you should contact the Manager, Human Research Ethics, Research Ethics and Integrity, University of Melbourne, VIC 3010. Tel: +61 3 8344 2073 or Email: HumanEthics-complaints@unimelb.edu.au. All complaints will be treated confidentially. In any correspondence, please provide the name of the research team or the name or ethics ID number of the research project.