**Urgent and Emergency Care in Redbridge**

**Participant information sheet: Focus Group Discussions**

You are being invited to take part in a review into Accident and Emergency (A&E) admissions in hospitals serving the people of Redbridge. Before you decide whether or not to take part, it is important for you to understand why the review is being done and what your participation will involve. Please take time to read the following information carefully. Ask us if there is anything that is not clear or if you would like more information.

**What is the purpose of the focus group?**

The aim of this focus group is to understand why people visit the Accident and Emergency (A&E) department. We also aim to gather people’s views on urgent and emergency care changes and how these will affect patients, families and carers.

**Why have I been invited to participate?**

You have expressed an interest in taking part in a group discussion around A&E.

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

You will take part in a half day workshop (approx. 20 people) that will last for 3-4 hours. The workshop will explore your experiences and opinions of urgent and emergency care. You will also be asked to discuss how proposed changes might affect you.

**What are the possible disadvantages and risks for taking part in the focus group?**

There are no risks or disadvantages associated with taking part in the research focus group. However, if, during the focus group, you experience distress we have procedures in place to support you. Contact the researcher to find out how you can be supported.

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

Your opinion is important as it will help us to better understand people’s views and experiences of A&E use. The findings will be fed into the formal review being conducted by the Redbridge Health Scrutiny Committee Working Group, and is being supported by Healthwatch Redbridge, and will help to inform the implementation of the reforms to urgent and emergency care in North East London.

**Will what I say be kept confidential?**

All the information we collect will be absolutely anonymous. Any information which is collected about you will be kept confidential and will not be disclosed outside of the review team without your permission. If, during the workshop, you disclose any reportable issues the standard procedure would need to be followed. Any personal information that we collect about you will be stored securely and will only be used for the purpose of the review. Procedures for the handling, processing, storage and destruction of your data will be compliant with the Data Protection Act 1998. It is very important to protect participants’ identities and the content of the group discussion. All participants will be asked to respect the confidentiality of their fellow participants.

**Do I have to take part?**

It is up to you to decide whether or not to take part. If you decide to take part you are still free to withdraw at any time and without giving a reason. If you decide to withdraw during the focus group, the information you may have provided already will remain as part of the focus group.

**What will happen to the results of the focus group?**

The results of the focus group may be published in a report. You will not be identified in any report or publication, but we may use anonymised quotes and sections of the workshop recording in future focus group reports and publications. If you would like to receive a copy of the focus group results, please contact Healthwatch Redbridge.

**What if there is a problem?**

We hope and do not expect anything to occur which you will be unhappy about. But if you have a complaint about the way you have been approached or treated during this focus group or a concern about any aspect of it you should ask to speak to a staff member from Healthwatch Redbridge, who will do their best to answer your questions. You can find contact details at the end of this page. If you are still unhappy you can contact the local Patient Advice and Liaison Service (PALS in Bromfield Hospital, Basildon University Hospital or Southend University Hospital). In the event that something goes wrong and you are harmed during the research, and this is due to someone’s negligence, then you may have grounds for a legal action for compensation but you may have to pay your legal costs.

**Who is organising and supporting the project?**

Healthwatch Redbridge is currently working in partnership with the Redbridge Health Scrutiny Committee to undertake this review of A&E services. Healthwatch Redbridge is a statutory organisation designated to gather and represent people’s voices and lived experience of health and social care in Redbridge.

If you need any further information about the aim of the focus group you can contact Cathy Turland, Healthwatch Redbridge Chief Executive Officer, at [cathy@healthwatchredbridge.co.uk](mailto:cathy@healthwatchredbridge.co.uk)

Tel: 020 3874 4121

Thank you