NUFFIELD DEPARTMENT OF PRIMARY CARE HEALTH SCIENCES
UNIVERSITY OF OXFORD

Radcliffe Observatory Quarter,
Woodstock Road, Oxford. OX2 6GG
www.phc.ox.ac.uk

IRAS ID: 324206, Ethics ref.: 23/LO/0385
Chief Investigator: Dr Aleksandra Borek, University of Oxford, Aleksandra.borek@phc.ox.ac.uk

Study Title: Acute Respiratory Infection (ARI) Hubs Implementation

PARTICIPANT INFORMATION SHEET

We'd like to invite you to take part in our research study. Before you decide, it is important that you understand why the research is being done and what it would involve for you. Please take time to read this information, and discuss it with others if you wish. If there is anything that is not clear, or if you would like more information, please ask us.

Summary of key information

This study aims to find out:

- How these new hubs have been established and how care is provided in them?
- What professionals working in the hub think about this service?
- What patients, parents and carers consulting at the hub think about the hub?

This will help us learn how we may improve this, or a similar, health service in the future. The findings will be shared with NHS professionals to help plan and evaluate services and published in academic papers.

What would taking part in the study involve?

- Interview: it would involve being interviewed remotely (by telephone or MS Teams) for about 45 minutes at a time convenient to you. We'd ask you about your experiences of setting up and/or working at the ARI hub as relevant to your role (e.g., caring for patients, using rapid diagnostic tests), and your views and suggestions related to ARI hubs and managing ARIs in the community.

Do you have to take part? Can you change your mind?

- You don't have to participate. You can stop being part of the study at any time, without giving a reason. We will keep de-identified information about you that we already have (see below).

Are there any potential risks and benefits of taking part?

- There are no direct risks or benefits for you in the study. But taking part will help us learn from existing ARI hubs and inform future plans for this, or a similar, service.
- Your role/work will not change because of the study.
- We won't discuss sensitive topics; if you feel distressed, you can pause or stop the interview.
- You can decline to answer any questions.
- If you disclose a potential malpractice, we will discuss this with you, the ARI hub lead/manager and the senior research team members (Dr Tonkin-Crine, Prof Butler).
- We will offer £80 for participating in the interview, either to you or the hub where you work.

What should you do it you want to take part?

- Please read the detailed participant information below. Ask the researcher any questions.
- Let the researcher, Dr Aleksandra Borek, know that you are interested in the study by email Aleksandra.borek@phc.ox.ac.uk or phone: 01865 289 337.

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

The NHS has been overwhelmed with patient demand and staff shortages. New ways of delivering health services and managing acute infections in the community are needed. Acute respiratory infections contribute significantly to pressures on the NHS health services, especially in winter. It is important to enable patient access to prompt assessment, advice and care when needed, while managing pressures on general practice, A&E and hospitals.

Acute respiratory infection (ARI) hubs may help promptly manage patients with symptoms of respiratory infections, especially during times of increased infection rates and pressures on the NHS. In winter 2023, many new hubs were established.

In this study, we want to find out how the ARI hubs have been implemented and operated. These hubs are a novel NHS healthcare service and we want to learn from the experience of professionals working in them. This will help us develop recommendations for future services and management of ARIs in the community.

We will share the findings with NHS professionals to help them make decisions about services for patients with ARIs and how to improve the hubs. We will present and write up the results to share them with those who might find them useful, i.e. professionals, researchers, patients and the public.

2. *Why have you been invited to take part?*

We are inviting professionals who currently work, or have recently worked, at selected ARI hubs. We want to include professionals in different roles who have experience of setting-up or managing the hub; triaging, diagnosing or managing patients with ARI symptoms at the hub; or using rapid diagnostics and monitoring technology.

3. *Do you have to take part? Can you stop being part of the study?*

- You don't have to take part. Taking part is entirely voluntary.
- You can ask us questions about the study or talk to someone else before deciding whether to participate or not.
- Participating or not participating in the study will not affect your role/work at the hub.
- You can stop being part of the study at any time, without giving a reason. But we will keep de-identified information about you that we already have. Withdrawing from the study will not affect your role/work.

4. *What will happen if you decide to take part in the study?*

If you are happy to take part in the study, the researcher will ask you for a day/time that suits you for a one-off interview. This may be during or outside your work time. They will ask if you prefer a telephone or online interview on Microsoft Teams. At the start of the interview, the researcher will ask you to give informed consent. This will be done verbally by reading the consent form. After the interview, the researcher will email you a signed record of verbal consent. In the interview, the researcher will ask you questions about your experience related to your role at the ARI hub and working with the team, your views about this service and any suggestions for what might help your or future ARI hubs. They will ask

for your permission to audio-record the interview so that what was said can be transcribed accurately. The interview will last approx. 45 minutes (up to 1 hour).

5. Are there any potential risks in taking part?

There are no risks in taking part in this study. Your role/work at the hub will not change if you participate in the study or not. The interviews will be treated as confidential. We will not be discussing particularly sensitive topics. But if you find the discussion distressing or upsetting, you can ask to take a break or stop the interview entirely at any point. You can decline to answer any question and share as much as you feel comfortable with. If you disclose a potential professional malpractice, the researcher has a duty to report it. They will discuss this with you first and report it to, and discuss with, the ARI hub lead/manager and the senior clinical researchers in the research team (Dr Tonkin-Crine, and clinicians Prof Butler and/or Prof Inada-Kim). They will assess if any further action is required.

6. Are there any potential benefits of taking part?

There is no direct benefit to you from taking part in this study. However, taking part will help us to understand what professionals think of the hubs and include their experiences and views in any recommendations for how this, or a similar, health service can be improved in the future. We will share the summary of study findings with the study participants and relevant others (e.g. decision-makers) to inform future health services.

7. Will you be reimbursed for taking part?

You should not need to incur any expenses when participating in the study. We will offer £80 for your time to participate, either as a payment/online shopping voucher to you or a payment to your hub.

8. What data will be collected? What will happen to your data?

What data will we collect?	***Why? How will we use them?***	***How long will we keep them?***
Your name and signature	To confirm that you agree to participate in the study on the consent form.	Five years after the end of the study.
Contact details (e.g., email address and/or telephone number)	To contact you to arrange an interview at a later date. To email you a summary of our results.	Until the end of the study and then we will delete them.
Your characteristics: sex, professional role, years since qualified in the role	To describe our participants. These details will be recorded and kept with Participant IDs (without personal information). They will be presented in a way that does not identify you.	Five years after the end of the study. Anonymised data may be archived in a data repository if you agree to that.

Audio recording and transcript of the interview	We will audio-record the interview and then write down what was said to have an accurate record of the interview. The recordings and transcripts will be labelled with Participant IDs that do not identify individuals. The recordings will be transcribed by a transcribing company. The company will have been assessed and approved for data security by the University of Oxford and will have signed a confidentiality agreement. Once the researchers receive the transcripts, they will check them for accuracy and will de-identify them. This means that they will remove any personal information (e.g. names) mentioned. Transcripts will be analysed.	Audio recordings will be kept until the end of the study and then deleted. De-identified transcripts will be kept for five years after the end of the study. Anonymised transcripts may be archived in a data repository if you agree to that.

Research data will be de-identified at the earliest opportunity (e.g., as soon as we receive the transcript). They will be stored and processed as a de-identified dataset (without personal details). Each participant will be assigned an anonymous identifier (ID).

The data will be stored securely in a locked cabinet on University's of Oxford premises and in a restricted-access folder on the University's IT network. They will be accessed only by a small number of people who need to access them, such as the research team.

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.

If you agree, we will archive anonymised interview transcripts in a public data repository (e.g. the UK Data Service) for an indefinite period and make them available to other researchers for future studies.

We ask participants for their permission to use direct quotes in reports, publications and presentations of research findings. **All quotes will be de-identified.**

Responsible members of the University of Oxford may be given access to the study data for monitoring and/or audit of the study to ensure that the research is complying with applicable regulations.

In the rare case of incidental findings that the researcher deems likely to result in serious or immediate harm to others (e.g., potential disclosure of unprofessional conduct or other ethical issues arising during data collection), there may be a need to override agreements on confidentiality. This will be discussed with you and raised with the senior members of the study team and the manager/lead of the ARI hub.

UK Data protection regulation requires that we state the legal basis for processing information about you. In the case of research, this is 'a task in the public interest.' The University of Oxford, based in the UK, is the sponsor for this study and the data controller and is responsible for looking after your information and using it properly. Data protection regulation provides you with control over your personal data and how it is used. When you agree to your information being used in research, however, some of those rights may be limited in order for the research to be reliable and accurate. Further information about your rights with respect to your personal data is available at: https://compliance.web.ox.ac.uk/individual-rights

You can find more about how we use your information by emailing the Chief Investigator (at Aleksandra.borek@phc.ox.ac.uk) who will be able to provide more details or further contact details relevant to information governance and data protection.

9. What will happen to the results of this study?

We will share the results with the NHS professionals who make plans and decisions about ARI hubs. The research will be published in peer-reviewed scientific journals and presented at meetings and conferences. **You will not be identified from any report or publication from this study.** Any quotes used will be de-identified. We will offer a summary of the study findings to participants and invite them to an online dissemination event. If you would like to be informed about the study findings, please tell the researcher (contact details are below).

10. Who is organising and funding this study?

This work is being funded by the National Institute for Health and Social Research (NIHR) Health Protection Research Unit in Antimicrobial Resistance and Healthcare Associated Infections and the NIHR School for Primary Care Research. It is conducted by researchers at the University of Oxford and collaborators at other institutions (University of Southampton, NHS England).

11. Who has reviewed this study?

All research in the NHS is reviewed by a Research Ethics Committee to protect participants' interests. This study has been reviewed and given a favourable opinion by the NHS Research Ethics Committee (ref. 23/LO/0385).

12. Who do I contact if I have a concern about the study or I wish to complain?

If you have a concern about any aspect of this study, please contact Dr Aleksandra Borek at Aleksandra.borek@phc.ox.ac.uk or Dr Sarah Tonkin-Crine at Sarah.tonkin-crine@phc.ox.ac.uk, and we will do our best to answer your query. We will acknowledge your concern within 10 working days and

give you an indication of how it will be dealt with. If you remain unhappy or wish to make a formal complaint, you may contact the University of Oxford Research Governance, Ethics & Assurance (RGEA) office on 01865 616480, or the director of RGEA by email: rgea.complaints@admin.ox.ac.uk.

The University of Oxford, as Sponsor, has appropriate insurance in place in the unlikely event that you suffer any harm as a direct consequence of your participation in this study.

13. Further information and contact details

If you are interested in taking part, have any questions, or would like to receive a summary of the study findings, please contact the researcher:

Dr Aleksandra Borek

Nuffield Department of Primary Care Health Sciences, University of Oxford,
Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG.
Email: Aleksandra.borek@phc.ox.ac.uk, Tel. 01865 289 337

You can also read more about the study on https://tinyurl.com/ARI-hub-study.

THANK YOU FOR READING THIS INFORMATION