

Patient Information Sheet

Supporting Patient Outcomes Through Organised Networks (SPOT ON) Research Project.

(HREC/15/QRBW/606)



The Queensland Ambulance Service, Queensland Health, and GP networks are working together to try and meet the health needs of the Sunshine Coast community. The aim of the SPOT ON project is to ensure patients like you receive the care they need from the most appropriate clinician in the right place at the right time, every time.

This project is operating for 6 months and will then be evaluated for effectiveness in improving access to the right care for patients and patient satisfaction with the care pathways offered.

Our goal is to get some feedback from you about your satisfaction with the pathway of health care which you accessed on this occasion. We would appreciate your participation in this research project, which gives you the opportunity to provide information to help us deliver health services better in the future.

What does participation in this research involve?

- Your participation involves answering 6 short questions about your experience regarding your health care today. You will only be contacted on this one occasion
- If you consent to participate in this study by signing the consent form; within 72 hours of receiving today's health care you will receive a telephone call from a member of the project evaluation team. The phone number will show up as a private number. The caller will identify themselves as a member of the Queensland Health project team and will briefly explain the purpose of the call. The caller will then ask you 6 questions about your experience today. The phone call will be very short, lasting 5 minutes or less.
- The evaluation team will record your answers for collation and evaluation. Your privacy is very important to us and no identifiable information will be associated with your response.
- Please note that you are free to withdraw consent to participate in this survey at any time.
- Should you require the services of an interpreter to further explain this document or to allow participation in the survey please advise your health care professional.
- There are no costs associated with participating in the patient experience survey, nor will you be paid

What does participation in this research involve?

- The data which is collected will be de-identified, and you will not be able to be identified in the report or subsequent publications.
- The de-identified data will be stored by SCHHS in a secure password protected data base for 15 years before being disposed of in accordance with Queensland Health policy.
- The data collected will be used for the SPOT ON project only and will only be accessed by the project team.

Who is organising and funding the research?

- This research is being conducted by Queensland Ambulance Service (QAS), Sunshine Coast Hospital and Health Service (SCHHS), Central Queensland Wide Bay Sunshine Coast Primary Health Network and local general practitioners.
- Queensland Health Healthcare Improvement Unit is providing the research funding.

Complaints

Complaints may be made by contacting:

Dianne Cross - Project Officer
 Email: Dianne.Cross@health.qld.gov.au
 Phone: (07)5456 8100 or
 Patient Safety Officers (PSO)
 SCHHS Patient Safety and Quality Unit
 Email: SCHHS-Patient-Safety-Officers@health.qld.gov.au

Who has reviewed the research project?

The ethical aspects of this research project have been approved by the Human Research Ethics Committee (HREC) of RBWH Queensland.

If you have any complaints about any aspect of the project, the way it is being conducted or any questions about being a research participant in general, then you may contact:

Ann-Maree Gordon

A/Coordinator - Human Research Ethics Committee
 Metro North Hospital and Health Service
 Level 7, Block 7, Butterfield Street, Herston, Qld 4029
 P: (07) 3646 5490
 Email: RBWH-Ethics@health.qld.gov.au