

Primary care led community engagement initiative to tackle health inequalities (HiQUALITY) study

Study Management Group

Principal Investigator:	Austen El-Osta
Co-Investigators	Leonora Weill Datapwa Mujong Manisha Karki Ella Johnson, Joanne Wilson Lisa Harrod-Rothwell Agatha Nortley-Meshe Tehseen Kahn Ogechukwu Ilozue Will Huxter Azeem Majeed

You are being invited to take part in a research study. Before you decide it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish.

You are invited to participate in a study that seeks to examine and improve community engagement strategies employed by General Practices (GPs) and Primary Care Networks (PCNs) in addressing health inequalities in London.

Part 1 tells you the purpose of this study and what will happen to you if you take part.
Part 2 gives you more detailed information about the conduct of the study

Ask us if there is anything that is not clear or if you would like more information. Take time to decide whether or not you wish to take part.

Thank you for reading this.

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- **What is the purpose of the study?**

The aim of the HiQUALITY study is to examine the community engagement strategies implemented by General Practices (GP) and Primary Care Networks (PCN) in London to address health inequalities. By collecting data through surveys, personal interviews, and focus groups, the study aims to establish a baseline for current engagement practices, explore their effectiveness and challenges, and define best practices in community engagement across London. The insights gained will assist in developing interventions to enable GPs/PCNs to achieve these best practices, ultimately aiming to reduce health disparities in the region.

- **Why have I been invited?**

You are invited to participate in this research because you are part of the NHS primary care workforce in London. Your unique perspectives and experiences are vital for understanding the current landscape of community engagement in primary care settings. The study aims to involve around 100 professionals from this diverse group.

- **Do I have to take part?**

No. It is up to you to decide whether or not to take part. Participation is on a voluntary basis. Even if you decide not to participate, your decision will not affect your relationship with the research team in any way. If you do decide to take part, you will be given this information sheet to keep and be asked to sign a consent form. If you decide to take part, please know that you are still free to withdraw at any time and without giving a reason, but we will keep the information that we already have.

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

You will be asked to take part in a short pseudonymised electronic survey (this means that the study team will replace any information which could be used to identify an individual with a pseudonym), which will take about 10 minutes to complete and at the end of the survey in the last question, you will have the opportunity to indicate if you would like to also take part in a 30–45-minute interview/ focus group(via zoom or Microsoft Teams). If you agree to take part, you will be provided with a participant information sheet (PIS) and an electronic consent form for the interview/focus group, which you will sign and return via email prior to the interview. The interview will involve open-ended questions about your experiences and perspectives related to community engagement in primary care. With your permission, the study will be audio-recorded using Microsoft Teams to record and transcribe functions to help us get the most from the interview. This will be the extent of your involvement. The research team will carry out the interview/focus group, which will be scheduled at a time and date convenient to you (usually during office hours: 9 am-5 pm).

Agreeing to a personal interview/focus group will mean the study team will have access to your name, email address, and phone number. Please note that Access to this information will be granted to named study investigators only. All data and interview/focus group transcripts (when transcribed by a research team member) will be pseudonymised and stored securely on an encrypted and secure institutional server that can only be accessed using passwords adhering to Imperial College London policies and procedures. Contact information collected from Interview participants and Audio recordings will be deleted soon after the study team has transcribed them. All published data will also be anonymised, including verbatim quotations.

- **What do I have to do?**

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There are no added requirements or restrictions associated with this research other than completing the survey and interview if you agree to take part.

- **What are the possible disadvantages and risks of taking part?**

As this topic involves no, sensitive questions, these questions will be optional; therefore, you will not have to answer any questions you do not want to. If you feel like you are being asked questions of a sensitive nature, you will be reminded that you can leave the interview at any point or not answer any questions you do not want to. We will follow good practices and adhere to Imperial College policies and GDPR and data protection (DPA) 2018 act to ensure all the data collected will be pseudonymised and the confidentiality of all participants will be protected.

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

While participating in this study may not offer you immediate personal benefits, your contribution is invaluable in enhancing our understanding of community engagement practices within General Practices (GP) and Primary Care Networks (PCN) in London. The insights gathered from this study will be instrumental in identifying the strengths and weaknesses of current engagement strategies. This, in turn, will inform the development of more effective approaches and interventions aimed at reducing health inequalities in London. Ultimately, your participation will play a crucial role in shaping practices that could lead to improved health outcomes and increased equity in healthcare access across the community.

- **What if something goes wrong?**

If you are harmed by taking part in this research project, there are no special compensation arrangements. If you are harmed due to someone's negligence, then you may have grounds for legal action. Regardless of this, if you wish to complain or have any concerns about any aspect of the way you have been treated during the course of this study then you should immediately inform the Investigator (Austen El-Osta; a.el-osta@imperial.ac.uk). If you are still not satisfied with the response, you may contact the Imperial College, [Research Governance and Integrity Team \(rgitcoordinator@imperial.ac.uk\)](mailto:rgitcoordinator@imperial.ac.uk).

- **What will happen to the results of the study?**

A half-day event to present key findings from the study will be planned upon completion of the study. Invitations will be extended to all key stakeholders. An accessible report will be produced to be disseminated to key decision-makers, including the NIHR and other local authority public health research practitioners. Appropriate feedback will also be provided to all participants (in a format they identify as preferred). A plain language version of the findings will also be produced. The findings will also be prepared for academic publication and will be presented at conferences.

- **Who is organising and funding the research?**

Imperial College London is the study sponsor. There is no funding for this research.

- **Who has reviewed the study?**

This study was approved by the Head of the Department (Professor Azeem Majeed) and received a favourable opinion from the Imperial College Research Governance Integrity Team (RGIT).

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Contact for Further Information

Should you have any questions regarding this study, please do not hesitate to contact Dr Austen El-Osta at a.el-osta@imperial.ac.uk or via telephone at 0207 594 7604.

- Research Coordinator: *Manisha Karki* (m.karki@imperial.ac.uk)

Thank you for taking part in this study. *A copy of the written information and signed Informed Consent form will be given to you to keep.*

Transparency Notice

In this research study, we will use information from you. We will only use the information that we need for the research study. We will let very few people know your name or contact details, and only if they really need it for this study. These people will include the Imperial Research Team, members and support staff.

Everyone involved in this study will keep the data collated as part of this study, including your personal data, safe and secure. We will also follow all privacy laws and legislation that are relevant to the specifics of the study. At the end of the study, we will save some of the data in case we need to check it AND/OR for future research.

We will make sure no one can work out who you are from the reports we write. The following information pack tells you more about this.

How will we use Information about you?

Research Study Title: Primary care led community engagement initiative to tackle health inequalities (HiQUALITY) study

Study number: 6903517

Imperial College London is the sponsor for this study and will act as the Data Controller for this study. This means that we are responsible for looking after your information and using it appropriately. Imperial College London will keep your personal data for:

- 10 years after the study has finished in relation to data subject consent forms.
- 10 years after the study has been completed in relation to primary research data.
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The study is expected to finish in 12/2025.

For more information/confirmation regarding the end date please contact the study team, see **'WHERE CAN YOU FIND OUT MORE ABOUT HOW YOUR INFORMATION IS USED'** for contact information.

We will need to use information (including personal data and data created as part of the study) from you for this research project. This information will include your initials, name, age, email address, postcode, telephone contact, place of work, gender, and ethnicity. People within the College and study team (see section 'Sharing your information with others') will use this information to do the research or to check your records (see information to be collected) to make sure that the research is being done properly and the information held (such as contact details) is accurate.

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People who do not need to know who you are will not be able to see your name or contact details. Your data will have a unique study number instead. We will keep all information about you safe and secure. Once we have finished the study, we will keep some of the data so we can check the results. We will write our reports in a way that no one can work out that you took part in the study.

LEGAL BASIS

As a university we use personally-identifiable information to conduct research to improve health, care and services. As a publicly-funded organisation, we have to ensure that it is in the public interest when we use personally-identifiable information from people who have agreed to take part in research. This means that when you agree to take part in a research study, we will use your data in the ways needed to conduct and analyse the research study.

Our legal basis for using your information under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, is as follows:

- Imperial College London - "performance of a task carried out in the public interest"; Health and care research should serve the public interest, which means that we have to demonstrate that our research serves the interests of society as a whole. We do this by following the [UK Policy Framework for Health and Social Care Research](#).

Where special category personal information is involved (most commonly health data, biometric data and genetic data, racial and ethnic data etc.), Imperial College London relies on "scientific or historical research purposes or statistical purposes.

INTERNATIONAL TRANSFERS

There may be a requirement to transfer information to countries outside the United Kingdom (for example, to a research partner, either within the European Economic Area (EEA) or to other countries outside the EEA. Where this information contains your personal data, Imperial College London will ensure that it is transferred in accordance with data protection legislation. If the data is transferred to a country which is not subject to a UK adequacy decision in respect of its data protection standards, Imperial College London will enter into a data sharing agreement with the recipient research partner that incorporates UK-approved standard contractual clauses or utilise another transfer mechanism that safeguards how your personal data is processed.

SHARING YOUR INFORMATION WITH OTHERS

We will only share your personal data with certain third parties for the purposes referred to in this participant information sheet and by relying on the legal basis for processing your data as set out above.

Other Imperial College London employees (including staff involved directly with the research study or as part of certain secondary activities which may include support functions, internal audits, ensuring accuracy of contact details etc.), Imperial College London agents, contractors and service providers (for example, suppliers of printing and mailing services, email communication services or web services, or suppliers who help us carry out any of the activities described above). Our third-party service providers are required to enter into data **Primary care led community engagement initiative to tackle health inequalities (HiQUALITY) study**

processing agreements with us. We only permit them to process your personal data for specified purposes and in accordance with our policies.

POTENTIAL USE OF STUDY DATA FOR FUTURE RESEARCH

When you agree to take part in a research study, the information collected either as part of the study or in preparation for the study (such as contact details) may, if you consent, be provided to researchers running other research studies at Imperial College London and in other organisations which may be universities or organisations involved in research in this country or abroad. Your information will only be used to conduct research in accordance with legislation including the GDPR and the [UK Policy Framework for Health and Social Care Research](#).

This information will not identify you and will not be combined with other information in a way that could identify you, used against you, or used to make decisions about you.

COMMERCIALISATION

Samples/data from the study may also be provided to organisations not named in this participant information sheet, e.g. commercial organisations or non-commercial organisations for the purposes of undertaking the current study, future research studies or commercial purposes such as development by a company of a new test, product or treatment. We will ensure your name and any identifying details will NOT be given to these third parties, instead you will be identified by a unique study number with any sample analysis having the potential to generate 'personal data'.

Aggregated (combined) or anonymised data sets (all identifying information is removed) may also be created using your data (in a way which does not identify you individually) and be used for such research or commercial purposes where the purposes align to relevant legislation (including the GDPR) and wider aims of the study. Your data will not be shared with a commercial organisation for marketing purposes.

WHAT ARE YOUR CHOICES ABOUT HOW YOUR INFORMATION IS USED?

You can stop being part of the study at any time, without giving a reason, but we will keep information about you that we already have because some research using your data may have already taken place and this cannot be undone.

We need to manage your records in specific ways for the research to be reliable. This means that we may not be able to let you see or change the data we hold about you if this could affect the wider study or the accuracy of data collected.

WHERE CAN YOU FIND OUT MORE ABOUT HOW YOUR INFORMATION IS USED

You can find out more about how we use your information:

- Participant Information Sheet
- by asking one of the research team
- by sending an email to a.el-osta@imperial.ac.uk, or
- by ringing us on 0207 594 7604.

COMPLAINT

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If you wish to raise a complaint about how we have handled your personal data, please contact the research team first by sending an email to a.el-osta@imperial.ac.uk or by ringing us at 0207 594 7604.

Following our response, if you are not satisfied, please contact Imperial College London's Data Protection Officer via email at dpo@imperial.ac.uk, via telephone at 020 7594 3502 and/or via post at Imperial College London, Data Protection Officer, Faculty Building Level 4, London SW7 2AZ.

If you remain unsatisfied with our response or believe we are processing your personal data in a way that is not lawful, you can complain to the Information Commissioner's Office (ICO) via www.ico.org.uk. The ICO does recommend that you seek to resolve matters with the data controller (us) first before involving them.