

Burnout in GPs and indicators of suboptimal patient care
IRAS ID: 268533 v1.0 01/08/2019

**'Investigating burnout in general practitioners and indicators of suboptimal patient care within the
RCGP Research Surveillance Centre network'**

Participant Information Sheet (PIS)

You are being invited to take part in a research study to examine whether higher scores of burnout in GPs are associated with the characteristics of and the quality of care at general practices. Before you decide whether to take part, it is important for you to understand why the research is being conducted and what it will involve. Please take time to read the following information carefully before deciding whether to take part and discuss it with others if you wish. Please ask if there is anything that is not clear or if you would like more information. Thank you for taking the time to read this.

About the research

➤ **Who will conduct the research?**

The research is being conducted by the Division of Population Health, Health Services Research & Primary Care, the University of Manchester in collaboration with the Royal College of General Practitioners Research Surveillance Centre (RCGP RSC). The Principal Investigator is Dr Maria Panagioti, core members of the research team are Professor Simon de Lusignan and Ivelina Yonova. Members of the wider team are based at University of Bristol, Keele University and University of Southampton.

➤ **What is the purpose of the research?**

General practitioners (GPs) are the main point of contact for patients in primary care. Evidence suggests that more than one third of GPs at some point in their lives feel emotionally exhausted, have difficulties in showing empathy and undervalue their achievements (this is called 'burnout'). Burnout has serious consequences such as job turnover and early retirement. Although recent studies suggest

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that burnout is largely a consequence of workplace problems, we do not know how to prevent burnout in GPs. This study has three main aims:

- to understand which GPs are more likely to experience feelings of burnout
- whether GPs working in the same general practices report similar feelings of burnout
- to understand whether burnout feelings in GPs are associated with characteristics of general practices and the quality of patient care in general practices.

By “participating” we mean taking part in a research study. Examples include completing a questionnaire or as part of a research study. We hope to use the findings to help researchers find better ways to prevent burnout.

➤ **Will the outcomes of the research be published?**

At the end of the study, we will analyse the information gathered from all the participants and participating practices. An anonymised summary of the results of this study will be sent to your general practice. We will collect no personal information and no identifying information about your general practice will be presented in the results. The results are likely to be published in an academic journal. All data will be stored anonymously by the University, for a minimum period of ten years. This data may need to be looked at by auditors during this time. After this period, it will be confidentially destroyed.

➤ **Who has reviewed the research project?**

This project has been reviewed by The University of Manchester Proportionate Research Ethics Committee.

➤ **Who is funding the research project?**

This research is funded by the National Institute for Health Research School for Primary Care Research (NIHR SPCR). This study is being led by the Centre for Primary Care in the Division of Population Health, Health Services Research and Primary Care at the University of Manchester.

What would my involvement be?

Burnout in GPs and indicators of suboptimal patient care
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➤ **What would I be asked to do if I took part?**

If you would like to take part, you will be given this information sheet to keep. If you would like more information about the study, please contact the researcher. You will be asked to complete a brief online questionnaire which takes approximately 3-4 minutes. The questionnaire include questions about the name of your practice, your age, gender, job contract type, years at practice, feelings of burnout, job satisfaction and intent to leave medical practice. You will be asked to provide the name of your general practice to enable us to link your responses with the data contained in the RCGP RSD dataset. You will not be asked to provide any personal information. Your questionnaire responses will be anonymised and linked to data contained in the RCGP RSC about characteristics of general practices (size, FTE sum, multiple deprivation index) and patient care patterns in the general practices (overall patient referral rates in the general practices, indicators of potentially hazardous prescribing in the general practices). Only members of the research team will have access to this information. When we write about the results of the research, the names of the general practices will be removed to fully ensure anonymity.

➤ **Will I be compensated for taking part?**

There are no direct benefits for participants taking part in this study, but we hope to use the information we gather from this study to improve the involvement of people in health services research. Your general practice will receive a £20 as a thank you for giving up your time to take part in the questionnaire study.

➤ **What happens if I do not want to take part or if I change my mind?**

It is up to you to decide whether or not to take part. If you do decide to take part you will be given this information sheet to keep. If you decide to take part you are still free to withdraw at any time without giving a reason and without detriment to yourself. However, it will not be possible to remove your data from the project once you have completed the survey because no personal data will be collected as part of this study. This does not affect your data protection rights. If you decide not to take part you do not need to do anything further.

Data Protection and Confidentiality

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IRAS ID: 268533 v1.0 01/08/2019

➤ **What information will you collect about me?**

In order to participate in this research project we will ask you to complete an online bespoke questionnaire which will ask you to:

- State the name of the practice in which you are employed within the RCGP RSC network.
- Complete a number of validated questions about your age, gender, contract type, job satisfaction, and burnout.

Afterwards, members of the RCGP RSC will anonymise your questionnaire responses and link them to the characteristics of your general practice (size, FTE sum, multiple deprivation index) and patient care patterns in your general practice (overall patient referral rates in the practice, indicators of potentially hazardous prescribing in the practice) contained in RCGP RSC dataset.

➤ **Under what legal basis you are collecting this information?**

We are collecting and storing this information in accordance with data protection law which protect your rights. These state that we must have a legal basis (specific reason) for collecting your data. For this study, the specific reason is that it is “a public interest task” and “a process necessary for research purposes”.

➤ **What are my rights in relation to the information you will collect about me?**

You have a number of rights under data protection law regarding your personal information. For example you can request a copy of the information we hold about you. If you would like to know more about your different rights or the way we use your information to ensure we follow the law, please consult our [Privacy Notice for Research](#).

➤ **Will my participation in the study be confidential and my personal identifiable information be protected?**

In accordance with data protection law, the RCGP within the University of Surrey is the Data Controller for this project. This means that we are responsible for making sure your responses is kept secure,

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IRAS ID: 268533 v1.0 01/08/2019

confidential and used only in the way you have been told it will be used. All researchers are trained with this in mind, and your data will be looked after in the following way:

All information gathered will be handled in confidence. General practices names will be changed. All data will be anonymised and stored separately from the name of your general practice. No information that can identify you personally or the general practice in which you are working will be published.

The only other time someone might need to look at the study information is during an audit or monitoring visit. This is when people from the University of Surrey, NHS Trust or regulatory authorities review all the data to make sure the study is being carried out as planned. If you agree, they will include your identifiable data when doing the checks (they will see it belongs to you). Anyone that does look at the data will have a duty to keep it confidential.

This information will not identify you and will not be combined with other information in a way that could identify you. The information will only be used for the purpose of this study, and cannot be used to contact you regarding any other matter. It will not be used to make decisions about future services available to you.

Please also note that individuals from The University of Surrey or regulatory authorities may need to look at the data collected for this study to make sure the project is being carried out as planned. This may involve looking at identifiable data. All individuals involved in auditing and monitoring the study will have a strict duty of confidentiality to you as a research participant.

Where I can obtain support?

If you experience feelings of distress, exhaustion and have difficulties connecting with your colleagues and patients, contact the NHS Practitioner Health Programme (<https://php.nhs.uk/>) at **0203 049 4505**, a free and confidential NHS service which supports the health of doctors. You are also encouraged to discuss how you feel with your GP or mental health service provider.

What if I have a complaint?

- **Contact details for complaints**

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IRAS ID: 268533 v1.0 01/08/2019

If you have a concern about any aspect of this study, you should ask to speak to the research team (contact details are provided below) who will do their best to answer your questions. If they are unable to resolve your concern or if you wish to make a complaint regarding the study, please contact the **Research Governance and Integrity Manager, Research Office, Christie Building, University of Manchester, Oxford Road, Manchester, M13 9PL, by emailing: research.complaints@manchester.ac.uk or by telephoning 0161 275 2674.**

If you wish to make a formal complaint to someone independent of the research team or if you are not satisfied with the response you have gained from the researchers in the first instance then please contact

The Research Governance and Integrity Officer, Research Office, Christie Building, The University of Manchester, Oxford Road, Manchester, M13 9PL, by emailing: research.complaints@manchester.ac.uk or by telephoning 0161 275 2674. If you wish to contact us about your data protection rights, please email dataprotection@manchester.ac.uk or write to The Information Governance Office, Christie Building, The University of Manchester, Oxford Road, M13 9PL at the University and we will guide you through the process of exercising your rights. You also have a right to complain to the [Information Commissioner's Office about complaints relating to your personal identifiable information](#) Tel 0303 123 1113

Contact Details

If you have any queries about the study or if you are interested in taking part then please contact the researcher(s)

Dr Chris Grigoroglou on 0161-2750743 or via email christos.grigoroglou@manchester.ac.uk

Dr Alex Hodkinson on 0161 275 3535 or via email alexander.hodkinson@manchester.ac.uk

Dr Salwa Zghebi on 0161 275 0326 or via email salwa.zghebi@manchester.ac.uk

Dr Maria Panagioti on 0161 306 0665 or via email: maria.panagioti@manchester.ac.uk