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*An institutional ethnography of New Zealand's commitment to patient-centred care*

## PATIENT PARTICIPANT INFORMATION SHEET

Thank you for showing an interest in this project. Please read this information sheet carefully before deciding whether or not to participate.

**About the researcher**

The main researcher is Rachel Webster, a PhD candidate at Massey University. Rachel is a registered nurse, and has worked for several years in acute care settings in New Zealand. Intrigued by the challenge for nurses to provide patient-centred care - to satisfy both the needs of the patient and the employer - this study has been designed to examine this point of tension, and to explore New Zealand’s intent towards achieving person-centred care.

**About the project**

Patient-centred care refers to a focus on the individual patient and their unique needs and expert opinion of their own health, compared to the old fashioned way - ‘because we know what’s good for you’. It is a commitment to returning the power to the patient, not the health care system.

The purpose of this project is to examine if patient-centred care is genuinely possible in the New Zealand health system.

This project will question the plausibility of a truly patient-centred care delivery model, while attempting to answer the question; what will help or hinder New Zealand achieving patient-centred care?

You are invited to be a part of this research; to share your voice on your personal experiences of care in New Zealand

This project is supported by a doctoral scholarship from Massey University.

**About the participants**

This project is seeking between three and nine adults (18 years or older) who have had recent extensive contact and multiple encounters with the New Zealand health care system across any setting, and are willing to share their experiences, good and bad, with the researcher.

From the three original participants, links to other people of interest may be made.

**What will participation involve?**

If you choose to be part of this research, we need your time and your stories. You will be involved in one, possibly two interviews (a follow up may be required if the researcher needs to clarify something). The interview will be all about you and your experiences of receiving health care in New Zealand.

* The interviews will be individual, and can be face-to-face at a place of your choosing, by skype, or by phone.
* Each interview is designed to take about 45-60 minutes, and can be done at a time that suits you.
* During the interview, the researcher will ask questions and take notes about observations they have made.
* Following the interview, everything said will be transcribed. You will receive a summary of this, and you will get a chance to edit anything you said. You do not need to do this if you do not wish to. If you chose to review and edit, this will take 15-30 minutes, and the researcher is available to help you with this.
* The researcher will be available for contact at any time during the research process if you require additional support for any reason related to this research
* Upon completion, you will receive a summary of the project findings

*Risks*

* Participants will not intentionally be exposed to any harm during this research.
* There is the potential to feel uncomfortable while talking to the researcher about private experiences.
* The researcher will take every effort to ensure participants feel comfortable, and participants have the right to decline to answer any particular questions to prevent such discomfort.

*Anonymity*

* The researcher will protect your anonymity in several ways;
  + in all research writing, references to individuals or the naming of particular places will be anonymous (through the use of pseudonyms).
  + stories or accounts of particular experiences will not be recognisable to anyone except the participant. Contextual details will be altered as required to ensure this.

*Benefits*

* Information used will help to produce a piece of research targeted at improving New Zealand health systems commitment to delivering care that is patient-centred. You have the unique opportunity to be a part of this, and to have your voice heard.

**About the data**

Raw data will be stored securely in password protected electronic files or locked filing cabinets for five years, after which it will be destroyed by deletion or shredding

**Participant’s Rights**

You are under no obligation to accept this invitation.

If you decide to participate, you have the right to:

* decline to answer any particular question;
* withdraw from the study at any time, until such time as interview data has been analysed, after which it cannot be removed. This will occur approximately three months after the interview has taken place;
* ask any questions about the study at any time during participation;
* provide information on the understanding that your name will not be used unless you give permission to the researcher;
* be given access to a summary of the project findings when it is concluded;
* ask for the recorder to be turned off at any time during the interview.

**Project Contacts**

You are invited to contact the researcher and/or supervisor if you have and questions about this project.

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| **Named Investigator** | Rachel Webster |
| **Role** | PhD candidate |
| **Department** | College of Health |
| **University** | Massey University |
| **Telephone** | 0273123229 |
| **Email** | R.H.Webster@massey.ac.nz |

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| **Academic Supervisor** | Professor Jenny Carryer |
| **Department** | College of Health |
| **University** | Massey University |
| **Telephone** | +64 6 356 9099 extension 85343 |
| **Email** | J.B.Carryer@massey.ac.nz |

You consideration is greatly appreciated.

Yours sincerely,

Rachel Webster

PhD candidate

Massey University

*This project has been reviewed and approved by the Massey University Human Ethics Committee: Southern A, Application 16/63. If you have any concerns about the conduct of this research, please contact Mr Jeremy Hubbard, Chair, Massey University Human Ethics Committee: Southern A, telephone 04 801 5799 x 63487, email humanethicsoutha@massey.ac.nz*