



CATNAPS - Staff Interview Participant Information Sheet

PIS V1.1 12/09/23



A research team led by the University of East Anglia (Prof Kristy Sanderson) has been funded by the National Institute of Health Research (NIHR) to work with the NHS ambulance sector to design a new way to manage staff fatigue and sleep health and thus reduce risks to both staff and patients. There are four work packages. We are inviting you to participate in the third work package.

In this research study we will use information from you (name, email address, your Trust name). We will only use 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.

Everyone involved in this study will keep your data safe and secure. We will also follow all privacy rules.

What is the purpose of this research?

The ultimate purpose of this research is to develop a fatigue risk management system (FRMS) for use in UK ambulance services. We will aim to achieve this by:

1. exploring what best practice looks like in fatigue management and how to make it work in the NHS ambulance sector (Work Package 1);
2. understanding what Trusts are currently doing to support staff sleep health and reduce fatigue (Work Package 2);
3. exploring how frontline staff experience and manage fatigue on shift and the perspectives of service users (Work Package 3);
4. developing guidance to help Trusts move closer to best practice in fatigue management (Work Package 4).

Why have I been invited?

We are inviting frontline staff in NHS Ambulance Trusts to take part in an interview to understand the experiences of managing tiredness on shift and responding to fatigue-related near-misses or incidents.

What does it actually involve?

A Microsoft Teams/Zoom interview, arranged at a time that is suitable for you. The interview will be recorded and transcribed. Information provided by you will be de-identified. The interview will last approximately 45 minutes. As a thank you for taking part you will be offered a £25 voucher.

How will we use information about you?

We will need to use information from you for this research project. This information will include your name and email address that you will provide to us once you have contacted the research team to express your interest in participating. People will use this information to do the research and send you a copy of the results. People who do not need to know who you are will not be able to see your name or contact details.

Do I have to take part?

No. Taking part is a personal decision and it is completely up to you whether you decide to take part or not. Your decision to participate or not will not impact your position within your Trust.

Are there any disadvantages to taking part?

We do not anticipate any disadvantages to you participating, apart from the time taken to take part in the interview. You don't have to answer any questions that you don't wish to, or that you think are not relevant to your experience. You may stop the interview at any time without giving a reason.

Are there any advantages to taking part?

This research aims to design a new approach to staff fatigue and sleep. It will be designed by the NHS ambulance sector for the sector. The research team are the facilitators of this process but we need people like you to guide us to understand the experiences of staff in practice, and to help shape what is practical, feasible, and acceptable in your context.

Will my information be identifiable?

During the interview recording, the interviewer will avoid using your name. The audio recording will be provided to a third party in the UK (Transcription Divas) who will transcribe it and remove any potential names and then delete the audio recording. Your data, including the audio file, will be issued a code number (a unique ID). Only the research team will be able to link interviewees to their unique IDs. The research team will conduct pseudonymisation and remove any information that might be linked to you or your site. Then, we will send you the pseudonymised copy of the transcript for you to review and check that no identifying information is left. We will keep all information about you safe and secure. When you sign up for the study, we will ask you which Trust you work in, so we can ensure representation across the ambulance sector. Data will be presented in summarised form and no individual responses will be identified. Any quotes reported will be anonymous, and we will remove any potentially identifying information for individuals and Trusts. All reports of study findings will label each Trust with a randomly assigned letter (e.g. Trust A, Trust D).

How will the information collected be shared?

After we have collected and analysed the data, the findings will be used to refine our theory of change and logic model. The information collected will inform understandings of lived experience of current fatigue management practice from the perspective of staff and patients, and the findings will be reported in an academic journal and presented at conferences. If you disclose poor professional practice (e.g. making use of illegal drugs to manage fatigue), the researcher might have to break confidentiality, discuss with the Chief Investigator, and act according to sponsor policy (UEA).

Who is responsible for the data and how long will the data be kept?

Everyone involved in this study will keep your data safe and secure. We will also follow all privacy rules. 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. The record of your name and email address will be destroyed once we have sent you a copy of the study results. UEA is the Study Sponsor and is the Data Controller. All information provided during the study will be stored in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). 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. At the end of the research period the research data and encrypted consent information will be passed into central file storage within the

Faculty of Medicine and Health Sciences and destroyed after 10 years. You can find out more about how we use your information by sending an email to the Data Protection Officer: dataprotection@uea.ac.uk.

What happens to my research data after the study?

Researchers must make sure that they write any reports about the study in a way that no-one can work out that you took part in the study. Once they have finished the study, the research team will keep the research data for 10 years, in case they need to check it. You can ask about who will keep it, whether it includes your name, and how long they will keep it. Any information that could show who you are will be held safely with strict limits on who can access it.

Who has reviewed the project?

Project approval has been provided by the Health Research Authority and NHS Research Ethics Committee (IRAS ID 316598). Scientific review and funding was provided by the National Institute of Health Research.

Can I talk to someone about the research?

Please email the research team at catnaps.study@uea.ac.uk and we will be happy to talk through any aspect of the research. You can also contact Chiara Lombardo (Study Manager) on 07540617277.

I have a complaint about the research

If you have any concerns or wish to complain about any aspect of this project, then please contact the sponsor's representative for complaints - Prof Kenda Crozier K.Crozier@uea.ac.uk. If you are not happy with their response or believe they are processing your data in a way that is not right or lawful, you can complain to the Information Commissioner's Office (ICO) (www.ico.org.uk or 0303 123 1113).

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.

Where can you find out more about how your information is used?

You can find out more about how we use your information

- at www.hra.nhs.uk/information-about-patients/
- by asking one of the research team
- by sending an email to catnaps.study@uea.ac.uk
- by ringing Chiara Lombardo (Study Manager) on 07540617277.

What if I need further support?

The interviews will be focused on your views and experiences about how best to manage fatigue. If, for any reason, you feel distressed during the interview, we will take the following actions:

- We will stop the interview and give you time until you feel able to continue the interview, should you wish to continue

- If you are feeling very upset, the researcher will suggest that you phone the ambulance service staff wellbeing service of the Trust you work in. If you prefer, the researcher will remain online with you until a course of action has been decided
- You will be offered a follow-up call the following day from the CATNAPS research paramedic
- You will be offered the opportunity to withdraw from the study
- If you are still feeling distressed, you can contact the following helplines: The Ambulance Staff Charity 24/7 Ambulance Staff Crisis Phonenumber 0300 373 0898, your Staff Wellbeing department, and Mind on 0300 123 3393.

[Click here to access the consent form](#)