

Evaluation of frailty virtual wards: theory of change study

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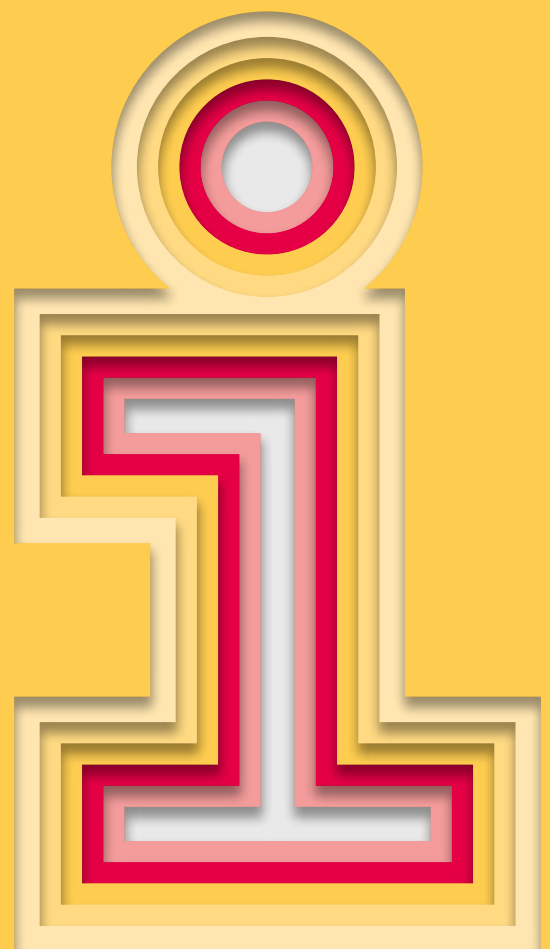
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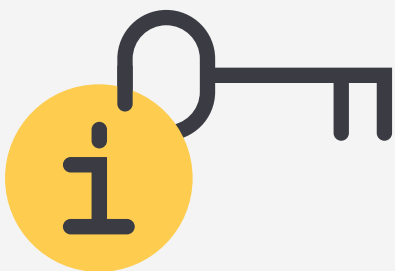
Key things to know

- This project is part of an independent evaluation of frailty virtual wards being conducted by THIS Institute at the University of Cambridge and RAND Europe.
- It will involve interviews with people who work on virtual wards or are involved in planning, organising, managing, or evaluating virtual wards.
- If you'd like to take part, you will be invited to complete a [consent form](#) and to have a short recorded interview, which will be anonymised and used to help develop the theory of change.
- Participation in this project is entirely voluntary. If at any time you decide you no longer want to take part, please let the research team know at virtualwards@thisinstitute.cam.ac.uk
- Your confidentiality will be maintained at all times.

What do I do if I want to withdraw from the project?

If you change your mind about taking part in the project you can withdraw at any time without giving a reason. If you want to withdraw from the project after completing the survey. Please email virtualwards@thisinstitute.cam.ac.uk

Personal data used to consent for the study will be securely stored. If you decide at any point that you no longer want your contact details retained, you can withdraw your information by emailing virtualwards@thisinstitute.cam.ac.uk



THIS Institute, in collaboration with RAND Europe, is conducting an independent evaluation of frailty virtual wards. Part of this evaluation involves developing a theory of change, which will seek to identify the goals of virtual wards and what needs to happen to achieve those goals.

When building a theory of change, it's important to understand the views of those involved, so a series of interviews is planned. We'd like to invite you to take part in an interview.

What will happen and how will you be involved?

You are being invited to take part in an interview which will discuss your views and experiences of frailty virtual wards. The interview will last around 30-40 minutes, but can be shorter if you prefer. The interview will take place by phone or Teams, at a time to suit you. The interview will be audio-recorded so that it can be transcribed (typed-up) and then analysed.

You have been invited to participate because as part because you:

- Care for patients, or facilitate care for patients, on NHS frailty virtual wards
- Are involved in policy, planning, managing, organising, or evaluating NHS frailty virtual wards

This means you have experiences and views which will be very helpful in understanding what frailty virtual wards are intended to achieve, and what is needed – including resources and systems – to achieve the goals.

If you would like to be involved in the study, please click [this link](#) to complete a brief online form. It will ask you whether you consent to taking part in an interview and your preferred way of being contacted about it. It will also ask for some brief optional demographic information. You will not be identified individually in any of the outputs.

Once you have provided consent and your contact details, we'll be in touch to arrange a time for the interview. During this interview, you will be asked questions about how you think frailty virtual wards work.

If you choose to do your interview by phone, your interview will be recorded using a secure recording device which only the researcher can access. If you choose to do the interview by Teams, your interview will be recorded on Teams and also, to ensure there is a back-up recording, a secure recording device. All recordings will be deleted once they have been transcribed and checked to ensure they are fully anonymised.

Taking part in this study is completely voluntary. It is up to you to decide whether or not you want to take part. If you decide to be involved, please keep this information sheet so you have details about the study.

You can leave the study at any time, without giving a reason. If you do not participate or decide to leave at any point, it will not affect your legal rights now or in the future. There will be no harm to you if you decide to leave the study before it is finished. If you choose to tell us why you are leaving the study, your reasons for leaving will be remain confidential and kept as part of the study record.

Will taking part in this project be kept confidential?

The recording and transcript of the interview will be kept strictly confidential. Transcribing will be undertaken by a third party transcription service who are subject to the University's data protection processes. Files will be transferred securely via encrypted servers. Any information that identifies you will be removed from the interview transcript. Only the transcription service, the researcher and staff on the study team will have access to the audio recordings. Recordings will be destroyed on completion of anonymous transcripts.

Any personal details you provide will be stored separately from your name and contact details. Personally identifiable information will be stored in one of the University of Cambridge safe havens, which is covered under the NHS England Data Protection Toolkit. The data will not be made available beyond the research team.

You will not be identifiable in any published material about the study. We may use quotes from the interview but these will not be attributable to you. In exceptional circumstances the researcher may need to disclose information obtained in the study if there was a concern about a significant risk of serious harm to yourself or other people.

How will we use information about you?

The University of Cambridge is the sponsor for this study, based in the United Kingdom. We will be using information from you in order to undertake this study and we will act as the data controller. This means that we are responsible for looking after your information and using it properly.

- Your name, contact details and personal details (UK region you work in, age, sex, gender, and ethnicity)
- Your consent form
- Audio recordings and interview transcripts.

The study team will use this information to do the research or to check your records to make sure that the research is being done properly.

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 code number instead which will be kept separate from your name or contact details.

What are the benefits of this project?

Your input in this study is important, as it would help to develop a theory of change for frailty virtual wards that will be very valuable for understanding how virtual wards should be designed and organised, and what resources they need. It is unlikely that the study will be of direct benefit to you. However, taking part will give you the opportunity to talk about your knowledge and experiences of virtual wards. We hope the study will improve treatment for staff, patients and people supporting patients in the future.

Are there any risks?

There are no identifiable risks to you from participating in the interviews, but we appreciate that many people working in the area of virtual wards face significant demands and pressures and that finding the time to take part might be a challenge. We have therefore designed the interviews to be as short as possible. You can stop the interview at any time and are free to withdraw if you prefer.

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

You can find out more about how we use your information at <https://www.medschl.cam.ac.uk/research/privacy-notice-how-we-use-your-research-data/> or by contacting the Data Protection Officer at dpo@admin.cam.ac.uk.



Who has reviewed the project?

The project has been reviewed by the University of Cambridge Psychology Research Ethics Committee: Reference [add reference number]

For any complaints or concerns

Contact the Chief Investigator (director@thisinstitute.cam.ac.uk) or the University of Cambridge Research Governance office: Tel: 01223 769291 Email: SchoolSec@medschl.cam.ac.uk.

If you wish to raise a complaint on how we have handled your information, you can contact the Data Protection Officer at dpo@admin@cam.ac.uk.

If you are not satisfied with their response or believe your data is being processed in a way that is not lawful, you can complain to the Information Commissioners Office (ICO) at www.ico.org.uk or telephone 0303 123 1113.

Get in touch

For questions or concerns about anything to do with the project please email the project team at virtualwards@thisinstitute.cam.ac.uk

www.thisinstitute.cam.ac.uk



We will keep all information about you safe and secure for up to ten years after the end of the study (the audio recording of your interview will be destroyed on completion of anonymous transcribing). Once we have finished the study, we will keep some of the data so we can check the results. If you indicated on the informed consent form that you would like to hear about the results of the study once the study is complete, or that you would like to be involved in future research about virtual wards, your contact details will be stored on a safe haven within the University of Cambridge and only accessed by specific research staff. We will write our reports in a way that no-one can work out that you took part in the study.

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. To safeguard your rights, we will use the minimum personally-identifiable information possible.

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.

If you consent, anonymised interview transcripts and associated anonymised information might be used to support other research in the future, and might be shared anonymously with other researchers working at THIS Institute or in other organisations subject to relevant ethical approval and data-sharing agreements.

What will happen to the results of the project?

The results of the study will be submitted for publication in scientific journals, presentations and other outputs. The findings may be shared with other researchers, including researchers from The Health Foundation, in a format which will not retain any personal details. Researchers will make sure they write the reports about the study in a way that no one can work out that you took part in the study. In this anonymous format, your interview may contribute to other research proposals or studies on related topics.

Who is organising and funding the project?

The project is organised by an independent and highly experienced team from the University of Cambridge, led by Professor Mary Dixon-Woods from THIS Institute, University of Cambridge, with clinical leadership from Prof Tim Draycott at the RCOG. This project is funded by The Healthcare Improvement Studies Institute (THIS Institute), University of Cambridge. THIS Institute is supported by the Health Foundation, an independent charity committed to bringing about better health and healthcare for people in the UK.