

Invitation to join a research study

You are invited to join a research study run by Cambridge University. We want to hear about your views of the new clinical coaching service. Health Navigator (HN) deliver the clinical coaching for the NHS. If you take part, we will ask you to do a short interview.

We are inviting you because you were offered the coaching but chose not to use it. There are many reasons why people choose not to use services. It's important for us to understand these reasons. This will help make sure patients get the best service for their needs.

Why join the study?

- Help make the NHS better: By sharing your views, you can help us learn what works well and what needs to change.
- Easy and respectful: We will arrange the interview at a time that works for you. It will be done with care and respect.
- Independent and private: The study is run by a team at Cambridge University who are not part of the coaching service. This helps us give honest feedback on how well the service is working. What you say in the interview will be kept private.

What can you expect in the study?

- The interview will take about 15 minutes but can be shorter if you like. It can be done by phone, video call or in person.
- In the interview, we will ask you what you think about the coaching service. We will also ask you why you didn't want to take part.
- What you say will not be shared with HN or the NHS. It will not impact your NHS care.
- We will share the overall findings with HN and the NHS. No-one will be able to work out that you took part in the study.

How do you take part in the study?

- If you have questions or want to take part, you can contact the research team. You can call us on 01223 761753 or email AICC@thisinstitute.cam.ac.uk. We work Monday to Friday, 9am to 5pm. If we don't answer, please leave a message and we'll call you back.
- A family member, friend, or support person can also contact us to help you learn more about the study.
- If you need extra help to take part in the study, please let us know. We will do our best to support you.

Thank you for thinking about joining the study. We hope to hear from you soon.