

Patient Public Involvement (PPI):

Evaluating telephone based digital triage: patient and public input into the interpretation of research findings

We are looking for members of the public who have had recent experience of out of hours services and are interested in how these services can be improved. The opportunity involves joining an advisory panel to share your views relating to findings from an ongoing research project.

The project is investigating how digitally supported telephone based care can be improved. We are collecting and analysing information on callers' experiences, how patients use telephone based urgent care services and patients' health outcomes. The project is funded by the University of Warwick and an industry collaborator Advanced (<https://www.oneadvanced.com/>) who develop digital triage software that is used by the NHS.

We plan online panel sessions where research findings will be presented and the PPI advisory panel will help to interpret them.

There will also be the opportunity to provide written feedback and to receive written reports of project findings. In addition, there may be future opportunities to join a PPI panel that Advanced is setting up to help inform the future development of its digital triage software.

More information about the research

There are three main parts to the research:

- Part 1: Investigating how telephone based services are used before and after the start of Covid-19
- Part 2: Exploring views and experiences of patients and carers
- Part 3: Understanding how patients use wider healthcare services after they have been digitally triaged.

Please see the webpage below for more information about the research project:

<https://warwick.ac.uk/fac/sci/med/research/hscience/apc/digitalprimarycare/triageinurgentcare/>

Opportunities for involvement

We would like to invite your participation in online panel sessions, lasting for one hour. We are currently planning three interactive sessions expected to take place between September 2021 – March 2022. Before the event, you will be sent a summary of findings including a list of topics or questions for the online group, which you will be asked to read before the online group. During the online panel session (which will be held using Microsoft Teams), we will present the main findings from the research and invite your feedback. Online groups will be recorded. You will also have the opportunity to provide written feedback after the event.

There will opportunity for further patient-public involvement with Advanced (the partial project funder), your input will contribute to the improvement of digital triage software.

Expenses and payments

As a thank you for your time, you will be paid £25 for each online panel group that you attend.

What experience will you need?

We are looking for a wide range of individuals who have had recent experience of out of hours (OOH) care either for themselves or as a carer. OOH refers to care received during the evening or weekend when general practices are closed. Experience of OOH care may include the use of NHS 111 in England, NHS 24 in Scotland or a local out of hours care service. We are particularly keen to include people of different ethnic backgrounds, from different parts of the UK, and people with long term conditions.

If you would like to participate, you will be asked to provide information about your age group, sex, ethnicity, health and experience of caring if applicable. This information will be used to inform whether individuals are invited to join the panel as we are aiming for a wide range in breadth of experience. Data will be handled in line with the Data Protection Act 2018: it will be securely stored for the minimum time necessary and will be used for this purpose only.

Contact details

To participate or find out more, please get in touch with Ash Sexton (PhD Student) by email: ash.sexton@warwick.ac.uk

Thank you for your interest in this research