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| Information sheet for research and engagement projects  P1031 HWE Brand project - Report template_V2_1.jpgJanuary 2023 | |
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Why is an information sheet necessary?

When undertaking research or engagement projects, Healthwatch should provide people with an information sheet about the project to understand what data we are collecting, why we are collecting it and how we’ll use it. This will allow them to decide whether to take part.

Below, we have set out what information you should include in a research or engagement project information sheet.

Example text

About Healthwatch

Healthwatch [insert name] is the independent champion for people who use health and social care services. There is a local Healthwatch in every area of England. We find out what people like about services and what could be improved, and we share these views with those with the power to make change happen. Healthwatch also helps people find the information they need about services in their area.

Nationally and locally, we have the power to make sure that those in charge of health and social care services hear people's voices. As well as seeking the public's views ourselves, we also encourage health and social care services to involve people in decisions that affect them.

We have statutory powers to find out what matters to you and make sure your views are heard by those who commission, deliver and regulate health and social care services.

[Research/Engagement Title]

Summary of research/engagement

Tell people briefly about your research/engagement project so that they can decide whether to read further. This should be no more than two sentences. For example:

*Healthwatch Anytown wants to understand the experiences of people who have recently used the Anytown General Hospital Accident and Emergency Department.*

Explanation

Purpose of and background to the research.

Think about:

* The nature of what you are proposing
* Why are you doing the research

You should try to keep this brief and understandable.

For example:

*We've heard that people are experiencing very long waits at Anytown General Hospital A&E Department. We want to interview 15 people to understand their experience in depth to complement the findings of a survey that we’re running at the same time about A&E waiting times.*

What would taking part involve?

Give potential participants an idea of what they should expect if they agree to participate. This includes whether you are offering any incentives.

This must include a description of the types of personal and special category data you will collect and process.

For example:

*The interviews will last for about half an hour to 45 minutes. They can take place on the phone, by Zoom or at our offices at 4, The Street, Anytown AN1 0YZ at a time to suit you. We need to have completed the interviews by the end of June 2022.*

*The interview will cover the following areas:*

* When you visited Anytown General Hospital A&E Department and for what health condition.
* Your experience of initial triage.
* How long you've waited to be seen by a medical professional.
* What treatment you were given, or what action was taken to address your condition.
* Your experience of waiting, including being kept up to date with how long you’ll have to wait.
* We’ll also ask for your age, gender, and ethnicity to look at different groups' experiences of.

How you will use the data

Tell people how you will analyse and publish the data. You need to assure them that you will anonymise any quotes you use from interviews in the final report. For example:

*We'll be writing the survey results and the interviews up in a report that we'll share with Anytown Hospital Trust. If we use any quote from your interview in our final report, we’ll remove any information from it that might identify you before we publish it.*

*We want them to use our research findings to work with Anytown General Hospital Trust to improve the experience of people waiting at A&E.*

*We’ll also send the report to Healthwatch England to inform their work.*

You’ll need to tell participants how you will store the data and for how long you'll keep it. You should ensure that this statement is consistent with your public privacy policy statement on your website. You must tell participants if you'll share identifiable personal data with anyone else.

You must explain if personal data will be processed outside the UK (for example, via a survey platform or cloud-based qualitative analysis tool whose servers are based in another country). You must advise what steps you have taken in accordance with GDPR to protect the data subject's rights about this overseas processing.

You'll also need to give brief information on how you'll protect the information using organisational or technical measures. For example:

*Healthwatch Anytown will record your interview on a secure device. At the end of the interview, we'll transfer it to a restricted access folder on our IT system and delete the version on the recording device. Only our research staff have access to this folder. They will then type up the interview transcript and save it in the same folder.*

*All our research team members have received training on data protection and undertake refresher training every year.*

Whether you'll share their data with anyone else

You should tell people if you might pass their data to the relevant authorities because it reveals a safeguarding concern.

Why you can collect this data

You must tell participants which lawful bases under GDPR you rely on to process personal and special category data. Healthwatch England advises that you should use lawful bases other than consent and explicit consent when processing data using your statutory duties. This should be consistent with the content of your privacy notice.

We’ve provided further information on [wording of consent and explicit consent](https://network.healthwatch.co.uk/guidance/2023-01-20/how-to-word-consent).

Data subject rights

You must tell participants that they have a right to:

* Access any data that you hold about them.
* Ask for that data to be rectified if it is inaccurate.
* Ask for the data to be deleted or not to be used in specific ways (only if your lawful basis is consent for this project).
* To make a complaint to the Information Commissioner’s Office ([www.ico.org.uk](http://www.ico.org.uk/)) if they consider that personal data has not been processed in accordance with the law.

You must include the contact details of your Data Protection Officer for people to use if they wish to withdraw from the project or lodge a complaint.

Would you like further information?

See our privacy policy for further information about how we store and use your data. [insert a link to your privacy policy on your website]

Healthwatch England

National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

www.healthwatch.co.uk 

t: 03000 683 000

e: enquiries@healthwatch.co.uk

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 Facebook.com/HealthwatchE