

CALL FOR PARTICIPANTS Version 2 (10.05.21)



**Healthcare
Improvement
Scotland**

Involving patients and carers when things go wrong in healthcare

Have you, or a close relative, been involved in a "serious safety event" when receiving NHS care?

Did the NHS involve you in any investigation afterwards?

An important part in understanding and learning when things go wrong comes through involving patients and carers who hold important information that may help the NHS learn about the circumstances leading up to a patient safety event. This includes learning when things go wrong and listening to those involved.

Can you help with our research study?

We are interested in hearing from patients or family members who have experienced a patient safety event. Whilst this is not another opportunity for individual cases to be re-examined and reviewed, we are looking for help to understand how the involvement of patients, carers and relatives could be improved in future.

We are conducting telephone interviews and are interested in learning more about people's experience and involvement (or not) in safety investigations as part of a piece of work commissioned by the Scottish Government. We are listening to the views of patients and family members – as well as staff and those in the NHS who investigate these events.

How your information can help?

We will use the information we gather to help us understand more about how best to involve patients and families in future safety investigations. Our aim is to support the NHS to compassionately involve patients and families in a sensitive and transparent way to learn together about what has happened and how to prevent this in the future.

How to get involved?

If you have experienced a serious incident in healthcare as a patient or family member, and are interested in taking part, we would really like to hear from you.

If you are interested in hearing more, please get in touch via email or telephone and we will send you some more information and an expression of interest form.

After that, if you are interested and eligible to take part in the study, we will have a longer interview with you (about an hour long) via a phone call, at a time to suit you.

All information you share in the interview will be anonymised and kept confidential and you will be free to withdraw from the study at any time without giving a reason. We can't interview people who have been involved in an incident that happened less than a year ago, where the investigation is still ongoing or who are currently involved in legal action related to the incident.

If you are interested in finding out more about this work, or taking part, please contact:

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