

Participant Information Sheet

Study Title: Frontline ambulance service staff cultural competence: a cross-sectional survey

Invitation to take part.

Thank you for taking your time to read this information sheet. You are being invited to take part in this research study. Before you decide to take part or not, we would like you to understand the details of the study. This sheet will provide you with information on why the research is being done and what it will involve. Please take your time to read it carefully. Choosing to participate is completely voluntary.

What is the purpose of the study?

The aim of this study is to explore cultural competence in frontline ambulance service staff. Cultural competence is an essential element in healthcare. It is closely tied with person-centred care as it involves understanding the needs of the individual and tailoring the care provided to these needs when possible, which is integral to patient care. This project uses Charbonneau et al's (2009) definition of cultural competence, described as *"a process in which an understanding of cultural attitudes, values, beliefs, and practices is used to help guide care for an individual, taking into consideration specific history and needs, and avoiding the use of stereotypes and personal biases"*. Cultural competence is impacted by different factors, both within and outside of our control, on personal and systematic levels. This study wants to explore cultural competence alongside some of the factors that impact it in the context of frontline staff in ambulance services in England. This is an understudied area of practice and training that we need to understand better.

Who is being included in this study?

We are inviting any current frontline ambulance service staff over the age of 18, working in an NHS ambulance trust in England to take part in this study.

Do I have to take part?

Taking part in this research study is entirely voluntary. Deciding to take part or not in this study will have no impact on your work. If you decide to take part you will be able to download this information sheet to keep, and you will be asked to electronically sign a consent form. All responses to the survey will be anonymous. We will take extra care to ensure that you cannot be identified in any reports produced from this survey. Once you have hit submit at the end of the survey you will not be able to withdraw your responses as we will not be able to identify them.

What will happen if I do take part?

If you do take part in the study, you will be asked to fill in the online survey. This will take approximately 20 minutes. It will begin by asking for your consent to participate in the study.

After which it will ask about your demographics, life experiences, cultural awareness, sensitivity, and behaviour. At the end of the survey, you will have the option to follow a separate link, where you will be asked if you would like to receive a copy of the report produced from this survey. You will also be asked if you would be interested in being interviewed about your experiences and views of cultural competence. Lastly, you will be asked whether you would be happy to be contacted in the future by researchers conducting research in a similar area at the University of East Anglia. Should you be happy to be contacted you will be asked to provide your name and email address. Personal information will be stored separately from your survey responses and will not be linked to your survey responses in any way. If you indicate that you wish to receive a copy of the report or wish to take part in interviews your personal information will be kept for 1 year. If you indicate that you wish to be contacted about future research your personal information will be kept for 5 years.

What will I have to do?

If you choose to take part, you will need to fill out the online survey. This will take approximately 20 minutes to complete.

Access arrangements

It is important for us to ensure there are no access barriers to you taking part in this study. It is completely acceptable for you to have assistance whilst completing the survey. We believe the Jisc online surveys platform is screen reader compliant. If you have any problems with this or would prefer us to send you the survey via email or post as a hard paper copy, this can be arranged. If you would like a hard paper copy this can be in regular sized text (12-point font) or large text (16 point font). If you are completing the survey in hard copy, we will provide you with a stamped addressed envelope for you to return it. Please contact Hafsa Mahumud at h.mahumud@uea.ac.uk, about your access needs and we will try our best to accommodate your needs.

What are the possible risks and benefits of taking part?

There are no anticipated risks of taking part in this study. However, the questions in the survey aim to explore your knowledge, thoughts, and behaviour in relation to cultural competence. If at any point you feel uncomfortable or distressed, you can stop filling in the survey. Data from incomplete surveys that do not have the "submit" button hit will not be analysed. If you feel you need support for your mental wellbeing or feel distressed due to the survey, we highly recommend seeking support from the mental health charity [MIND](#). It is possible that you may disclose instances of professional misconduct or malpractice in your survey response, however, as the survey is anonymous, we will not be able to follow this up.

The potential benefits of taking part in this study is the opportunity to contribute to the understanding of cultural competence in frontline ambulance service staff. This understanding is necessary to support staff, students, and ambulance services at large. It is also important and could lead to recommendations for education, training, and continuous personal and professional development.

What will happen if I withdraw and no longer want to take part in the study?

All survey responses will be anonymous. Once you have completed the survey and selected submit at the end, you will not be able to withdraw your responses to the survey as we will not be able to identify your individual response.

Will my involvement in the study remain confidential?

Yes, your involvement in our study will remain confidential and anonymous in line with ethical and legal requirements. You will not be able to be identified in any reports or publications.

Any identifiable information will be destroyed after either one or five years, depending on whether you want to receive a copy the report of the survey, wish to be invited for interviews or wish to be contacted in the future about any research.

How will we use information about you?

We will need to use information from you for this research project. This information will include your:

- Age range
- Disability status
- Gender identity
- Job role
- Level of education
- Race and ethnicity
- Religious beliefs
- Sexual orientation
- Socio-economic background
- Contact details (if you opt-in to being contacted for future interviews, to receive a copy of the report or about future research)

People 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 if you consent to provide them for future research. We will keep all information about you safe and secure. Once we have finished the study, we will keep some of the data so we can check the results. 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.
- 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 agree to take part in this study, you will have the option to take part in future research using your data saved from this study. If you consent to being contacted about future research, your personal information will be kept for 5 years by the research team and they may contact you between this time about future research.

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

You can find out more about how we use your information

- at www.hra.nhs.uk/information-about-patients/
- our leaflet available from www.hra.nhs.uk/patientdataandresearch
- by asking one of the research team
- by sending an email to dataprotection@uea.ac.uk or
- by ringing us on 07795353234.

What happens to the results of the study?

This project will contribute towards Hafsa Mahumud's PhD dissertation. The results of this study will be shared in reports to ambulance services and in research publications. We aim to also present the results at conferences. You will not be identifiable in any of these.

Will there be any financial costs?

No, there are no costs to you as this is an online survey.

Who is organising and funding the research?

The study is organised by the researcher and supervisory team. The study is being undertaken in partial fulfilment of a PhD, which is being funded by the University of East Anglia via a PhD studentship. The University of East Anglia is the sponsor organisation of this research.

Who has reviewed the study?

The study has been reviewed and granted approval by the University of East Anglia's Faculty of Medicine and Health's Research Ethics Committee, reference ETH2324-2277.

Further information

If you would like to discuss further or ask any questions, please do not hesitate to get in contact with the postgraduate research student at h.mahumud@uea.ac.uk.

Concerns of complaints

If you have any concerns or complaints about the study, please do not hesitate to contact me at h.mahumud@uea.ac.uk. If you would prefer to contact another member of the research team, you can contact my primary supervisor at the following address:

Dr Katherine Deane,
School of Health Sciences,
University of East Anglia,
Norwich, NR4 7TJ
k.deane@uea.ac.uk

If you have any concerns or complaints about this study and wish to contact someone independent from the study, please contact:

Professor Kenda Crozier,
Head of School of Health Sciences,
University of East Anglia,
Norwich, NR4 7TJ
k.crozier@uea.ac.uk

Data management information

Data management will be in compliance with the Data Protection Act 2018 (DPA 2018), the UK General Data Protection Regulation (UK GDPR), and the University of East Anglia's [Research Data Management Policy](#). As per data protection legislation, we must inform you that the legal basis for processing your data as stated in Article 6(1) of the UK GDPR, is as this allows us to process personal data when it is necessary to perform our public duties as a university.

Further data management information:

- All paper copies of the survey and consent forms will be destroyed once the data has been transferred to the Jisc online surveys platform.
- [The Jisc online surveys platform is UK GDPR compliant.](#)
- Participant personal information (name and email address) will only be collected if the participant wishes to receive a copy of the report, to be invited for interviews or to be contacted in future about research. This information will only be accessed by the research team and will either be destroyed 1 year or 5 years after the study.
- Data from the survey, which will be anonymous, will be stored on the secure University of East Anglia shared drive for 10 years. Survey data will be deleted from the drive 10 years after the project ends.
- The data controller is the University of East Anglia.
- For further information you can contact the University's Data Protection Officer at dataprotection@uea.ac.uk
- You can learn more about your data protection rights at the [Information Commissioner's Office](#).
- If you have any worries with how your personal data has been used, please contact the University's Data Protection Officer at dataprotection@uea.ac.uk in the first instance.

**This information sheet is for you to keep.
Thank you for reading it.**

Now click (LINK) to take part in the survey.