Information Sheet for Asylum seekers and Refugees

**1. What is the HEAR 2 study?**

Health and Care Research Wales have asked Swansea University to find out the experience of asylum seekers and refugees who use interpreters to access the National Health Service (NHS) in Wales. During the HEAR 2 study, Swansea University will work with the NHS and Welsh charities to find out how people access interpretation services when using primary and emergency care, what problems they may have, and what has worked well for people.

This information sheet tells you about the study, to help you decide whether you want to take part. Please read the information carefully and discuss it with friends or relatives if you wish. If you decide not to take part, this will make not difference to the care you receive.

***Please ask the research team or a support worker if there is anything which is unclear or if you would like more information.***



**2. Why am I being invited to take part?**

We think that collecting this information directly from asylum seekers and refugees will help improve NHS services. By contributing your answers, thoughts and feelings, you will help us to gain a better understanding of patients’ experience of interpretation services in the NHS.

**3. Do I have to take part?**

No, your participation is entirely voluntary.

**4. What will happen if I do take part?**

If you want to take part, we will ask you to sign a consent form to show you have agreed. You are free to change your mind at any time, without giving a reason. We will:

a. ask you to complete a questionnaire. The questions will ask what services you have accessed and how satisfied you were with the care you received from the NHS. The questionnaire should take no more than 30 minutes to complete.

b. invite some people to take part in an interview to help us understand more about your experience of interpretation services. If you are interested in taking part in an interview, please let us know and tell us how to contact you on the consent form.

***You do not have to participate in all parts of the study – you can choose to do some parts and not others.***

**5. When will the research be published?**

The research will be published at the end of 2022.

**6. Where will the research be published?**

Health and Care Research Wales will publish the research. It will also be available online.

**7. What are the benefits of taking part?**

The information we obtain from this study may help to improve care of asylum seekers and refugees by the NHS in the future.

**8. What are the disadvantages of taking part?**

We realise that you are giving up your own time to complete a questionnaire. We have made it as short as possible so that we do not inconvenience you for very long. We do not believe that taking part in this study will result in any disadvantages to you.

**9. Will my information be kept confidential?**

Yes. We will ensure all information about you is kept completely confidential. It will not be possible for anyone outside the research team to identify you from any of the data you share with us. Any personal information you give us (name, date of birth, address, NHS number) will not be revealed to anyone outside the research team at any time.

**10. Who has reviewed the study?**

All research in the NHS is looked at by an independent group of people, called a Research Ethics Committee to protect your safety, rights, wellbeing and dignity. This study has been reviewed and given a favourable opinion by the xxx Research Ethics Committee (REC).

**11. Questions or concerns**

1. For general advice about taking part in research please see: http//www.nhs.uk/Conditions/Clinical-trials/Pages/Introduction.aspx
2. If any worries are raised as a result of taking part in the study, and you would like advice in private please contact your GP surgery, NHS provider or support worker. You can also contact:

* Displaced People in Action: Phone: (029) 2078 9733; Email: info@dpia.org.uk
* SAMARITANS: call for free: 116 123, lines open 24 hours a day, 7 days a week. Welsh Language Line: 0808 164 0123
* MIND: call 0300 123 3393, lines are open 9am to 6pm, Monday to Friday (except for bank holidays), info@mind.org.uk; Text: 86463

1. If you have a complaint about how your information is being used, please contact Public Health Wales Data Protection Officer, email: [PHW.InformationGovernance@wales.nhs.uk](mailto:PHW.InformationGovernance@wales.nhs.uk) or contact the Information Commissioners Office, <https://ico.org.uk/>

**12. Further information and contact details**

Should you have any questions please contact the study manager

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Thank you for taking the time to read this information sheet and for considering taking part in this research study