

## Participant Information Leaflet

### National Engagement Survey on Digital Health and Social Care

#### Telephone Survey for the Public

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This leaflet is intended for members of the public who are taking part in the telephone survey for the National Engagement on Digital Health and Social Care. The aim of this survey is to understand your opinions on the digitisation of health and social care including accessing and sharing health and social care information digitally and accessing care digitally.

Taking part in this survey is voluntary. Before you decide whether or not you wish to take part, you may wish to read the information provided below.

#### 1. Why is this telephone survey being done?

The survey is being run by the Health Information and Quality Authority (HIQA) in partnership with the Department of Health and the Health Service Executive (HSE).

The scope of digital health and social care is wide. One example includes telehealth where GP consultations take place using a smart or mobile phone. Remote monitoring of blood pressure using a device that a person wears is another example. People having access to their health and social care information online via a website or portal is also an example.

The national engagement will look at what digital health and social care means to the Irish public and professionals working in health and social care<sup>1</sup>. It will gather evidence on the public's wants, needs, and readiness for digital health and social care, including potential impacts for the public. It will also gather evidence on professionals' wants, needs, and readiness for digital health and social care, including their attitudes to the public having digital access to their health and social care information, and potential impacts for professionals.

The engagement is being carried out in light of potential changes brought about by the COVID-19 pandemic and also changes in attitudes to digital health information technologies as a result of the cyber-attack in the HSE. In addition, it is being carried out in the context of recent European Commission targets where 100% of European Union citizens are expected to have electronic access to their medical records by 2030.<sup>2</sup> Furthermore, under the initiatives of the Sláintecare reform programme, the Government has a goal to implement a citizen health portal among other digital health objectives.<sup>3</sup> Digital improvements in this area will lead to greater availability of health information, improvements in decision-making, and ultimately safer care and better outcomes for patients.

The information from this survey will be used by HIQA to make recommendations on technical implementation in line with European Commission and Irish government goals. The Department of Health and the HSE will also use the research findings to inform legislation, national policy, and future developments in health and social care technology.

## 2. Who is organising and funding this survey?

HIQA is conducting this survey in partnership with the Department of Health and the HSE.

The survey is being conducted by a market research company, IPSOS MRBI, on behalf of HIQA, the Department of Health, and the HSE.

## 3. Why am I being asked to take part?

The target sample size is 1,920 people who live in Ireland and who are aged 18 years and over. A survey recruitment method called random digit dialling will be used. This involves calling mobile phone numbers randomly. If you receive a phone call asking you to take part, this means that your phone number was generated at random. Random digit dialling allows us to ensure that the results of this survey are a true reflection of the Irish public's opinions on digital health and social care, including accessing and sharing information digitally and accessing services digitally.

<sup>1</sup> The professional survey is specifically looking to registrants with CORU (Ireland's multi-profession health regulator); the Dental Council of Ireland; the Medical Council; the Nursing and Midwifery Board of Ireland; the Pharmaceutical Society of Ireland; the Pre-Hospital Emergency Care Council; and members of the Psychological Society of Ireland..

<sup>2</sup> See Europe's Digital Decade at <https://digital-strategy.ec.europa.eu/en/policies/europes-digital-decade>

<sup>3</sup> See Sláintecare Implementation Strategy and Action Plan 2021-2023 at <https://assets.gov.ie/134746/9b3b6ae9-2d64-4f87-8748-cda27d3193f3.pdf>

You can change your mind about taking part any time you like, even if the survey has started, and you do not need to tell us why.

The study is not open to volunteers.

#### **4. When will the survey be carried out?**

The telephone survey will begin in June 2023 and will continue until 1,920 survey responses are received over a four week period. If you receive the call asking you to take part in this survey, you will be asked if you are happy to complete the survey. If you cannot complete the survey when you receive the call, you can request to be called back at a date and time that suits you, but during the period of time when the survey is taking place.

#### **5. Is there another survey taking place?**

We are also holding a national online survey with professionals who work in health and social care. Both surveys will help us to understand the opinions of the public and professionals on the digitisation of health and social care including accessing information and health and social care services digitally.

#### **6. Can I complete both surveys?**

You could possibly complete one survey in a private capacity as a member of the public and also complete the other survey in a professional capacity as a professional working in health and social care. Please see [www.hiqa.ie](http://www.hiqa.ie) for more information on the online survey for professionals.

#### **7. What will happen to me if I agree to take part?**

If you agree to take part in this survey, you will be asked to participate in a 20-minute telephone call. An interviewer will ask you a number of questions in relation to age, gender, and region. These questions help us to make sure that we collect responses from a variety of people with different backgrounds. It is important to collect responses from different backgrounds to ensure that the survey results are a true reflection of the opinions of all people living in Ireland. Other questions are designed to help us to understand your views on the use of digital technologies in health and social care in Ireland. The interviewer will ask questions on digital health-related topics and will then ask you questions about your wants, needs, and readiness for digital health and social care, including potential impacts.

This is a once-off survey. The interviewer will be fully trained in conducting telephone surveys and is employed by IPSOS MRBI, who are based in Ireland. All information collected will be kept in the strictest confidence and combined, anonymous results will be reported only. It will not be possible to identify any particular individual in the results and no information that could identify you will be provided to anyone.

#### **8. Will the phone call be recorded?**

Telephone interviews will not be audio recorded. The interviewer will write your answers to the questions into a computer programme. A minimum of 10% of calls will be monitored by

a supervisor for quality and control purposes to make sure the interviewer carried out the survey as expected.

### **9. What are the benefits?**

Completing this survey gives you the opportunity to have your opinion heard on the future of digital health and social care in Ireland. The survey results will have a meaningful impact on plans for digital information and services in Ireland, specifically the use of digital technologies in health and social care.

### **10. What are the risks?**

We do not see any risks to taking part in this survey. The survey requires your commitment to a 20-minute survey. If we call you at a time that is not suitable to you, we can reschedule the call to a time that does suit you.

We have taken the necessary steps to ensure your personal information is protected. Further information can be found in the section **11. 'Is this survey confidential?'**.

### **11. Is the survey confidential?**

Yes. All information collected will be kept in the strictest confidence. Your personal information — your phone number, which has been randomly generated, and your first name, which is asked at the end of the call — will be kept for four weeks after the survey closes for quality control purposes. This information will then be deleted permanently. Access to survey answers will be restricted to selected individuals. Survey answers will be stored by IPSOS MRBI and sent securely to HIQA. After HIQA receives the information, IPSOS MRBI will permanently delete the responses. The responses will not include any personally identifiable information. It will not be possible to identify any particular individual in the survey results and combined results will be reported only. In the event that a survey participant includes personal details in their answers, the interviewer will not record, collect, or store this information. HIQA will retain merged anonymous survey responses permanently.

If you request to have additional information on the survey posted to you, your name and address will be collected for this purpose and deleted within four weeks after the survey.

If you would like additional information on the survey, please go to [www.hiqa.ie](http://www.hiqa.ie) or contact us with your query at the email, address or phone number noted below.

### **12. Data Protection and Consent**

You will be asked to give verbal consent before taking part in the survey. Participation is voluntary and you have the right to withdraw from the survey at any time. The information you provide will be used to ensure that the survey includes responses from a variety of people living in Ireland. This will allow us to ensure that the results accurately represent the Irish public's opinion on digital health and social care.

We will be processing your personal information under Section (8)(1)(j) of the Health Act 2007. Under Section (8)(1)(j), HIQA has responsibility to provide advice and make recommendations to the Minister for Health and the Health Service Executive about deficiencies identified by the Health Information and Quality Authority (HIQA).

Initially, you will be identified by your telephone number through a random digit dialling process. You will be asked for your first name at the end of the call. This personal information will be stored for four weeks after the survey is completed. A file containing non-identifiable survey answers will be stored permanently after the completion of the project by HIQA.

There will be a four-week period between the closing of the survey and the deletion of first names and telephone numbers. Within this four-week period, participants have the right to review, edit, or delete their survey responses if they so wish. After the four-week period, survey answers will no longer be linked to personal information (first name and phone number) and it will no longer be possible to make amendments or delete the survey responses. If you request to have additional information on the survey posted to you, your name and address will be collected for this purpose and deleted four weeks after the survey ends.

As you are a data subject in this survey, under the law, you have the right to:

- request access to your personal data (first name and telephone number) and survey responses and request a copy of same (available for up to four weeks after completion of the survey, after which time the survey answers will no longer be linked to personal details [first name and telephone number] and therefore no longer individually retrievable)
- restrict or object to processing
- have any inaccurate information about you corrected or deleted
- lodge a complaint with the Data Protection Commission (DPC) if you are unhappy with how your personal data is being used.

Should you have any further queries or should you want to make a complaint, you can do so by emailing [digitalsurvey@hiqa.ie](mailto:digitalsurvey@hiqa.ie)

You may also contact HIQA's Data Protection Officer: [dpo@hiqa.ie](mailto:dpo@hiqa.ie)



### 13. Where can I get further information?

If you need any further information, please contact:

**Email:** [digitalsurvey@hiqa.ie](mailto:digitalsurvey@hiqa.ie)

**Postal address:**

HIQA at National Engagement Survey  
HIS Technical Standards  
George's Court  
George's Lane  
Smithfield  
Dublin 7  
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**Phone number:** 01 8286770

**Website:** [www.hiqa.ie](http://www.hiqa.ie)