

Understanding health services use among Chinese residents in Bristol: A qualitative interview study

I would like to invite you to take part in this research project. Before you decide whether or not to participate, I would like you to understand why the research is being conducted and what it would involve for you. Talk to others about the study if you wish. Please ask me questions if anything is unclear.

What is the purpose of the project?

There is very little research into the health inequities faced by the Chinese population as a minoritised ethnic group in the UK. Bristol is an excellent research site with a large and diverse Chinese population. This study aims to investigate experiences and views on access to and use of health services among Chinese residents in Bristol, to start to address this evidence gap.

Why have I been invited to participate?

I am inviting Chinese residents living in Bristol.

Do I have to take part?

It is up to you to decide whether you wish to participate in the project. Please read this information sheet carefully and send me any questions you might have. I will answer your questions and provide any further information you require before you consent to take part. If you agree to take part, I will then ask you to give consent at the start of the interview.

You are free to withdraw, without giving a reason, during the interview and for up to 2 weeks after the interview. After this point, data analysis will have begun and it will not be possible to remove your (anonymised) data from that analysis.

What will happen to me if I take part and what will I have to do?

I will arrange a day and time for the interview with you. These interviews may take place by online video call (Teams), by phone (mobile or landline), or face-to-face (at your home, a meeting room of University at Bristol or Chinese Community Society Wellbeing, or public/community locations), depending on your preference. We will talk about your views and experiences of accessing and using UK health services as a Chinese person, and the health services will cover primary care, as well as more specific services for mental health, sexual health, and cancer screening and vaccination. You are free to decline to answer any question.

The interviews will last approximately 60 minutes, depending on how much you have to say. You can choose to use English, Mandarin or Cantonese in your interview. To thank you for your participation, we will provide you with a £20 voucher after the interview. The interviews will be audio recorded using an encrypted audio recorder, or fieldnotes if you preferred.

What are the possible disadvantages and risks involved in taking part in the project?

There are no anticipated risks involved in taking part. It will take no more than 60 minutes of your time to obtain your views.

What are the possible benefits of taking part?

This study could help us understand healthcare access and potential barriers among Chinese people living in Bristol, and identify the specific health issue as a target to develop intervention to improve healthcare use and health outcomes in this population.

Will my participation in this project be kept confidential?

All information which is collected about you during the course of the research will be kept strictly confidential and in accordance with the University of Bristol's Data Protection Policy. The online Microsoft form used to collect personal data will be accessible to the lead researcher only. All identifying data will be stored in a password protected file on the secure University of Bristol servers or in locked rooms in university buildings for the duration of the study. They are accessible only to the research team. The audio recordings will be kept securely until the end of the project, approximately one year. Once the findings are published, this personal information will be deleted.

The interview data will be anonymised. This means that all names and other potentially identifying information will be removed. Some anonymised quotes will be included in the written reports and publications, but no one will be able to identify who has given them. The anonymised transcripts and fieldnotes will be stored in Research Data Storage Facility (RDSF) of University of Bristol for 20 years to allow for future research. Any future research using the anonymised transcripts and fieldnotes will have to be approved by the University of Bristol. The data used will be anonymous therefore you will not be identified.

How will we use information about you?

We will need to use information from you for this research project.

This information will include your:

- surname
- contact details
- occupation
- gender
- first part (first three/four digits) of postcode

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. Your data will have a code number instead.

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. The data we keep will be anonymous. 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 are free to withdraw, without giving a reason, at any point of the interview and for up to two weeks after the interview.
- 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, your data saved from this study may be used for future research and will be stored in Research Data Storage Facility (RDSF) of University of Bristol.

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

You can find out more about how we use your information

- at <http://www.bristol.ac.uk/secretary/data-protection/policy/research-participant-fair-processing-notice/>
- by asking one of the research team
- by sending an email to data-protection@bristol.ac.uk, or
- by ringing the University's Data Protection Officer on 0117 39 41824.

What will happen to the results of the research project?

Scientific papers will be submitted for publication in peer-reviewed journals. Technical summary reports and presentations will be made to key stakeholders such as NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board. A plain language summary report will be sent to all participants, Chinese Community Wellbeing Society and Chinese Students' & Scholars' Association in Bristol.

Who is organising and funding the research?

This research is being led by Dr Tingting Zhang, a Senior Research Associate in the Bristol Medical School. Her time is supported by the NIHR School for Primary Care Research Finding Round 12.

Who has reviewed the study?

This research project has been reviewed by the Faculty of Health Science Research Ethics Committee. The Faculty of Health Science Research Ethics Committee has approved the study.

Further information and contact details

If you have any questions about this study please contact:

Dr Tingting Zhang, tingting.zhang@bristol.ac.uk

If participants have any concerns about this study, please contact the Faculty of Health Science Research Ethics Committee, via the Research Governance Team, research-governance@bristol.ac.uk