**Dear Carer**

We are researchers at the Applied Research Collaboration (ARC) Kent Surrey and Sussex (KSS), and we are doing a review of hospital discharge and post-discharge services in Surrey.

If you would like to have your say about what it was like for you and the person you care for when they got discharged from hospital, please consider taking part in this study.

**Why**

Across the country, hospitals, community health and social care services want to ensure that people are discharged from hospital in a safe, appropriate and timely way. They want to ensure that people receive the care and support they need in the first few weeks after they leave hospital and in the longer-term.

We would like to ask you questions so we can understand your experience of the discharge and post-discharge health and care services (e.g., personal care, rehabilitation) and whether your needs and the needs of the person you care for were met. This work will help shape new discharge guidance which will benefit other patients’ experiences.

**What to expect**

You will be invited to an interview either over the phone, or over an online platform like Zoom by Jenny Monkhouse, who will call you at the agreed time. It is up to you how you would like to be interviewed.

The interview should take no longer than 45 minutes and can be done in 2 parts if this feels like too much. The interview will be audio recorded.

You are welcome to have someone with you for the interview, this person can help with the questions, or the phone / online platform, and can also help if you wish to take a break or leave the interview.

**Will my taking part in this study be kept confidential?**

Yes. The interview will be recorded but we would like to reassure you that any personal information will be anonymised and stored on a password protected computer network and will only be accessed by the researchers.

Things you say during the interview may be directly quoted in written reports, but your personal data (like any names, location) will be removed.

Once the interview has been completed, we will destroy any personal information collected, this includes any sensitive information you give us about yourself, the person you care for or individual care workers or care settings. All anonymised data will be destroyed after five years.

We will not share any personal or sensitive information with anyone. We will ensure that there are no risks to you or the person you care for by taking part in the study. Taking part will not affect any care or benefits you or the person you care for receives.

**Who can I contact if I have any further questions?**

If you have any further questions about the study, please contact

Jenny Monkhouse on 01227 827914 or [j.monkhouse@kent.ac.uk](mailto:j.monkhouse@kent.ac.uk). If you reach a voicemail, please leave a message and I will get back to you.

**What do I need to do next?**

If you would like to take part, the person who gave you this letter will ask your permission to pass on your contact details to Jenny Monkhouse who will get in touch to arrange a convenient date and time to carry out the interview, or you can contact me direct.

If you do not want to take part, you do not need to do anything.

**Thank you for taking the time to read this information**

**Kind Regards**

**Jenny Monkhouse**

The University of Kent’s Privacy Notice can be found here:

<https://cdn-researchkent.pressidium.com/ris-operations/wp-content/uploads/sites/2308/2020/06/GDPR-Privacy-Notice-Research.pdf> If you would like a printed copy of this please get in touch and we can send it to you.

If you wish to make a formal complaint, please contact Nicole Palmer (Research Ethics and Governance Officer) on 01227 824797 or [N.R.Palmer@kent.ac.uk](mailto:N.R.Palmer@kent.ac.uk)