

Improving primary care service delivery for those impacted by violence Organisation Information Sheet

3 May 2021

Tēnā koe,

We invite *your organisation* to participate in research that will improve primary care service delivery for those impacted by violence. A member of your organisation has expressed interest in participating in the study. To support their participation, we invite their organisation to take part.

We understand the current workforce challenges faced by primary care professionals and appreciate your consideration of participating in this research. Whether or not your organisation takes part is your choice. You are free to decline to participate, or to pull out of the study at any time, without experiencing any disadvantage.

This Information Sheet will help you decide if you'd like to take part. It sets out why we are doing the study, what your organisation's participation would involve, what the benefits and risks might be, and what would happen after the study ends. We will go through this information with you and answer any questions you may have. Before you decide you may want to talk about the study with staff in your organisation.

Please note: We aim to work with a diverse range of participants representing different health care roles, communities and practice settings. The final selection of study participants will be made in May and June 2021. You may wish to provide your contact details to be part of other opportunities the project may generate, such as the development of a primary care network.

This document is four pages long, including the Consent Form. Please make sure you have read and understood all the pages.

Our research team includes:

Māori Health Rōpū

Ngareta Timutimu, Ngāi Te Rangi, Ngāti Ranginui
Reon Tuanau, Ngāi Te Rangi
Dr Anna Rolleston, Ngāi Te Rangi, The Centre for Health
Hazel Hape, Ngāti Pukenga, Ngāi Te Rangi, Tauranga
Women's Refuge

General Population Rōpū

Professor Jane Koziol-McLain, AUT University
Dr Claire Gear, AUT University
Dr Elizabeth Eppel, Victoria University of Wellington
Professor Kelsey Hegarty, University of Melbourne
Dr Clare Healy, Family and Sexual Violence Specialist
Dr Claire Isham, Ngāti Kahu Hauora, Western BOP PHO

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What is the purpose of this research?

Intimate partner violence is a key determinant of ill-health poorly recognised at policy and practice levels within the New Zealand health system. Primary care is consistently identified in health strategies and policy as a priority setting where disproportionate numbers of people impacted by violence present. Yet the sector continues to be underutilised in the work to reduce violence within families or whānau.

This study offers the opportunity for approximately 16 Bay of Plenty primary care professionals to lead the development of a response to intimate partner violence. Our research team will work alongside these participants in a series of deliberative dialogue workshops designed to make it easier for primary care professionals to respond to intimate partner violence. Together, we will identify and strengthen multiple and alternative pathways for improved responsiveness across different scenarios and settings.

At the end of this study we will have generated a Bay of Plenty regional prototype - with accompanying resources - for responding to intimate partner violence in primary care. Using innovative research methods, we will capture how the

response is developed and capitalise on primary care network relationships to drive improved responsiveness across primary care settings regionally and nationally.

How was I identified and why am I being invited to participate in this research?

You have received this Information Sheet because a member of your organisation has expressed interest in participating in the study. We ask the participant's organisation to endorse their participation to promote workplace support for the participant in engaging with their peers on intimate partner violence as a health issue. It also grants the participant mana tangata (prestige) in working to address a health issue of national significance.

How do I agree to participate in this research?

You have until *TBC* to decide whether your organisation will participate in this study. If your organisation agrees to take part in this study, you will be asked to sign the Consent Form on the last page of this document. Please keep this Information Sheet and a copy of the Consent Form for your future reference.

What will happen in this research?

Participants will take part in four activities:

1. *Attend seven one-day deliberative dialogue workshops.* Deliberative dialogue workshops are facilitated discussions that bring research and practice together to help participants make decisions about complex issues. These workshops will be designed to help participants critically reflect on what information is required to improve service delivery for those impacted by violence and how this information may be integrated into practice. Participants will identify and strengthen system pathways and supporting resources to make it easier for primary care professionals to be responsive to families or whānau impacted by violence. For example, promoting the use of peer support when dealing with the uncertainty generated by a concern about a patient. The aim and design of each workshop will be decided by the participant team and will evolve to meet emerging needs.
2. *Influence change.* Participants in this study will be promoted as the leaders of the Bay of Plenty primary care response to intimate partner violence and encouraged to advocate for improved service delivery within and across primary care organisations both regionally and nationally.
3. *Complete pre- and post- workshop surveys.* Participants will be asked to complete a confidential online survey assessing readiness to identify and respond to persons impacted by intimate partner violence prior to the first workshop and at the final workshop. The survey will include a standard readiness scale and questions about network relationships that affect the ability to be responsive to those impacted by intimate partner violence.
4. *Engage in knowledge transfer activities.* All participants will be invited to co-develop resources that support the translation and transfer of knowledge across the primary care sector. There will also be opportunities to influence policy, present to key organisations nationally and internationally and co-author academic publications.

What are the costs?

The time costs of this project will extend over approximately a year and a half (June 2021 – November 2022). We anticipate participants will contribute between 9 to 15 days over the study period. This includes attending deliberative dialogue workshops (7 days), influencing change (4 days) and knowledge transfer activities (up to 4 days).

We recognise the importance of ensuring costs to ongoing delivery of primary care clinical services are limited. **We are able to offset the cost of participation** by a member or your general practice business or organisation. Participation in workshops and reasonable travel and accommodation expenses of participants associated with study activities will be met following submission of a receipt.

What are the discomforts and risks?

We recognise the challenges in developing a primary care response to violence within families or whānau. In addition to well-known barriers of insufficient time and resources, addressing violence is a difficult and sensitive topic. This is a topic that affects members of our whānau and community, and us as people and as health care professionals. We also recognise primary care faces significant challenges in workforce demands and competitive funding, exacerbated by the COVID-19 pandemic. **Your engagement in addressing this urgent issue of national significance is highly valued.**

How will these discomforts and risks be alleviated?

Workshop facilitators will review the signs of a stress response and provide supportive actions and referrals to promote participant and researcher well-being. We encourage a reflective process of kaimahi ora (well-being of the worker) focusing on organisational and individual supports for well-being, that may include professional supervision. Your Organisation information (V 1 April 2021). Approved by the Auckland University of Technology Ethics Committee on 14 April 2021, AUTEK Reference 21/31.

organisation is also likely to have a process for accessing a confidential Employee Assistance Programme. Please be aware that as researchers we have an ethical obligation to support your safety and wellbeing. Should we be concerned we may engage with you and other helping agencies to discuss safety plans and referrals. **This study, research team and participants are supported by iwi leaders MNZM Ngareta Timutimu and Reon Tuanau.**

Other resources that may be useful include:

- Need to talk? free call or text 1737 (or phone 0800 1737 1737) any time to talk with a trained counsellor or peer support worker.
- The five ways to wellbeing, Ētahi ara e rima ki te ngākau ora, help people stay mentally well (2018). Mental Health Foundation of New Zealand. Accessed at: <https://www.mentalhealth.org.nz/home/ways-to-wellbeing/>
- Work-related stress. Worksafe accessible at: <https://worksafe.govt.nz/topic-and-industry/work-related-health/work-related-stress/>

In addition, AUT Health Counselling and Wellbeing offers three free sessions of confidential counselling support for issues that have arisen directly as a result of participation in the research. Details of how to access this service have been provided to the interested member of your organisation.

What are the benefits?

Participating in this study, you will join with other primary care organisations in the Bay of Plenty region contributing to improvement in primary care responsiveness to those impacted by family violence. This is a critical health and human rights issue for our communities. You will have the opportunity to learn about IPV as a key determinant of ill-health and enable the development of multiple and alternative pathways primary care professionals may draw on to respond to client needs. Our partnership processes with local Māori promotes equitable IPV responsiveness for Māori accessing general population or kaupapa Māori services, reducing inequities and improving whānau health and wellbeing. All intimate partner violence primary care response resources developed in this study will be provided to your organisation during the project.

How will my privacy be protected?

Your confidentiality is important to us. It is important to understand that participants in this study will be publicly promoted as a leader in this field from the Bay of Plenty. Their name, role and organisation will be published; however, their data will remain confidential. To support data collection, research team members may audio-record snapshots of workshop discussions. These recordings will inform a workshop report and deleted. We will not report or present details that could lead to identification and when feasible, create 'community stories' aggregating narratives to promote confidentiality when reporting. During deliberative dialogue workshops, it is likely some data will be identifiable to other participants, though will be protected by our group rules of confidentiality. We will replace individual and organisational participant names with ID codes across study documentation. When storing data, we will remove all identifying information from all data, store consent forms separate from the study data and securely destroy all hard copy and digital records six years following publication of study findings. Only de-identified data will be used in the subsequent research study that aims to translate these findings into practice nationally.

Will I receive feedback on the results of this research?

The findings of this research will be used for academic publications and presentations – these will be available to you either through links to open access publications or hard copy. We will also host community hui at marae and participating organisations to disseminate findings.

What do I do if I have concerns about this research?

Any concerns regarding the nature of this project should be notified in the first instance to the Project Supervisor, Professor Jane Koziol-McLain, jkoziolm@aut.ac.nz, 0211213474. Concerns regarding the conduct of the research should be notified to the Executive Secretary of AUTEK, ethics@aut.ac.nz, (09) 921 9999 ext 6038.

Whom do I contact for further information about this research?

For general enquiries: Dr Claire Gear, Research Fellow Centre for Interdisciplinary Trauma Research, AUT University claire.gear@aut.ac.nz ; 0273574845 0273574845	For enquiries related to Māori health: Dr Anna Rolleston Director, Centre for Health anna@thecentreforhealth.co.nz (07) 578 6624
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