

## **Title of opportunity: Seeking people from minority backgrounds and disabled people to share their harmful experiences of NHS healthcare**

### **Study summary:**

A study about experiences of healthcare-related harm is being carried out by independent researchers at the London School of Hygiene and Tropical Medicine (LSHTM) and the University of Oxford. The purpose of this study is to better understand the experiences of those who have been harmed by NHS healthcare, to improve the services and support available to people receiving treatment and care, as well as to help healthcare providers ensure they can support and meet the needs of someone who has been harmed in the best way possible. It is widely known that people from minority groups are more likely to experience harm in healthcare settings, yet research to understand their experiences is limited.

The research team is carrying out individual interviews with a small number of people to explore their experience(s) of harm. They are interested to better understand the experiences of those from minority backgrounds and disabled people. The interviews will also explore people's decisions and any actions following these experiences.

### **What the research team are looking for:**

They are seeking adults who have experienced psychological or physical harm from any care or treatment they received from the NHS in the last 5 years. The selection of who to interview is based on the need to hear from a wide range of people with different backgrounds and experiences, particularly disabled people and those from diverse ethnic, religious, sexual and gender groups.

### **Expected commitment from participants:**

An interview would take place at a convenient time using video-conferencing software (such as Zoom, Teams, Skype, or Facetime) or over the telephone. In exceptional circumstances, it may be possible to do the interview in person. The interview will usually last between 60 and 90 minutes and can be split over two sessions if preferred.

The researchers will be flexible in scheduling the interview at a convenient time and date for participants around their needs and preferences. Participants can choose to have a friend or family member with them for support during the interview if they wish. A language or British Sign Language interpreter can be provided by the research team.

People who are invited to participate in the interviews will be given a shopping voucher in gratitude for their time.

### **How to find out more:**

The researchers, Lavanya Thana and Helen Crocker, can be contacted on 07849 310 428 or [healthcare.experiences@lshtm.ac.uk](mailto:healthcare.experiences@lshtm.ac.uk) for further details about the opportunity.