The influence of socio-demographic characteristics on the preferred format of patient education delivery in individuals with Type 2 Diabetes Mellitus and Cardiovascular Disease: a questionnaire study
About the study:

Thank you for your interest in my Questionnaire study, which is intended to improve care for the future.

Reading and completing questionnaire should take no longer than 10 minutes of your time.

My name is Kate Woolley. I am a doctor, currently completing a Masters in Research at the University of Leicester. The study is sponsored by the University of Leicester and funded by the NIHR.

Participation is entirely voluntary and the data you supply is anonymous – you will not be asked your name, contact details or anything else that could identify you personally. You do not have to take part and this will not affect your care in any way.

This is a questionnaire study about ways that patients learn about their health. I am particularly interested in Cardiovascular disease and Type 2 diabetes. There are various methods by which patients may improve their knowledge about and skills to manage their health conditions.

I am interested in finding out how people with these conditions want this information to be delivered, for example face to face, leaflets, internet or telephone, and what factors affect their preferences. Understanding this may help healthcare providers ensure that information they provide is given in the most useful ways, and improve the experience of patients.

You have been given this questionnaire because of your health background. The questionnaire takes less than 10 minutes to complete and asks various questions about you, followed by your preferences about how would like to receive information, knowledge and skills in the context of healthcare, and reasons for these preferences.

At present the questionnaire is only available in English, although we hope to translate it into other languages in the future. If you have received this questionnaire and have any trouble understanding the language, an English-speaking friend or family member can help you complete it, if you wish.

The data collected will be analysed to look for trends in how patients like to receive educational information about their health conditions. Data will be stored on password protected computers and only accessed by study personnel or by authorized sponsor or UHL personnel for audit and monitoring purposes.

What if I am harmed by this study?

It is very unlikely that you would be harmed by taking part in this type of research study. However, if you wish to complain or have any concerns about the way you have been approached or treated in connection with the study, you should email the researcher as detailed above, who will do their best to answer your questions. If you remain unhappy and wish to address your concerns or complaints on a formal basis, you should contact the Patient Information and Liaison Service at pils.complaints.compliments@uhl-tr.nhs.uk.

The Firs, c/o Glenfield Hospital, Groby Road, Leicester, LE3 9QP. Free phone 0808 1788337. If in the event that something goes wrong and you are harmed during the research and this is due to someone’s negligence then you may have grounds for a legal action for compensation against University of Leicester but you may have to pay your legal costs. The normal National Health Service complaints mechanisms will still be available to you (if appropriate).

If you have any questions or would like further information about the study or its findings you may contact me on akw10@student.le.ac.uk.

If would prefer to complete this questionnaire on line please go to https://www.surveymonkey.co.uk/r/FK88FV7

Please detach this page of the questionnaire before returning

Thank you.
Some questions about yourself

1. Have you completed this questionnaire before? (please tick ✓)
   - Yes
   - No

2. Have you been diagnosed with any of the following conditions? (Please tick ✓ all that apply)
   - Type 2 diabetes
   - Heart Disease
   - Stroke

3. What year were you born in?:

4. Are you...? (please tick ✓)
   - Male
   - Female
   - Prefer not to say

5. To which of these groups do you belong? (please tick ✓)
   - English, Welsh, Scottish, Northern Irish or British
   - Irish
   - Any other White background
   - White and Black Caribbean
   - White and Black African
   - White and Asian
   - Any other Mixed / multiple ethnic background
   - Indian
   - Pakistani
   - Bangladeshi
   - Chinese
   - Any other Asian background
   - African
   - Caribbean
   - Any other Black / African / Caribbean background
   - Any other ethnic group (Please describe)
   - Prefer not to answer

6. We want to make sure that we are hearing from a wide range of people. Please tell us, what is the highest level of education that you have completed (please tick ✓)
   - No formal education completed
   - Primary education
   - Lower secondary education (GCSE / ‘O’ Levels / NVQ level 1&2) or equivalent
   - Upper secondary education (‘A’ Levels / NVQ Level 3) or equivalent
   - Higher education, university degree or equivalent
   - Prefer not to say

7. Please give the name of your current GP surgery and the town/city in which it is located:
Your thoughts about learning in health

When someone is diagnosed with a new medical condition, it is often necessary for them to learn new skills, information and knowledge in order to help them manage that condition. For this section, please think about the medical condition(s) that you ticked in question 2, and when and how you acquired information, knowledge or skills relevant to that condition.

8. Please tick any ways in which you have previously obtained knowledge or information about your condition (Please tick ☑ all that apply)
   - Talking with your doctor or nurse one to one
   - Attending a group in order to get information or skills
   - Online information or education module
   - Telephone education e.g. telephone coaching or helplines
   - Printed information e.g. leaflets
   - Other (please state)

9. In a perfect world, if you needed to learn information about your health condition(s) for yourself, how would you most like to receive it?
   a. Please circle the number your personal choices in order with 1 being the one you would like the MOST and 5 the one you would like the LEAST. (if you have added an “other” you can rank all six options)

<table>
<thead>
<tr>
<th>Format</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talking one to one with doctor or nurse</td>
<td>1</td>
</tr>
<tr>
<td>Attending a group</td>
<td>2</td>
</tr>
<tr>
<td>Online information or education module</td>
<td>3</td>
</tr>
<tr>
<td>Telephone e.g., Helpline or coaching</td>
<td>4</td>
</tr>
<tr>
<td>Printed information e.g. Leaflet</td>
<td>5</td>
</tr>
<tr>
<td>Other (please describe)</td>
<td>1</td>
</tr>
</tbody>
</table>

   b. Please tell us why you picked this order?

10. Is there anything else that you would like to tell us about learning in health?

Now please return the questionnaire to the collection box at the site where you were given it, or directly using the stamped, addressed enveloped provided.

Thank you for completing our questionnaire. Your responses will help improve patient care for the future.