

## Evaluation of the referral process for Self Injury Support (SiS)

### Contact the research team



**Dr Hannah Family:** 0117 456 0514 / [hannah.family@bristol.ac.uk](mailto:hannah.family@bristol.ac.uk)



### *We invite you to take part in a study*

- Before you decide whether to take part, it is important that you understand why this study is being done and what it will involve.
- Please read this sheet carefully. Discuss it with others if you wish.
- It is up to you to decide whether to take part.

### *Essential study information*

- We are working with the  Self Injury Support (SiS) team to investigate how people are referred to their service and people's experiences of referral and the support that SiS provides.
- We are inviting people **aged 18 years or older**, who have had support from SiS to take part in an interview, that will last up to **1 hour** with our researcher – Hannah.
- The information from these interviews, along with interviews SiS staff, and NHS staff who refer people to SiS, will be used to improve referral pathways, develop user friendly information about the SiS service for waiting rooms, and also help us understand if staff need further training on self-injury support and the types of support available to people who have self-injured.
- **All information you give us will be treated as confidential**, and any personal details will be removed from interview transcripts (typed up record of your interview) so that individuals cannot be identified.
- If you take part, you will be offered a **£25 high street shopping voucher** to thank you for your time.
- The study is based at the University of Bristol and is funded by the NHS via the National Institute for Health & Care Research, Applied Research Collaboration West <https://arc-w.nihr.ac.uk/>

### *What do I do now?*

- If you would be interested in taking part please fill out this form (scan the QR code or type in this link): <https://app.onlinesurveys.jisc.ac.uk/s/socs/sis-expression-of-interest-form-for-service-users>
- If you have any questions or would like to find out more please contact Hannah Family at [Hannah.family@bristol.ac.uk](mailto:Hannah.family@bristol.ac.uk)
- **Filling out the form / contacting Hannah will not commit you to taking part.**



## Why are we doing this study?

We are working with SIS to investigate whether the referral pathways from NHS services into SIS are working as well as they could for people who have self-injured.

**Why am I being asked to take part?** Because you have previously self-injured and have had support from the SIS team before and we would like to hear about your experiences of being referred to SIS, and the care you got from the SIS team once they contacted you.

**Do I have to take part?** It is up to you to decide if you want to take part in the study. Before you take part, the researcher Hannah, will describe the study and go through this information sheet and answer any questions. Whether or not you decide to take part, it will not affect your medical care or legal rights in anyway.

**What if I change my mind?** You are free to withdraw at any time, without giving a reason. If this is prior to the interview, we will immediately destroy any personal information we hold about you. If you do wish to withdraw from the study after the interview has taken place, please contact Hannah using the details above. However, it may not be possible to withdraw any data that has already been anonymised (around one week after interview).

## What will happen if I take part?

You will be offered the option to take part in an interview in person, telephone or online - whichever you prefer. If you decide you would like to take part in person, Hannah will meet you at the SIS service. Or if you prefer to take part on the phone or online, you will be phoned by Hannah on the number you have provided, or sent a link that you can follow to a MS Teams call at the time of your interview.

During the interview we will ask you questions about your experiences of being referred to the SIS service, how that worked, what worked well / less well, what you wish you had known about the SIS service before you spoke to the team, and what your experiences of their support was like.

You will be asked to consent to us audio recording what you say.

At the end of the interview you will be offered a £25 high-street shopping voucher to thank you for your time. Hannah will also make sure you are OK before finishing the call.

If you take part in person, you can claim reasonable expenses for your travel to meet us to do the interview, please let Hannah know in advance if you will need travel expenses.

## Possible benefits and disadvantages of taking part

There are **no direct benefits** from taking part, but you may find it useful to have the opportunity to talk about your experiences of having self-injury support. We value your thoughts on this, and by taking part you will be having a say in how to improve the referral process to SIS and the support from SIS in the future. You can always choose not to answer any questions that you do not want to answer and there is no pressure to share anything that you do not feel comfortable sharing.

We do not expect there to be any **disadvantages** for taking part. Before taking part in the interview we will ask you to complete a personal safety plan, which we ask you to share with us, so that in the unlikely event that it does raise issues for you, we can help you put that plan in action. Most people find taking part in research interviews an enjoyable and positive experience.

## Is the study confidential?

All the data collected will be treated as confidential and held securely at the University of Bristol.

We will keep all information about you safe on a secure university computer folder that only the study team will have access to.

The interview will be audio recorded. A written record (transcript) of this recording will be made by a University of Bristol approved transcription service called Bristol Transcribing and Translation services, who have signed a confidentiality agreement and comply with our Data Security standards. The transcript will be made anonymous by removing any identifying information (e.g. names, places, organisations, dates) so you cannot be identified from it.

All personal data (names, phone number or email) used to arrange the interview, will be kept separately from written records (transcripts) of the interview discussion. Once we have finished the study, all contact details will be deleted. We will write our reports in a way that means no-one can work out that you took part in the study.

If you agree to take part you will be asked to sign a consent form, which will be stored electronically in a password-protected folder on a secure University of Bristol data server (Research Data Storage Facility) for a period of 10 years, when it will be securely destroyed.

**There are some limits to confidentiality;** if what is said in an interview makes us think that you, or someone else, is at significant risk of harm, we may have to break confidentiality to make sure some support is offered. We would try to talk to you about this first.

## ***What will happen to the results of the study?***

The interview data will be analysed by the research team and the anonymised results shared with the SIS team, the health service, local authorities and other researchers. This will be in the form of reports, articles in medical and health journals, newsletters, and talking about the results at conferences. Anonymous quotes from the interview may be published, but no names or identifying details will be reported so it will not be possible to trace who said them.

Audio recordings of the interview will be destroyed one month following publication of the final study report (this is expected to be by April 2026). Anonymised transcripts (which do not contain identifying features) will be securely archived for 10 years on a password protected University of Bristol computer server, with the Chief Investigator, Lucy Biddle as data custodian.

Storage of all data will comply with the General Data Protection Regulation (2018) and The University of Bristol's data protection policies. You can find out more about how we use your information by contacting the research governance team at [research-governance@bristol.ac.uk](mailto:research-governance@bristol.ac.uk)

## ***Sharing data with other research studies***

***If you take part, you will be asked if your anonymised interview transcript, with the personal details removed, can be made available to researchers working on other relevant studies subject to a legally binding non-disclosure contract.***

### **What are your choices about how your information is used?**

If you agree to take part in this study, your data saved from this study may be used for future research if you have given permission for this to happen. This means that it will be stored in an online database so that it is available to use by other researchers. We will ask for your permission to make your focus group (or interview) data **open access** during the consent process which we will do before we start the focus group.

**What is open access?** Open data means that data are made available, free of charge, to anyone interested in the research, or who wishes to conduct their own analysis of the data. We will therefore have no control over how these data are used. However, all data will be anonymised before it is made available and therefore there will be no way to identify you from the research data.

**Why open access?** Open access to research findings and access to data is considered best research practice and is a requirement of many funding bodies and journals. As a large proportion of research is publicly funded, the outcomes of the research should be made publicly available. Sharing data helps us to get the most use out of research data. More information about open access to research data, and the levels of access can be found at: <https://www.bristol.ac.uk/staff/researchers/data/accessing-research-data/>

### What if I have questions about the study?

Please ask the researchers any questions: Hannah Family,  
[Hannah.family@bristol.ac.uk](mailto:Hannah.family@bristol.ac.uk)

### Who is running and funding the study?

The study is organised by the University of Bristol. The study is funded by NIHR ARC West\* and has been reviewed and approved by the Faculty of Health Sciences Research Ethics Committee (Ref: 25850).



### What if there is a problem?

In the event that something does go 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 the responsible organisation, or the employer of the responsible individual, but you may have to pay your legal costs

### If you have any concerns about any part of the study please contact the study

Chief Investigator: Lucy Biddle on (0117) 455 7758 [lucy.biddle@bristol.ac.uk](mailto:lucy.biddle@bristol.ac.uk)

**If you have a complaint:** please contact the Faculty of Health Science Research Ethics Committee, via the Research Governance Team, [research-governance@bristol.ac.uk](mailto:research-governance@bristol.ac.uk)

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

If you would like to take part please express your interest via this link (scan the QR code or type in this link):

<https://app.onlinesurveys.jisc.ac.uk/s/socs/sis-expression-of-interest-form-for-service-users>



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