

Study Title

NHS Audiologists' Views on Family Involvement in Hearing Care and Factors Influencing Family Engagement

You are being invited to take part in a research study exploring NHS audiologists' views on family involvement in hearing care and the factors influencing family engagement in audiology practice. Before you decide whether to take part, it is important for you to understand why the research is being conducted and what it will involve. Please take time to read the following information carefully before deciding whether to take part and discuss it with others if you wish. Please ask if there is anything that is unclear or if you would like more information. Thank you for taking the time to read this.

Who will conduct the research?

This research is being conducted by Parisa Rashidi, a master's student in General Audiology at The University of Manchester under the supervision of Professor Gabrielle Saunders

What is the purpose of the research?

The purpose of this study is to explore how NHS audiologists involve family members or communication partners in adult hearing care and to identify factors that influence family engagement in audiology practice.

Family involvement may support communication, hearing aid use, and patient adjustment to hearing loss. This study aims to better understand audiologists' experiences, views, and approaches regarding family participation during hearing care appointments.

You have been invited because you are an NHS audiologist working in adult hearing care services.

Approximately 10 to 15 NHS audiologists will be recruited to take part in this study.

Am I suitable to take part?

You may take part if you:

- Are currently working as an NHS audiologist

- Work within adult hearing care services
 - Are aged 18 years or over
 - Are willing to participate in an online interview conducted in English
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Will the outcomes of the research be published?

The findings from this study will be used within a dissertation submitted to The University of Manchester. The results may also be presented at academic conferences or published in academic journals. Participants will not be identified in any publication or presentation.

Who has reviewed the research project?

This study will be reviewed and approved by the appropriate Research Ethics Committee at The University of Manchester before the research begins.

What would I be asked to do if I took part?

If you agree to participate, you will be invited to take part in one semi-structured interview conducted online via Microsoft Teams.

The interview will last approximately 30 minutes and will take place at a time convenient to you.

During the interview, you will be asked open-ended questions about:

- your experiences of involving family members or communication partners in hearing care
- situations where family involvement has been helpful or challenging
- factors influencing family engagement within NHS audiology practice

The interview will be conducted via Microsoft Teams and recorded for transcription purposes. Depending on Microsoft Teams settings, the recording may include both audio and video.

Participation in this study is entirely voluntary.

There are no significant risks associated with participation. However, if you feel uncomfortable answering any question, you may choose not to answer or stop the interview at any time without giving a reason.

Will I be compensated for taking part?

No payment or compensation will be provided for participation in this study.

What happens if I do not want to take part or if I change my mind?

It is up to you to decide whether to take part.

If you decide to take part, you will be asked to provide verbal consent at the start of the recorded Microsoft Teams interview.

You are free to withdraw from the study at any time without giving a reason and without any negative consequences.

If you choose to withdraw before your interview data has been anonymised, your data will be deleted. However, once the interview has been transcribed and anonymised, it may not be possible to identify and remove your individual data.

You are also free to decline audio recording. However, audio recording is essential for accurate transcription and analysis, therefore participation in the interview may not be possible without recording. You should be comfortable with the recording process at all times, and you are free to stop recording at any time.

Data Protection and Confidentiality

What information will you collect about me?

To participate in this research project, we will need to collect information that could identify you, called “personal identifiable information”. Specifically, we will collect:

- Your name
- Your email address or contact details
- Your professional role and workplace setting
- Audio recordings of the interview
- Interview transcripts

Under what legal basis are you collecting this information?

We are collecting and storing this personal identifiable information in accordance with UK data protection law, which protects your rights. The legal basis for processing your data is that it is ‘a public interest task’ and ‘necessary for research purposes’.

What are my rights in relation to the information you will collect about me?

You have a number of rights under data protection law regarding your personal information. For example, you can request a copy of the information we hold about you.

If you would like to know more about your rights or how your information will be used, please consult our [privacy notice for research](#)

Will my participation in the study be confidential and my personal identifiable information be protected?

In accordance with data protection law, The University of Manchester is the Data Controller for this project. This means that the University is responsible for ensuring that your personal information is kept secure, confidential, and used only in the ways described in this information sheet. All researchers involved in the study are trained in data protection and confidentiality procedures.

The study team will store your identifying information (such as your name and contact details) securely and separately from your interview data. Each participant will be assigned a unique participant ID number, and this ID number rather than your name will be used on interview transcripts and research files. The key linking your identity to your participant ID will only be accessible to the researcher and supervisor.

Your data will therefore be pseudonymised during the research process. Once transcription and analysis have been completed, all directly identifying information will be removed from the data wherever possible. Following completion of the study, the identification key will be destroyed, meaning the data will become fully anonymised. After this point, it may no longer be possible to withdraw your individual data because it will not be identifiable.

The research data will be securely stored on password-protected and University-approved storage systems managed by The University of Manchester. No identifiable data will be stored on personal devices.

The interviews will be conducted and audio-recorded using Microsoft Teams. Your participation in this research will therefore involve the processing of personal data by Microsoft. This may mean that your personal data is transferred to countries outside the United Kingdom or European Economic Area, some of which may not have been formally recognised as providing an adequate level of data protection. Appropriate safeguards and legal mechanisms are in place to ensure that these transfers comply with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

The audio recordings will be stored securely on password-protected University-approved storage systems.

The recordings will not be used for any purpose other than this research study and will not be shared outside the research team.

The recordings will be removed from Microsoft Teams as soon as possible following the interview and transferred securely to university-managed storage.

Audio recordings will contain your voice only. The recordings will be transcribed by the researcher. During transcription, names and any other potentially identifiable information will be removed or anonymised where possible. Only the researcher and academic supervisor(s) will have access to the recordings and transcripts.

Once the transcripts have been checked for accuracy, the audio recordings will be permanently deleted. Anonymised transcripts and research data will be retained securely for up to 5 years following completion of the study in accordance with university policy.

The anonymised findings from this study may be included in a dissertation, academic publications, conference presentations, or future research outputs. Participants will not be identifiable in any reports or publications.

Please also note that authorised individuals from The University of Manchester or relevant regulatory authorities may review the study data for monitoring or audit purposes. All individuals involved will have a strict duty of confidentiality.

Potential disclosures

Although all information shared during the interview will be treated confidentially, there may be exceptional circumstances where confidentiality cannot be maintained.

- If, during the study, you disclose information about misconduct/poor practice, we have a professional obligation to report this and will therefore need to inform your employer/professional body.
- If, during the study, you disclose information about any current or future illegal activities, we have a legal obligation to report this and will therefore need to inform the relevant authorities.
- Individuals from the University, the site where the research is taking place and regulatory authorities may need to review the study information for auditing and monitoring purposes or in the event of an incident.
- A court can in exceptional circumstances order researchers to disclose confidential information that they have collected as part of research projects. If a court orders disclosure of information collected from you, confidentiality can no longer be maintained

What if I have a complaint?

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If you have a complaint that you wish to direct to members of the research team, please contact:

Professor Gabrielle Saunders

Professor of Audiology, Division of Psychology Communication and Human Neuroscience

Email: gabrielle.saunders@manchester.ac.uk

If you wish to make a formal complaint to someone independent of the research team or if you are not satisfied with the response you receive from the researchers, please contact:

The Research Ethics Manager
Research Office, Christie Building
The University of Manchester
Oxford Road, Manchester, M13 9PL

Email: research.complaints@manchester.ac.uk

Telephone: 0161 306 8089

If you wish to contact the University regarding your data protection rights, please email: dataprotection@manchester.ac.uk

or write to The Information Governance Office, Christie Building, The University of Manchester, Oxford Road, M13 9PL at the University and we will guide you through the process of exercising your rights.

You also have the right to complain to the <https://ico.org.uk/concerns> relating to your personal identifiable information Tel 0303 123 1113

If you have any questions about the study or are interested in taking part, please contact:

Parisa Rashidi
MSc Audiology
The University of Manchester

Email: parisa.rashidi@postgrad.manchester.ac.uk

