

## INFORMATION SHEET FOR PARTICIPANTS

**Title of Study: A survey of medical interpreters using remote technologies**  
**University of Surrey Ref: UEC 2019 088 FASS**

### **Introduction**

My name is Angela (Wei ZHANG), a PhD student from the Centre for Translation Studies, University of Surrey. My two supervisors and I would like to invite you to take part in a research project about remote medical interpreting (RMI) which forms part of my PhD research. You should only participate if you want to; choosing not to take part will not disadvantage you in any way. Before you decide whether you want to take part, it is important for you to understand why the research is being done and what your participation will involve. Please take time to read the following information carefully and discuss it with others if you wish. Feel free to ask me if there is anything that is not clear or if you would like more information.

### **What is the purpose of the study?**

Increasing migration has heightened the need for medical interpreting. Numerous challenges linked to this practice have led to the use of technologies to optimise access to professional interpreters, via various forms of distance communication such as telephone, webconferencing, and videoconferencing.

Not much is known yet about how these remote technologies are used in connection with interpreting in various medical settings. For example, what are the configurations used, where participants are located, and what is the impact of using technologies on communication practices/dynamics (as opposed to in-person interpreting). In light of this, a survey is planned to gain initial insights.

The study aims to provide a first overview of current remote medical interpreting practice. It seeks identify some general features of current practice, i.e. configurations, distributions, technologies in use etc. It also seeks to investigate how the use of remote communication technologies impacts on existing issues of in-person medical interpreting and what new complexities and challenges they bring to the medical interpreting practice.

This will involve a 30-minute online questionnaire (and an optional short follow-up interview). The questionnaire will be anonymous and conducted among interpreter participants who have worked in remote medical settings. The follow-up interview will be conducted among the participants who consent to attend via email and/or telephone/Skype.

### **Why have I been invited to take part?**

You have been invited to take part in this study because you regularly or sometimes conduct remote medical interpreting, which means **you interpret via an audio/video or other distance interpreting link for a patient/medical practitioner while you are physically separated from the patient and/or the practitioner.**

As highlighted in the previous answer, not much is known yet about how these remote technologies are used in connection with interpreting in various medical settings and there is likely to be a number of potential challenges of using technologies for remote medical interpreting as opposed to in-person interpreting. Given the dearth of research on these aspects, we would greatly value your input as an interpreting practitioner. We would therefore like to invite you to join us and make your voice heard.

To be **eligible** to take part in the study, you must meet the following criteria: you must be aged 18 or over; you have worked as a remote interpreter in the healthcare context, e.g. telephone interpreting and/or videoconference interpreting. Please note that if you conduct sign language interpreting only, then you are not eligible for this study.

Medical interpreters will take part in this study. We intend to include as many participants as possible, regardless of your location, working languages and work experience.

### **Do I have to take part?**

Participation is voluntary. You should read this information sheet and if you have any questions before deciding whether or not to take part, please ask the research team. If you choose not to take part, this will not affect your professional integrity and access to jobs.

### **What will happen to me if I take part?**

If you decide to take part, you will be given this information sheet to keep and will be asked to sign a consent form. This will not be communicated to any third party and will not affect your professional integrity.

This research includes two stages, of which the second one is optional. In the first stage, you will be sent a link to complete an on-line questionnaire available on the Qualtrics platform. At the end of the questionnaire, you will be asked whether you are willing to answer some follow-up questions which will be based on your answers in the questionnaire. If you are willing to participate in the follow-up interview, you can choose between two options: you could either answer questions via email, or over a telephone/Skype interview. Then you can leave your contact details. The follow-up interview will be arranged based on your convenience and its duration will be based on your availability.

The questionnaire takes approximately 30 minutes to complete. Your involvement would be around 50 minutes overall if you participate in the follow-up interview, too.

If you have provided contact details, you can request for your data to be withdrawn at any time during the study without giving a reason and without prejudice. You will be able to withdraw your data up to one month after your completion of the questionnaire and/or the interview. The participant who have not provided their contact details cannot be withdrawn as they cannot be identified. If you withdraw from the study this will mean the following for your participation and data:

- If the participant only participates in the questionnaire and does not provide any contact details (personal data), the anonymous data already collected from the questionnaire will be used because we cannot trace this information back to the participant to withdraw the data.
- If the participant provides the contact details (personal data) at the end of the questionnaire to be contacted for the follow-up study (interview) and then withdraws from the study, the interview data will not be used in the study, while all personal data left in the questionnaire will be removed, and only the anonymised questionnaire will be retained.

It is not practicable for the research team to monitor capacity and your continued capacity will be assumed during the research.

### **What are the possible benefits of taking part?**

This research will give you opportunity to provide feedback on your experience and perceptions of using remote technologies to conduct medical interpreting. Any future advancement based on the results of this research, in relation to practice standards and training guidelines, will help both the interpreter and the medical practitioner to deliver better services, which will greatly benefit your future work experience in the health sector.

### **What are the possible disadvantages or risks of taking part?**

There is no risk to you from taking in the questionnaire study. There are some minor risks if you take part in the follow-up study via email or interview.

One is the confidentiality risk when you provide personal contact details to us and when audio recording will be conducted for the interview. The only purpose of recording the interview is to ensure the researcher notes down all your valuable opinions and can later double check whether they are correctly understood. It will also help to save your time if the researcher does not need to make notes in detail during the interview. However, you can inform us if you do not want to be recorded prior to the interview.

To mitigate your confidentiality risk, we can assure you that the researcher is only interested in your opinions and all identifiable information will be completely anonymised. Your questionnaire data will

only be presented in aggregated form and pseudonyms will be used if any quotation of your interview data will be used for future publication. Moreover, the original audio data will only be accessible to the researcher, and will be deleted as soon as it is transcribed into a text format. The transcription of the recording will only be accessible to authorised research investigators (the researcher and the two supervisors). In addition, if you are identified through your employer or a professional association, none of them will be informed of your participation and no one will receive feedback on what you have written in the questionnaire or said in the interview.

Another disadvantage is the discomfort or inconvenience that you may feel when the researcher is asking you some questions which you think is difficult to answer or which recalls some of your unpleasant experience. We can assure that you can answer questions freely following your own feelings, e.g. you can skip a question or end the conversation whenever you feel necessary, while the researcher will not force you to answer any question or lead you to any answer.

In addition, if at any point you felt you were at risk, you could choose to withdraw from this research, following the information explained in the 'What will happen to me if I take part' section above.

### **Who is organising and funding the research?**

This research is organised by the University of Surrey and not funded by any organisation. This study has been given a favourable ethical opinion by the University Ethics Committee.

### **What if something goes wrong?**

If you wish to make a complaint about the conduct of the study you can contact the Research Integrity & Governance Office at University of Surrey, using the details below for further advice and information:

Research Integrity & Governance Office (RIGO)  
4th floor Senate House  
Guildford, Surrey GU2 7XH, UK  
T: +44 (0)1483 68 9103/2051  
ethics@surrey.ac.uk  
www.surrey.ac.uk

### **Who should I contact for further information?**

If you have any questions or require more information about this study, please contact me using the following contact details (my supervisors' contact details are included as well):

#### **Researcher**

(Angela) Wei Zhang  
Centre for Translation Studies  
University of Surrey  
Guildford, GU2 7XH, UK  
w.a.zhang@surrey.ac.uk

#### **Principle supervisor**

Prof Sabine Braun  
Centre for Translation Studies  
University of Surrey  
Guildford, GU2 7XH, UK  
s.braun@surrey.ac.uk

#### **Co-supervisor**

Dr Elena Davitti  
Centre for Translation Studies  
University of Surrey  
Guildford, GU2 7XH, UK  
e.davitti@surrey.ac.uk

### **Who is Handling My Data?**

The University of Surrey, as the sponsor, will act as the 'Data Controller' for this study. We will process your personal data on behalf of the controller and are responsible for looking after your information and using it properly. This information will include your [contact details], which is regarded as 'personal data' (**only if** you choose to participate in the follow-up interview/email). We will use this information as explained in the 'What is the purpose of the study' section above.

### **What will happen to my data?**

As a publicly-funded organisation, we have to ensure when we use identifiable personal information from people who have agreed to take part in research, this data is processed fairly and lawfully and is done so on the basis of **public interest**. This means that when you agree to take part in this research study, we will use your data in the ways needed to conduct and analyse the research study.

All project data related to the administration of the project, (e.g. consent form) will be held for at least 6 years and all research data for at least 10 years in accordance with University policy. Your personal data will be held and processed in the strictest confidence, and in accordance with current data protection regulations.

Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you decide to withdraw your data from the study, we may not be able to do so. We will keep the information about you that we have already obtained from the questionnaire. However, if you choose to participate in the second follow-up interview, we will be able to withdraw your data and personal contact upon your request. To safeguard your rights, we will use the minimum personally-identifiable information possible.

You can find out more about how we use your information [<https://www.surrey.ac.uk/information-management/data-protection> and/or by contacting [dataprotection@surrey.ac.uk](mailto:dataprotection@surrey.ac.uk)].

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

I will produce a final report summarising the main findings, which can be sent to you upon request. I also plan to disseminate the research findings through publication and conferences.

Anonymised data will be deposited or submitted to an open source online research data repository at the end of the study. This data may be used for future research.

### **Will my data be used for future research?**

When you agree to take part in a research study, the information we collect may be provided to researchers running other research studies in this organisation and in other organisations. These organisations may be universities, NHS organisations or companies involved in research in this country. Your information will only be used by organisations and researchers to conduct research and processed on the basis of public interest.

This information **will not identify you** and **will not be combined** with other information in a way that could identify you. The information will only be used for the purpose of research, and cannot be used to contact you or to affect you. It will not be used to make decisions about future services available to you, such as insurance.

### **What if I want to complain about the way data is handled?**

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer Ms Suzi Mereweather the following email address [dataprotection@surrey.ac.uk](mailto:dataprotection@surrey.ac.uk), who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO) (<https://ico.org.uk/>).

For contact details of the University of Surrey's Data Protection Officer please visit: <https://www.surrey.ac.uk/information-management/data-protection>

### **Limits to confidentiality**

Confidentiality will be respected unless there are compelling and legitimate reasons for this to be breached. If this was the case, we would normally inform you first of any decisions that might limit confidentiality. For example:

- Confidentiality will be maintained as far as it is possible, unless during our interview conversation I hear anything which makes me worried that someone might be in danger of harm, I might have to inform relevant agencies of this.
- Please note that confidentiality may not be guaranteed; due to the limited size of the participant sample.

**Thank you for reading this information sheet and for considering taking part in this research.**