

HENDERSON, L., BAIN, H., ALLAN, E. and KENNEDY, C. 2018. Integrated health and social care; exploring of the needs and experiences of service users and their families. [Protocol]. PROSPERO [online], item number CRD42018085550. Available from: https://www.crd.york.ac.uk/prospero/display_record.php?ID=CRD42018085550.

Integrated health and social care; exploring of the needs and experiences of service users and their families.

HENDERSON, L., BAIN, H., ALLAN, E. and KENNEDY, C.

2018



Integrated health and social care; exploring the needs and experiences of service users and their families

Louise Henderson, Heather Bain, Elaine Allan, Catriona Kennedy

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Review question

What are the perceptions of service users and their families in relation to their health and wellbeing needs?

What are the experiences of service users and their families who access integrated health and social care to meet their health and wellbeing needs?

What is the relationship between the service users (and their families) experiences of integrated health and social care, and their perceived health and wellbeing needs?

Searches

Searches within the following electronic bibliographic databases will be performed: CINAHL; AMED; SocINDEX; MEDLINE; ScienceDirect; Web of Science; TRIP Database. Using a PICO structure adapted from Moule, Aveyard and Goodman (2017), key terms for Population, Interest, Context and Setting have been identified. These key terms will be combined within each database to generate results which correlate with the the title, abstract or key terms of individual studies.

The search terms will be adapted for use with each bibliographic databases in combination with database-specific filters, as required. Restrictions shall be applied to each search, namely, date of publication between 2007-2018; publication in English language. Results gained shall be entered into a Search Activity Record and references shall be exported and stored in an external electronic reference manager for further analysis.

Key papers, which have been identified from the reference list of other authors may be included as hand-searched sources. Search strategies will be saved locally to each database (where available) and automatic email alerts will be requested for new publications which correlate with the search strategy. Searches will be repeated prior to final analysis to ensure all available studies are included.

Types of study to be included

We will include: primary quantitative, qualitative and mixed method studies using thematic methods of analysis (to describe patterns or themes raised by participants) to understand the individual's experience through direct contact with participants or direct observation, describing their experiences of integrated health and social care. This review will include original primary empirical studies. Secondary reviews of data shall be excluded from this review.

Condition or domain being studied

Integrated health and social care delivery- experiences of adult service users and their families.

Participants/population

Inclusion: Adults (age 18 and over), who access or deliver integrated primary care health and social care services.

Exclusion:

Children (age 17 and under).

Adults who do, or may not, have capacity and/or those who are accessing acute, or intermediate health and social care services.

Intervention(s), exposure(s)

The phenomenon of interest for this review will be the experiences, perceptions descriptions of care, or feedback of service users and their families. In the interest of ensuring a broad understanding of the nature of services provision and the impact which this has upon the service users experience, opinions, experiences and perceptions of staff and carers will be also included.

Comparator(s)/control

N/A

Main outcome(s)

The primary aim of this review is to explore the experiences of service users and their families accessing integrated health and social care services to meet their health and wellbeing needs, through thematic analysis of relevant studies. The primary outcome of the review is anticipated to be the improved understanding of service users' experiences of health and social care integration which may inform future planning and delivery of health and care services.

* Measures of effect

N/A

Additional outcome(s)

Synthesis of the experiences and perceptions of staff or carers who are delivering health and social care services, if found.

* Measures of effect

N/A

Data extraction (selection and coding)

Initial identification and screening of eligible studies for inclusion shall be the primary responsibility of the Lead Researcher, Louise Henderson. This will be carried out using the PRISMA Framework (Moher et al. 2009) to determined eligibility and document the inclusion process.

Further electronic screening shall then be undertaken, using RAYYAN software, with consideration of keyword matches to title and abstract. The full text of any potentially eligible studies will be retrieved and independently assessed for eligibility firstly by Louise Henderson, and secondly by at least one other member of the review team. Any disagreement between them over the eligibility of particular studies will be resolved through discussion with the wider review team.

A standardised, pre-piloted form will be used to extract data from the included studies for assessment of study quality and evidence synthesis. Extracted information will include: study setting; study population and participant demographics and baseline characteristics; details of the intervention conditions and context; study methodology and mechanisms of intervention action (i.e. how experiential data were collected from participants). The review team will extract data independently, discrepancies will be identified and resolved through discussion within the review team. Missing data will be requested from study authors as required.

Risk of bias (quality) assessment

The quality of included studies will be assessed, by the review team using Critical Appraisal Skills Programme (CASP) using core criteria which matches the nature of the study; this will include consideration of bias; validity; level of evidence and degrees of recommendation for each study.

Strategy for data synthesis

The intention is to offer thematic analysis of primary empirical data within this review, where appropriate, which is interpretative in nature. A thematic analysis model shall be adopted (Braun and Clarke 2013), which includes: familiarisation with the findings within the literature; classification of the emerging themes; refining, defining and naming of themes and the generation of a review report. This shall be used to identify key themes around the phenomenon of interest namely, the experiences of service users and their families, and a table of key themes shall be included within the review report.

Analysis of subgroups or subsets

This review will be a qualitative thematic analysis and no subgroup analyses will be undertaken.

Contact details for further information

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Organisational affiliation of the review

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Review team members and their organisational affiliations

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Dr Heather Bain. Robert Gordon University, Scotland, UK.
Dr Elaine Allan. NHS Grampian & Robert Gordon University, Scotland, UK.
Professor Catriona Kennedy. Robert Gordon University, Scotland, UK.

Type and method of review

Systematic review, Other

Anticipated or actual start date

05 February 2018

Anticipated completion date

31 August 2018

Funding sources/sponsors

Collaboration and funding via NHS Grampian (Scotland, UK) with sponsorship from Robert Gordon University (Scotland, UK).

Conflicts of interest

All authors declare that they have no known conflicts of interest.

None known

Language

English

Country

Scotland

Stage of review

Review Completed not published

Subject index terms status

Subject indexing assigned by CRD

Subject index terms

Health, Humans, Social Care

Date of registration in PROSPERO

15 March 2018

Date of publication of this version

14 August 2019

Details of any existing review of the same topic by the same authors

Nil.

Stage of review at time of this submission

Stage	Started	Completed
Preliminary searches	Yes	Yes
Piloting of the study selection process	Yes	Yes
Formal screening of search results against eligibility criteria	Yes	Yes
Data extraction	Yes	Yes
Risk of bias (quality) assessment	Yes	Yes
Data analysis	Yes	Yes

Revision note

Review has now been completed and pending publication. I will update publication details in due course, when they become available.

The record owner confirms that the information they have supplied for this submission is accurate and complete and they understand that deliberate provision of inaccurate information or omission of data may be construed as scientific misconduct.

The record owner confirms that they will update the status of the review when it is completed and will add publication details in due course.

Versions

15 March 2018

22 March 2018

14 August 2019

PROSPERO

This information has been provided by the named contact for this review. CRD has accepted this information in good faith and registered the review in PROSPERO. The registrant confirms that the information supplied for this submission is accurate and complete. CRD bears no responsibility or liability for the content of this registration record, any associated files or external websites.