

Metanoia Institute

PARTICIPANT INFORMATION SHEET
Research clinic. Evaluation of Metanoia Counselling and
Psychotherapy Service

SECTION 1

2. Invitation paragraph

You are being invited to take part in a research study. Before you decide it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish. Ask us if there is anything that is not clear or if you would like more information. Take time to decide whether or not you wish to take part.

Thank you for reading this.

3. What is the purpose of the study?

Completing questionnaires during your counselling has *three different aims*: supporting your therapy, enabling us to continue to provide the service and helping us develop therapy.

- *Using questionnaires during therapy could be useful in monitoring how you feel.* Talking about them in therapy could support you in achieving your aims.
- MCPS is a part of Metanoia Institute which is an education charity. Monitoring outcomes therefore can be an important part of *supporting the future funding of the service.*
- The aim of our Research Centre is to conduct research projects and evaluation in order *to develop best practice in counselling and psychotherapy.* In order to achieve this we engage in research projects with other academic partners and your data, without the information that could identify you, could be used in shared projects. You may also, at times, receive an invitation to take part in selected research projects by Metanoia Institute research staff and students.

4. Why have I been chosen?

We are asking all MCPS clients to take part in research and evaluation.

5. Do I have to take part?

You don't have to take part if you don't wish to do so, and this will not affect the service you receive. If you agree to take part, you will be asked to sign a consent form.

6. What will I have to do?

The research will involve completing online questionnaires. During therapy, your therapist will send you a link prior to each session and you will be able to complete the questionnaires by responding to the questions one by one. If you are unable to do it at home, you will be able to complete the questionnaires at the reception, using one of our tablets. If you need to do that, please arrive to the appointment earlier, to allow enough time to complete the questionnaires. Your therapist will be able to see your responses and you can use them to work with in the session, if that is appropriate for you.

7. Will my taking part in this study be kept confidential?

The research team has put a number of procedures in place to protect the confidentiality of participants. You will be allocated a participant code that will always be used to identify any data you provide. Your name will not be associated with your data and all electronic and paper data will be stored on a password protected computer, or in a locked cabinet.

The sessions are normally recorded to improve the practice of our counsellors. They will listen to them and discuss them in a confidential setting of their clinical supervision.

8. Who will be my counsellor?

Your counsellor is a Trainee Practitioner who is closely supervised and tutored.

9. Where will the counselling take place?

For our in-person service, you will be meeting your counsellor at the Metanoia Institute in Ealing. The remote counselling service operates online.

10. What will happen with the result of this work?

The results will be used to provide regular reports to Metanoia Institute, funders, and within research publications.

11. Any questions?

Please feel free to ask the assessor! Thank you for taking time to read this information sheet!

You will be given a copy of the information sheet and the signed consent form so you can refer back to the information about the research and what you agreed to.

If you have any further questions about the research or concerns please contact the MCPS office, who will respond to your query:

Shea Holland
Shea.Holland@metanoia.ac.uk

If this does not resolve the issue you can contact the Principal Investigator:

Dr Peter Pearce peter.pearce@metanoia.ac.uk

Metanoia Institute Privacy Notice for Research Participants: Research clinic. Evaluation of Metanoia Counselling and Psychotherapy Service

The General Data Protection Regulation (GDPR) protects the rights of individuals by setting out certain rules as to what organisation can and cannot do with information about people. A key element to this is the principle to process individuals' data lawfully and fairly. This means we need to provide information on how we process personal data.

The Institute takes its obligation under the GDPR very seriously and will always ensure personal data is collected, handled, stored and shared in a secure manner. Metanoia Institute's Data Protection Policy can be accessed here:

<http://metanoia.ac.uk/media/2363/privacy-policy-metanoia-institute.pdf>

The following statements will outline what personal data we collect, how we use it and who we share it with. It will also provide guidance on your individual rights and how to make a complaint to the Information Commissioner's Officer (ICO), the regulator for data protection in the UK.

Why are we collecting your personal data?

We undertake research as part of our function and in our capacity as a teaching and research institution to advance education and learning. The specific purpose for data collection on this occasion is to evaluate the provision of counselling and psychotherapy service in order to:

- Develop the quality of practice within the clinic
- Provide service evaluation reports to the funders and enable the continuation of the service.
- Contribute to the research evidence for counselling and psychotherapy and develop good practice.

The legal basis for processing your personal data under GDPR on this occasion is Article 6(1a) consent of the data subject.

Transferring data outside Europe

In the majority of instances your data will be processed by Metanoia Institute researchers only or in collaboration with researchers at other UK or European institutions so will stay inside the EU and be protected by the requirements of the GDPR.

In any instances in which your data might be used as part of a collaboration with researchers based outside the EU all the necessary safeguards that are required under the GDPR for transferring data outside of the EU will be put in place. You will be informed if this is relevant for the specific study you are a participant of.

Your rights under data protection

Under the GDPR and the DPA you have the following rights:

- to obtain access to, and copies of, the personal data that we hold about you;
- to require that we cease processing your personal data if the processing is causing you damage or distress;
- to require us to correct the personal data we hold about you if it is incorrect;
- to require us to erase your personal data;
- to require us to restrict our data processing activities;
- to receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights.

Where Personal Information is processed as part of a research project, the extent to which these rights apply varies under the GDPR and the DPA. In particular, your rights to access, change, or move your information may be limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you withdraw from the study, we may not be able to remove the information that we have already obtained. To safeguard your rights, we will use the minimum personally-identifiable information possible. The Participant Information Sheet will detail up to what point in the study data can be withdrawn.

If you submit a data protection rights request to the Institute, you will be informed of the decision within one month. If it is considered necessary to refuse to comply with any of your data protection rights, you also have the right to complain about our decision to the UK supervisory authority for data protection, the Information Commissioner's Office.

None of the above precludes your right to withdraw consent from participating in the research study at any time.

Collecting and using personal data

During the period of your counselling we will hold the following information:

- Personal identifiable information such as your name, address and GP details. This information will be stored separately to any counselling notes and held on our encrypted server for a period of seven years.
- Assessment and counselling notes, stored with your reference number on our encrypted server and the digital software provider <https://pragmatictracker.com>. These notes will be used by the therapist during your counselling. They may be seen by the assessor, the supervisor or other members of our clinical team in order to assist the process of therapy. They will be kept for seven years.

- Questionnaire responses stored with your reference number on our encrypted server and the digital software provider <https://pragmatictracker.com> will be used for the evaluation and research purposes and shared in non-identifiable form with our research partners

All of the people who may have access to your information have a duty to keep your information strictly confidential. If we need to breach your confidentiality for clinical purposes, we will abide by the professional guidelines and always keep you informed.

Storage and security

The Institute takes a robust approach to protecting the information it holds with its encrypted server and controlled access.

Contact us

Researchers involved in this project are:

Dr Biljana van Rijn

Dr Peter Pearce

Metanoia Institute

Metanoia Institute

13 North Common Rd

13 North Common Rd

London W5 2QB

London W5 2QB

0208 832 3080

0208 832 3080

biljana.vanrijn@metanoia.ac.uk

peter.pearce@metanoia.ac.uk

The Metanoia Institute official contact details are:

Data Protection Officer

Metanoia Institute

W5 2QB

Tel: +44 (0)20 8579 2505

Email: dataprotection@metanoia.ac.uk