

Appendix 3.3 Information sheet for service users

Information sheet

Study protocol for the assessment of the implementation determinants and their influence on outcomes of a programme for common mental disorders in primary health care clinics in Chiapas, Mexico

Instructions: The researcher will review the information sheet and consent form with the participant and answer any questions. The participant may keep the information sheet (this page) for his/her records.

Purpose: The purpose of this study is to understand the factors that are facilitating or hindering the execution of the CES mental health programme and to evaluate its performance. As someone who is receiving services from this programme, you are being invited to participate in this study.

Procedures: A researcher will sit in one of the mental health consultations that you receive and will observe the therapeutic skills (which will be assessed based on a formerly validated checklist) of the medical doctor that is providing you services. The researcher will audio record the consultation and write some information down. The information will be stored in a computer. Researchers at Partners in Health and the London School of Hygiene and Tropical Medicine will look at this information and use it to assess the services that are being delivered by the programme. We hope to use this information to help improve services.

Confidentiality: The results of this evaluation will be kept strictly confidential. Your name will never be connected to information given to evaluators at Partners in Health and London School of Hygiene and Tropical Medicine. Instead a number will be used for identification purposes. Information that would make it possible to identify you like the community where you live will never be included in any sort of report. The paper forms used when collecting your information will be kept in a locked cabinet in a locked office. Electronic information will be kept in a password-protected computer file. Only Partners in Health staff and researchers will have access to this information.

Risks and benefits: No samples will be taken from your body, and this evaluation will pose no risk to your life. However, you will be asked to give up 30-60 minutes of your time to answer questions, which some people may find uncomfortable to answer.

You will not receive any direct benefit from participating in this evaluation. However, your participation in this evaluation will help us to gather information that can be used to improve the services provided, and ultimately to help people suffering from mental disorders. If you choose not to participate, you will keep receiving exactly the same services as if you do participate.

Right to refuse: The choice to participate is entirely yours, and you are free to take part or to withdraw at any time without your services being affected. You may choose to answer all or some of the questions asked.

Contacts and questions: At this time you may ask any questions you have about the evaluation. If you have questions later, you may contact the following:

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