

IRAS ID:	353549	Sponsor Reference No.:	RG-0414-25	Version no.:	V1.0	Version Date:	06.02.2026
----------	--------	------------------------	------------	--------------	------	---------------	------------



Musculoskeletal Conditions in Underserved Populations (MSK UP– Summary

Taking part in this research study – key things to know

Researchers at Keele University are working with local doctors, nurses, and other healthcare staff, and members of the community to make healthcare better for everyone. Our goal is to improve the care people receive when they visit their doctor, and to find better ways to prevent illness and promote good health in your local community.

By taking part in this study, you are helping us understand what truly matters to people in your area, so that future care and services can reflect your community's needs, values, and experience.

- **Who can take part:** You have been invited to take part in this study because you are registered with a general practice (GP) or live in the local area.
- **What is involved:** If you take part, we will ask you questions about your general health and about you, your circumstances and experience using healthcare services.
- **Health records:** With your permission, we will use your NHS number to securely access some information about your health from your GP and NHS records. This will help us build a clearer picture of health and care within your community and ensures our research is accurate and meaningful. This information will **NOT** affect your care, your benefits, or your legal rights in any way.
- **Confidentiality:** Your information will be kept strictly confidential. Survey responses and health records will be anonymised so researchers **CANNOT** identify you.
- **Why your voice matters:** We hope to hear from as many people as possible because this will give a more reliable picture. Every response helps us understand the full range of experiences across our communities. Your participation is important, whether or not you currently have any musculoskeletal condition.
- **Your choice:** Taking part is completely voluntary. If you choose not to take part, this will **NOT** affect your healthcare now or in the future.

Together, we can help shape a healthcare system that serves every community.

Help and Support

If you need any help completing the questionnaire, please feel free to ask a friend or family member or the person who has handed you this information sheet, to help you. You can contact a member of the study team at Keele Clinical Trials Unit on 01782 732950 or email ctu.operations@keele.ac.uk with further information about the study.

If you have any concerns or complaints MEL research Operations Manager for complaints, Paul Sutton by email paul.sutton@melresearch.co.uk and the MSK UP team, email:

ctu.operations@keele.ac.uk

Alternatively, you can contact NHS England on 0300 311 2233 or email:

england.contactus@nhs.net