

About the 100,000 Genomes Project Information Line

0800 389 8221

Purpose

To increase accessibility for participants considering joining the Project, to improve patient experience and appointment capacity at Genomic Medicine Centres. The information line will provide a resource to answer questions about the project of the consent materials.

Who can call?

Current Participants

- For general information about the Project.
- Ad-hoc queries answered e.g. regarding results, additional findings, withdrawal.

Potential Participants

- Already identified as eligible by NHS GMC clinicians.
- They can ask questions about the consent materials prior to attending a consent appointment.

General Public *

- For general information about the Project (found on the Genomics England website).

*It will **not** provide anyone with information about

- Their individual circumstances (e.g. diagnosis/treatment plan).
- Whether entry into the 100,000 Genomes Project is appropriate for them.

Who is delivering it?

Initials call will be taken by trained staff at the South West NHS GMC. All questions about consent will be handled by trained nurses.

Timings and materials

The information line is **now open**. Calls will be monitored and logged for evaluation purposes. Please encourage your recruiters to **share the phone number** with potential participants. Stickers, cards and posters will be provided.

How can I encourage people to use it?

As an example, South West NHS GMC have added the following sentence to all of their patient appointment letters. Included with the letters is also the relevant participant information sheet and consent form.

“If you would like more information or to discuss the Consent Form before your appointment please call 0800 389 8221”

