

# Research with Family & Bystanders: A Methodological Review

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## Background

Care of family and bystanders is an important aspect of paramedicine care. This review critically appraises existing research exploring the experiences of these important service users.

### Why is this important?

- Understanding the strengths and limitations of current research methods helps ensure future research is impactful and of high quality.
- Involving service users in research increases engagement with underrepresented populations.
- Engaging service users is linked to more impactful and higher-quality research.

## Method

- We conducted an updated database search in June 2023 of Medline; CINAHL; Scopus; PsycINFO; and ProQuest
- Empirical research exploring the experiences of family members or bystanders where ambulance services responded were included
- Studies were assessed for quality using the JBI Critical Appraisal Checklist and the Mixed Method Appraisal Test. Service User Engagement was measured using the Service User Engagement Ladder

## Results

- We included 37 studies in this review
- Studies used qualitative (24), mixed-method (10), and quantitative methodologies (3)
- Most studies were conducted in Scandinavia, North America, Australasia or Europe
- Overall, study quality was mostly high
- With the exception of one collaborative study, the level of service-user engagement (see ladder) was limited to participation

## So where to, next?

Currently, what and how we research is controlled by researchers & healthcare professionals

To address this we need to include service users as partners in research

Historically, paramedic research has been heavily dominated by western biomedical paradigms

To make research more representative and acknowledge psychosocial factors, we need to include diverse methodologies, cultures and populations

Studies report methods extensively, but lack detail on methodological and theoretical components

Reporting which acknowledges underpinning epistemology and ontology will strengthen future qualitative research

## Service User Engagement Ladder



Developed by Eillish Satchell adapted from Hart (1992) Ladder Of Participation