

Interview Schedule for Patients

Note on use of this topic guide:

We wish to encourage participants to 'tell their story', to discuss their views and experiences in an open way in their own words. Therefore, unlike a survey questionnaire or semi-structured interview, the questioning will be responsive to respondents' own experiences, attitudes and circumstances.

The following guide does not contain structured questions but rather lists the key themes and sub-themes to be explored with each participant. This allows the interviewer to formulate questions which are responsive to each individual participant. The topic guide does not include follow-up questions like 'why', 'when', 'how', etc. as it is assumed that participants' contributions will be fully explored throughout in order to understand how and why views, behaviours and experiences have arisen. While all topics will be covered with each participant, the order in which issues are addressed and the amount of time spent on different themes will vary between participants.

1. Introduction

- Introduce self, NNRU
- Introduce research (funding, research design, outputs)
- Explain: confidentiality, tape recording, length of interview, nature of discussion (specific topics to address, but conversational in style, in your own words, no right or wrong answers), reporting and data storage/archiving
- Any questions
- Obtain written consent

2. Background

- Personal circumstances (main daytime activity, who live with)
- Previous experience of being a patient

3. Recent experience as patient

- 'Your journey so far', start from the beginning ...
- What types of treatment and care has this involved?
- Which services have you used during this time? Can you describe your experience in each and how you 'moved' between these services?

4. Managing your condition

- How do you cope on an everyday basis?
- What sorts of things can you no longer do that you used to be able to do?
- How does this impact you?

5. Experience with staff

- Which staff have you met?

- What did you understand about their role in your care?
- How would you describe your relationship with staff? Communication, attitudes, behaviour?

6. Support

- How have you coped with your condition?
- Are you supported by others who have the same condition as you?
- How do you communicate with other members of this organisation?

7. Information- being informed

- How much have you felt informed?
- How much have you felt at the centre if things?
- Is there anything you would have liked to have more 'say' in?
- How are you informing your health professionals about what is important to you?

8. Best and worst bits

- Where would you say are the crucial moments or key points/touchpoints in your journey?
- What were the best parts of your whole experience as a patient?
- What were the worst parts of your whole experience as a patient?
- How satisfied have you felt with the care and treatment you have received?
- Looking back now is there anything in particular that would have made your experience better/easier?

9. Suggestions for improvements?

- How do you think we can improve patient experiences within these services?
- What matters most to you as a patient?