

***Welcome, Thank people for coming. Introduce self/colleague, organisation and study***

***Go through Information sheet (with help of interpreter)***

- A focus group is a group of people brought together to talk about a particular issue – in this case it is about health services for people with diabetes in Luton
- We want to get your thoughts and ideas – we want to know about what you really feel and think, not what you think you should say.
- What you say will help the local health service plan better care for people like yourselves – we will be writing up a report of this meeting for the people who plan health services (but we will not disclose your names or any of your details).
- My job will be to ask the questions and to make sure that we stick to the topic and time – it should not be longer than one hour. My colleague will not be talking but will take notes and record the discussion to help us remember how it went. We would really appreciate it if you were able to stay until the end but if you need to leave beforehand that will be ok – just let me know.
- You can withdraw at any time

***Take signed informed consent***

***Agree Ground Rules (on flipchart paper – for interpreter to interpret if needed)***

- Everyone's views are valuable and should be listened to
- There are no right or wrong answers
- Only one person to speak at a time
- Anything said in discussion will not be repeated elsewhere 'what is shared in the room, stays in the room'.

***Check people are happy for recording***

***Start recording***

***Remind the group what they have been invited to talk about – what they think about patients being involved in planning services.***

- ***Tell me about the services you get***
  - What works well?
  - What doesn't work so well?
  
- ***When things don't work so well do you know where to go to or who to speak to for support?***
  
- ***As a person who has diabetes (or cares for someone who has diabetes), do you feel that you have a say in decisions that are made about services?***
  - Are you asked for your views and ideas?
  - Do you feel your views are listened to?
  
- ***Who do you think makes decisions about the [diabetes] services that are provided?***
  - Do you understand what the term 'commissioning' means? (Explain)
  - Do you know what is currently happening in local commissioning and service provision?
  
  - Would you know how to contact commissioners to put your views across?
  - Do you know how you can get involved in decision making?
  
- ***What would commissioners need to do to make services better for you and your community?***

**(prompt: provide more  
interpreters/information/access)**

- How can they make it happen (suggestions?)
- Is there any more information you would like?

**After 50 minutes bring focus group to close.** Summary of main points – ask group if they agree or if anything forgotten. Thank people for taking part and answer any questions about what happens next in the study.