Semi-Structured Interview Framework for MAPLE phase one: staff interviews

CONTEXTS
What is the background to MAP CAG:
- Local context, i.e. KHP and the rationale for the CAGs
- Other relevant service developments
- Commissioner requirements
- General NHS/Government context
- Other?

RATIONALE (if not covered in above)
In general, what is MAP CAG seeking to achieve? (e.g. as in the aims of the CAG given in the application for CAG accreditation June 2011 - i.e. 1. Develop coherent care pathways which utilise evidence-based treatments 2. Build closer links with academics within CAG 3. Develop a skilled workforce 4. Undertake research 5. Extend the high rates of outcome monitoring already achieved)
What is it about patients' care that MAP CAG is helping to address?

INPUTS
What is the agreed strategy for MAP CAG?
Who developed and agreed it? (Role of MAP CAG executive and role of Trust Board)
What resources are available to support the programme? Have these changed and how has that been managed? (e.g. CIP)
(In general: where can we access relevant documentation?)

MECHANISMS
Who is (i) steering/managing MAP CAG (ii) taking decisions on what to do?
How will you know whether MAP CAG is having an impact?

ACTIVITIES
What is new about how services and their support are organised and operated now, since MAP CAG has been set up?

OUTPUTS
What are the targets of MAP CAG – who set them?
Where does MAP CAG have the potential to generate measurable change? (e.g. compliance with NICE guidance, developing networks of support for people with enduring mental illness such as the Lambeth Living Well Collaboration, improving patient feedback through PET and PEDIC, development and use of care pathways)
What measurable things do you want to be different? (e.g. services provided, level of evidence-based care, relations with staff).

OUTCOMES
What will be different because of this service re-organisation?
How will you know whether things are different?
Have these desired changes already started to happen?
Have any undesired changes happened?
Are new ideas emerging?
IMPACT
Describe what you hope will be different in terms of the care that patients get in 5 years time?
How do you think MAP CAG will have contributed to that?

Semi-Structured Interview Framework for MAPLE phase one: service user

Interviews

CONTEXTS
What do you know about the current pattern of services?
What do you know about any significant recent developments?
What is the nature of organisational/clinical relationships with patients?
- Who does what?
- Relationship quality?
What needs do you have that you are looking to address?
How are different patient views and perspectives currently (or historically) obtained?

RATIONALE
What do you understand by MAP CAG?
In general, what is MAP CAG seeking to achieve?
What is it about patients' care that MAP CAG is helping to address?
Why did your service become part of MAP CAG – and who drove the interest?
Do you think MAP CAG will help to improve patient care, and, if so, how?

INPUTS
Is there an agreed strategy for MAP CAG?
If so, who developed and agreed it?
What do you know about the resources available to support the programme?

MECHANISMS
Are you aware of who is (i) steering/managing MAP CAG (ii) taking decisions on what to do?
How will you know whether MAP CAG is having an impact?

ACTIVITIES
What do you know about how are services organised and operated now, since MAP CAG has been set up?
What do you experience that is different from the service that was delivered before MAP CAG in terms of the care that patients get?

OUTPUTS
What are the targets of MAP CAG – who set them?
What measurable things do you want to be different? E.g. services provided, level of evidence-based care, relations with staff,

OUTCOMES
What do you want to be different because of this service re-organisation?
How will you know whether things are different?
Have these desired changes already started to happen?
Have any undesired changes happened?
Are new ideas emerging?
IMPACT
Describe what you hope will be different in terms of the care that patients get in 5 years time?
How do you think MAP CAG will have contributed to that?