

**Community Hospitals Research study:
Understanding patients' experiences**

PATIENT DISCOVERY INTERVIEWS

Starting the interview

Introduce self and study.

Explain and complete consent form.

Explain that the interview is in three parts:

- **In part one:** we will ask you to tell us a bit about you and about all your experiences and stories of using this community hospital.
- **In part two:** we will explore some of the things you talked about in a bit more detail.
- **In part three:** we will ask some questions we have that we will be asking everybody who is taking part in the study, and ask you to complete a very short form with some factual information about yourself, for example your age.

Stage 1: The patient's story

- 1) Before we begin, it would be great to know a little bit about you – your life history/ background
- 2) I would like you to tell me about all your different experiences of using this Community Hospital, and what has been important for you.

As you tell me your story, I won't interrupt you – I will just make some notes. So start wherever you like and please take the time you need.

You can use these questions to help somebody to tell their story:

- *What happened next?*
- *How did you feel?*
- *What would have been helpful to you then?*
- *Who was with you?*
- *What was good? What could have been better?*

Stage 2: Follow-up of patient's story

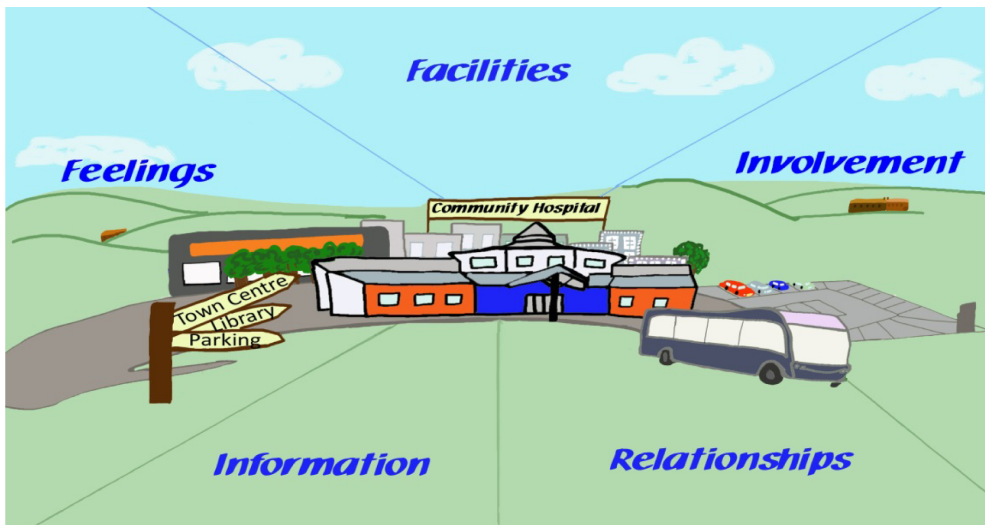
For stage 2 of the interview, you may follow up on any of the experience/ points/ issues raised in stage 1, that need clarifying or more information.

You should ask questions about things in the order that the interviewee raised them.

Stage 3: Our questions & form (demographics)

Overall, the core areas we are interested in hearing about are care, treatment and support...

If some of the factors in the drawing have not been covered in the patient's story, you might want to ask some of the following questions, using the picture as a prompt:



© Reproduced with permission from the University of Birmingham, 2018.

- How did you feel when you recently came to the hospital? How did these feelings affect your experience of the hospital? Do you feel the same now? (*anxiety, safe, confidence, trust*).
- How would you describe your relationships of staff at the hospital? (*family, staff, community*)
- How involved do/did you feel in decisions about your care, and how does/did this affect your experience of the hospital? (*decisions about care, in the hospital more generally*)

- What do/did you think of the facilities in the hospital, and how does/did this affect your experience? (*location, range, quality, cleanliness*)
- What kinds of information have you been given about the care, treatment and support given at Community hospital? Has this affected your experience? (*about treatment, about hospital facilities, about wider services*)

Finally two questions we are asking everyone we speak with:

- Have you ever been involved in the hospital in any way other than as a patient, such as being a member of staff, or a volunteer?
- ‘What does this Community Hospital mean to you?’

Thank you & what next

Complete Patient Information sheet

**** Offer Expenses ****

Final check:

- Check if participant has anything else to add
- Thank you for taking part...
- Check they have the information leaflet, including research team contact details