

This practice has been testing a new tool over the last 4 to 6 months and we would like to understand more about your experience of this.

Staff

1. Did you find the measure useful in determining how effective your practice has been?  
Could you tell me a little more about that?
2. Were there any performance areas/ objectives or indicators that you found particularly useful?
  - Probe around each and please say why.
3. How important to the practice do you think each of the four performance areas are?
4. Considering the performance area XXXX [each interviewee would have one performance area to cover in more detail], how useful do you think each of the objectives was [list these]?
5. How feasible were the indicators [for this performance area] to gather?
6. Were there any areas of performance/ objectives or indicators that were not included, but you think should have been?
  - Probe around each and please say why.
7. Were there any areas that were not useful to know?
  - Please say why.
8. Was the feedback produced by the tool useful? How could it have been improved?
9. Each indicator has a Norm, Minimum and Maximum score. Were there any indicators where you felt these should be amended?

10. How has your practice used the data?
  - Has it led to any actions, if so what?
  
11. Was the data discussed or shared with patients/ PPG in anyway?
  - If no, What were the barriers? Do you plan an discussing it with them in the future?
  - If yes, Was this beneficial?
  
12. Were there any obstacles to using the measure?
  
13. Were any additional resources required to implement the measure?
  - How long did it take?
  - How many people contributed?
  
14. Given your experience with the tool do you think you would use it to make decisions about practice resources eg. Staff time?  
  
If not, why not?