Study title: Evaluating the use of inpatient experience data to improve the quality of inpatient mental health care

Study short title: EURIPIDES

This topic guide relates to interviews to be conducted with identified Patient Experience Leads in NHS Organisations where there are adult inpatient facilities with over 50 patient beds. Prior to this interview trusts will have answered a short questionnaire (asking for details such as annual budget; number of staff; average length of stay etc.) to facilitate comparison. The interview will be semistructured around the following topic areas.

Introduction

We will start the interview by introducing ourselves and briefly overview the project before ensuring that the participant has received, read, and understood the participant information sheet and any other relevant study information. We will offer the participant the chance to ask any questions about the materials received before continuing. We will establish consent to take part in the interview. Written consent should have been received by e-mail, we will check this and also obtain verbal consent including explicit consent to audio-recording. Once consent is obtained the interview will start.

Area 1 – Descriptive information about self and the NHS Organisation

There are five areas of questions in this interview. The first area is the introductory questions about the individual (i.e. role, length of time in the job, how they got the job etc.) These questions are designed to put the interviewee at ease and check again that the correct individual has been identified within the organisation to participate in the interview process.

Area 2 – The patient experience data journey

Participants will be asked to describe how the patient experience journey is captured within their NHS organisation – from the moment a service user enters an inpatient service to after they have left. Interviewers will draw out the nature of data collection, including the how, when, where, by whom, from whom and why. Interviewers will ask about what questions are asked and what tools are used during the collection process.

Area 3 – The patient experience data analysis and management

Participants will be asked about how the data collected is managed and how it is analysed, including looking at who analyses it and for what purposes it is analysed i.e. who will see the data.

Area 4 – The patient experience data feedback mechanisms

Participants will be asked to identify how the analysed data is then used and how it feeds back into the system to effect change or not. The interviewers will draw out the way information flows through the system.

Area 5 – Reflection on patient experience data in situ

Participants will be asked to reflect on how patient experience data links to and is understood within the organisation and by different people within that system. Participants will be asked to think about what they think patient experience data contributes and what potentially it could contribute.

Collection of relevant supporting documentation

Participants will be asked to identify if there is any relevant supporting documentation i.e. data collection instruments or 'toolkits' that are used to gauge patient experience feedback, which could be shared.

Thank you and ending

The interviewer will thank the participant for their time, recapping some of the main discussion to demonstrate both the value of the interview but also to demonstrate they have been heard and to check understanding. The participant will be offered the opportunity to ask any questions and will be directed to the project website for updates and information should they wish for it.