

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

Study short title: EURIPIDES

This interview schedule is for interviews to be conducted with identified service users within one of our six identified case sites.

In the consent form but check that you have:

- (prompt) Their date of birth?
- (prompt) What gender they identify as?
- (prompt) What ethnic group do they identify as?

Introduction

- *Overview of the participant information sheet – did you receive this? Have you had a chance to go through it? Did you have any questions about this or the study?*
- *Are you still happy to take part in the interview and give consent?*
- *Do you understand that the interview will be audio-recorded and are you happy to give consent for this?*
- *This study is about how information about inpatient experiences is gathered and used. There may be some questions in this interview that seem a little specific about who does what and how, but part of this questioning is to get a deeper understanding to enable us to understand why and how things work and we are also going to be doing economic modelling, so please bear with me.*
- *We also want to gather open and honest feedback about when people give or do not give open and honest feedback on the wards to help us understand why this is or isn't happening on wards.*

1. Part I – Your journey – the context of the inpatient setting

1.1 I am interested in times when you have been asked about your experience. To understand this, can you tell me a bit about yourself and your most recent experience in this ward? (How long have you been here?)

1.1.1 (prompt) During this stay, have you been asked about your experience of inpatient services at *NHSTrust*?

1.1.1.1 Yes – (prompt) when, how, by whom? How did you feel about it? Why?

1.1.1.2 Yes – (prompt) what was helpful/unhelpful in the way you were asked for your feedback? Was there/is there a 'right time'?

1.1.1.3 Yes – (prompt) What did you want/expect to happen with the information you gave?

1.1.1.4 Yes – (prompt) are there any reasons you would not give feedback?

1.1.1.5 No – (prompt) when would you have liked to be asked/when would have been a good time to ask you for feedback?

1.1.1.6 No – (prompt) How would you have liked to give feedback?

1.1.2 Have you ever completed the Friends and Family Test?

1.1.2.1 What did you think of this as a way of giving feedback?

1.1.3 Have you ever made a complaint or used the complaints process?

1.1.3.1 What did you think of this as a way of giving feedback?

1.1.3.2 What happened as a result/what did they do with this information?

1.1.4 Do you prefer formal (i.e. questionnaire) or informal (i.e. face to face conversations with staff) ways of giving feedback and why?

1.1.5 (prompt) What kinds of thing were you asked about? Were these the things that mattered to you most?

1.1.6 Do you know what happened as a result of your feedback at any point? Did you get feedback about actions as a result of feedback? Would you like this? Why?

2. Part II – The process of giving feedback – How does that work in practice? Programme theory testing (prompts below – see cards with quotes for interviewees)

Ways of giving feedback	Relationships between staff and service users	Communication and trust
<ul style="list-style-type: none"> • What point in the patient journey is best for feedback? • Does who the feedback goes to matter? Does who collects it matter? • Timing, style of feedback (formal/informal), how and who? • Wellness and timing • Style of feedback (formal/informal) how? 	<ul style="list-style-type: none"> • Feeling understood • Empathy, kindness • Being informed 	<ul style="list-style-type: none"> • Power, coercion and control • Anonymity • Impact on care pathway

3. Part III – How feedback related to their wider experience of care

- 3.1 Looking back at what we have just discussed, if you were to be in this situation where you were asked about your experiences on the ward, what would make that better or easier to answer?
- 3.2 Do you have a carer/family member involved in your care or is there anyone else who has given feedback on your behalf?
 - 3.2.1 Yes – (prompt) check to see if this was a formal advocate
 - 3.2.2 Yes – (prompt) what feedback did they give? How? How did you feel about that? What was helpful or unhelpful about that process i.e. timing
 - 3.2.3 Yes – (prompt) what did you/they expect to happen as a result of your feedback?
 - 3.2.4 No – (prompt) check to see if they have used or are aware of formal advocate role
 - 3.2.5 No – (prompt) would that be something you would see as helpful/unhelpful as a way of feeding back your experience.

4. Thank you and ending

Thank you very much for your time. Do you have any questions?