

CID:	Research Nurse:	Date:	Interview Log:
------	-----------------	-------	----------------

Service Change Assessment Interview Schedule

a. Introduction:

Hi [Research Nurse]

The purpose of this interview today, is to ascertain if any changes have taken place in the way in which your centre has operated over the course of the study (from ?? 2008 to ?? 2009 only), and also to gain an understanding of your views on being part of the DEPICTED study. The interview shouldn't take more than ½ an hour, are you okay to talk without interruption?

As I mentioned before, we would like to record the conversation, are you okay with this? To reassure you, all the data collected will be treated as confidential, and will be anonymised before analysis, so no reference to your centre will be made.

Are you happy to proceed?

[SWITCH ON RECORDER]

b. General Questions:

The following questions are aimed at your clinic as a whole, so if you consider the past year while the study has been running:

- Tell me about your clinic.
- Could you clarify your role with in the clinic setting?
- Have there been any changes in the way your clinic / service is structured?
- Have there been any staffing changes?

- If so how has this affected the way your team practice?
 - Do you need additional separate consulting rooms in OPD?
 - Has frequency of OPD visits altered?
 - Has length of OPD visits altered?
 - Additional clinics (e.g. for pumps)?

- Do you have pre-clinic team discussion about clinic attendees?
 - If so, do you need more time for pre-clinic patient discussion?

- Has the frequency of contact with patients and families changed?

- Have there been any changes in the way you communicate with your patients outside of clinic setting?
 - Number of phone calls and/or home/school visits?

- How does the team communicate about who does what?
 - How do you organise/prioritise your responsibilities' within the team?

- Have patients and/or their families requested any changes to the structure?
- Has your personal practice changed? (the way in which you consult with patients)
- Have you used or are you aware of any other type of psychological/educational or supportive intervention in your service? If so, what has been the impact of these on the patients and their quality of life?
- Have you had any other training relevant to psychosocial care of your patients?

c. DEPICTED Study:

(Intervention)

- How has the intervention changed the way in which you and your team practice?
 - Has the relationship with your patients changed?
- With regards to the implementation of the programme, what worked well?
 - What are your thoughts on the 3T agenda setting tools? **(Directing, Guiding & Following).**
 - How would you assess your ability in implementing the tools?
 - Do you discuss with your team how you are getting on using the DEPICTED skills?
 - What would you do differently next time?
- Have there been any changes to the way your service is run that have come about as a consequence of the training programme and introduction of 3T?
 - If any changes... what led to these changes?
- How do you feel the intervention was received by the patients and their families?

d. Closing Questions:

- What are your overall experiences of being a part of a research study?
- Is there anything else you would like to add?
- Would any other members of your team answer these questions differently?

Interviewers' Notes