



A NATIONAL INSTITUTE OF HEALTH RESEARCH FUNDED RESEARCH PROGRAMME

RTF Structured Observation Sheets for Practice Visits

Exploratory trial of a real-time feedback intervention
in general practice

Practice name: _____

Practice ID: _____

Visit date: _____

Observation time: Start (00:00 hrs) End (00:00 hrs)

Observer name: _____

**Location of observer
relative
to RTF screen(s)** _____

Notes for Researchers

Please use the attached sheets to record your observations of practice staff and patients who attend the practice during your observation session.

Each pair of sheets permits the recording of observations for up to 4 patients who attend the practice during the session. One sheet is for free text comments and the other is for structured observation of specific target behaviours or events.

For each patient who walks past the real-time feedback equipment in the waiting area (**on their way out of the practice**), please code the target behaviours or events as follows:

× = No (behaviour or event was not observed)

✓ = Yes (behaviour or event was observed)

? = Not visible from observation point

Please also record any free text observations you make relating to the patient's interaction with the equipment or with practice staff – for example, you may wish to note:

- the nature/duration of any help practice staff provide to the patient in relation to the RTF equipment or process;
- the gist of any comments the patient makes while interacting with the RTF screen, or discussing RTF more generally with practice staff;
- any non-verbal reactions to the RTF equipment or process.

At times when the practice is particularly busy, it may not be possible to observe every patient as they leave the waiting area. If you are aware that you have been unable to observe any individual patient(s), please write 'MISSED' in the appropriate patient column(s).

Please add further observation sheets as necessary.

General observations

When you arrive at the practice and before starting the structured observations, please record some general information about the practice waiting area, the RTF equipment, and the availability of publicity materials. If anything about the environment changes later in the observation session, note this in the box at the bottom of the 'free text' observation sheets.

Waiting area

How many practice staff are working on the reception desk?	
How many doctors/nurses are in the practice, running surgeries?	
How busy does the waiting area seem?	
Any other observations about the practice/waiting area?	

Location and status of RTF equipment

Machine	Location within waiting area	Switched on? (Y/N)
Free-standing kiosk		
Desk-top screen		

RTF publicity materials

Material	Materials available? (Y/N)	Readily visible? (Y/N)	Location of materials
RTF poster (A3)			
Patient flyers (A5: with photo of RTF kiosk)			

Detailed patient information booklets			
Other publicity materials (e.g. practice website, newsletter, notice board)			

(Please replenish publicity materials if you observe there are none in the waiting area)

Practice name: _____ **Practice ID:** _____

Observation date: _____ **Sheet No:** _____

Please use this space to record your free text observations of the patients' interactions with the real-time feedback equipment or practice staff.

Patient Number	Observation notes
001	
002	
003	
004	

Additional general observations:

Practice ID: _____ Observation date: _____ Time started: _____

Sheet No: _

Coding: ✕ = Behaviour/event was not observed ✓ = Behaviour/event was observed ? = Not visible from observation point

	Patient Number			
Patient characteristics	001	002	003	004
Gender of patient (circle as appropriate) M = Male; F = Female	M / F	M / F	M / F	M / F
Estimated age group (e.g. 20's, 30's, 60's)				
Practice staff raise awareness of/encourage RTF – receptionists (record “R” next to your tick ✓) or health professionals (“HP”)				
Patient interacts with a receptionist or health professional (for any reason)				
Staff member tells the patient about the opportunity to leave RTF (verbal)				
Staff member physically points to (or takes patient to) the touch-screen(s)				
Staff member hands an RTF leaflet/flyer to the patient				
Staff member offers to show the patient how to use the RTF equipment				
Patient interaction with publicity materials				
Patient picks up an RTF flyer/leaflet and/or looks at an RTF poster				
Patient stops to read the leaflet/flyer or poster about the RTF				
Patient interaction with RTF touch screen – either on arrival at (record “A” next to your tick ✓) or on leaving (“L”) the practice				
Patient notices the touch-screen (looks at it from a distance, even momentarily)				
Patient approaches the kiosk or desk-top RTF device (walks up to it)				
A touch-screen is free for the patient to use				
Patient has to wait for a touch-screen to become free				
Patient stops to read the first screen				
Patient touches the first screen to begin the				

survey				
Patient stops using the screen (without appearing to answer any questions)				
Patient answers some or all of the survey questions				
Patient-staff interactions: requests for assistance with RTF – receptionists (record “R” next to your tick ✓) or health professionals (“HP”)				
Patient asks a staff member what the RTF screen is for				
Patient approaches staff to request help to start using the RTF device				
Patient approaches staff to request further help with the RTF device				
Staff member helps patient – record nature/duration of help in free text section				