improve

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

PRACTICE FOCUS GROUP/INTERVIEW TOPIC GUIDE

(Exploratory Trial Phase – Group A practices)

Before the discussion begins

- Explain the purpose of the focus group, how the discussion will be managed, how the information will be used, and explain that you would like to record the discussion.
- Invite questions from participants about taking part.
- Ask individual participants to complete a consent form confirming their agreement to take part and for the discussion to be audio-recorded/transcribed for analysis.
- Ask participants to complete 'Attendance List' to indicate their professional role within the practice.

Start the audio-recording and alert participants that this is occurring

If we could start by discussing your views and experiences of the different components of the real-time feedback (RTF) package that your team has been piloting over the last 3 months ...

1. Training and set-up of RTF equipment and processes
- Which team members attended the training session?
  - *Optional prompts:* How did you decide this?

- How useful did you find the training session?

- - *Optional prompts:* Did it cover everything you needed to know? Were you left with unanswered questions or concerns? What other information would you have liked?

- Was the amount of time offered for the training appropriate or sufficient?

- Did you feel you had enough say in the set-up process?
  - *Optional prompts:* How the equipment was set up – location of RTF devices and publicity materials? What questions patients were asked?

- What were the main problems or challenges that you encountered in the set-up phase?
  - How did you resolve these?

- What did you feel about the level of advice and technical support you received during the set-up period?

2. Collection of real-time feedback from patients
- Which team members were mostly involved in the RTF collection process?
  - *Optional prompt:* How did you decide this?

- How did you encourage patients to leave their feedback?
  - *Optional prompts:*
    - Did team members inform patients of the opportunity to leave feedback? If so, which team members did this – receptionists, GPs, nurses, etc? Did you engage patient volunteers/members of the PPG in the process?
    - Did you just rely on the publicity materials provided?
    - Did you publicise the RTF in other ways (e.g. in practice newsletters, on practice website or notice boards, through the PPG, or other mechanisms)?
    - How acceptable was the level of encouragement you had to provide?

- What level of help/support did patients require?
  - *Optional prompts:*
    - Which team members provided help? Did you engage patient volunteers/members of the PPG in this activity?
    - How often did patients need help/support to use the RTF equipment?
    - What type of help/support did you have to provide?
    - What impact did this have on your workload and/or usual practice routines?
    - How acceptable was the level of help/support you had to provide?

- What were the main problems or challenges that you encountered during the main RTF collection phase?
  - How did you resolve these?

- What did you feel about the <u>level of advice and technical support</u> you received during the main RTF collection phase?

3. Fortnightly patient feedback reports

- <u>Which team members</u> saw the feedback reports every fortnight?
  - o *Optional prompts:* How did you decide this?

- What did you think about the <u>frequency and format</u> of the feedback reports?
  - o *Optional prompts:* Was a fortnightly report appropriate? Was the electronic format acceptable? What did you think about the length of the reports?

- How <u>easy was it to understand</u> the content of the reports?
  - o *Optional prompt:* Could any aspects of the report presentation be improved?

- How <u>useful</u> was the content of the reports?
  - o *Optional prompt:* Were any sections unnecessary? Was there information missing that you would like to have seen?

- To what <u>extent did team members look at the reports</u> as these arrived?
  - o Did staff discuss the feedback before the facilitated team session? What form did these discussions take – e.g. in small groups, with supportive colleague, or at wider team meetings?

4. Team facilitated reflection session

- <u>Which team members</u> attended the team facilitated session?
  - o How did you decide this?

- What did you think about <u>the timing</u> of the facilitated session (after 6-8 weeks of RTF)?

- What did you think about <u>the format</u> of the facilitated session?
  - o *Optional prompts:* Length of the session – 1 hour? Style of the session? Number of sessions – is one sufficient?

- How easy was it for staff to <u>engage in a group discussion</u> of the feedback?
  - o *Optional prompt:* Was it easier for some staff groups than others?

- How <u>useful</u> was the facilitated session?
  - o *Optional prompts:*
    - What aspects of the session were most helpful – reviewing reports, identifying strengths/areas for improvement, planning action?
    - Were any aspects unhelpful or unnecessary?
    - Could any aspects of the session be improved?

5. Use of and reactions to patient feedback

- Overall, what do you think about the value of collection of real-time feedback from patients?

- How do you think real-time feedback compares to more traditional ways of collecting patient feedback – such as postal surveys or complaints/compliments?

- What has the team's reaction been to the feedback you collected?
  - Optional prompts:
    - Positive / amenable to hearing patients' feedback and motivated to act on this?
    - Negative / distrustful of patient feedback or processes used to collect it?

- Has the practice made changes or planned changes as a result of the real-time feedback process?
  - Optional prompts:
    - If so, what changes? How has this been managed?
    - Which team members have led on this?
    - How far as this progressed?

- Has the team informed patients about the feedback they have received and how they have acted on it or plan to act on it?
  - How did you do this?

Are there any other issues you wish to mention or discuss about the real-time feedback intervention that we haven't already covered?

If we could now briefly discuss your experiences of the other aspects of the research ... Do you have any comments you wish to make about:

1. Practice recruitment materials and processes

- *Optional prompts:* Clarity and accuracy of information provided? Usefulness of briefing session? Amount of paperwork involved?

2. Randomisation

- *Optional prompts:* You did not know exactly which RTF intervention you would be receiving in advance of agreeing to take part. What was this like? How did the uncertainty affect your arriving at a decision to take part?

3. Researcher's observation/monitoring visits

- *Optional prompts:*

- o Level of disruption cause? Time/burden required of reception/other staff?
- o Any comments received from staff or patients about the observation work or exit survey?

4. General perceptions of advantages and disadvantages of taking part in study

- *Optional prompts:*
    - o Balance of burden and benefits of taking part in the study?
    - o Finding time for all team members to complete study questionnaires and taking part in focus group?
    - o Keeping track of what needs to be done when?

Are there any other issues you wish to mention or discuss about taking part in the study that we haven't already covered?

Thank you for your input