



Topic Guide for patients Version 1.1 05/11/10

Introduction

Arrive – drink etc. 15mins

Introduce Facilitators

You have all been sent a copy of the participant information sheet but we're just going to give you a brief overview of the study.

We have been awarded a grant to develop a new computer-based programme to improve diabetes self-management in adults with type 2 diabetes. We'd like to have a discussion about what you would like to see in such a programme and any features you think would be useful and attractive.

Show examples of computer programme(s) 1.5 hours

What we are going to ask you to do first is to look at three existing self-management programmes on the computer. You will each have a computer and we will come round and start you off with the first programme. After that you are free to explore the programme as you want for a maximum of half an hour. This should hopefully give you enough time to get an idea of what you like or dislike about it and form an opinion of how useful it might be to you when we come to discuss it later. Please use the note sheets provided to write down your thoughts about it as you're using it, this may help you remember them in the discussion later. After half an hour we will set you up with a second computer programme to explore, and then the third after another half hour.

You are free to take a break at any time, we will not be rushing from one to the next if you don't want to. You may not need the full 30 minutes to explore each one and it is fine to spend less time, but please try and see as much as you can to be able to give your views later.

We will give you the website addresses of all the programmes we are showing you today, so if information in any of the programmes interests you and you want

to spend longer than the half hour, you will be able to see it again another time. Today, however, we are going to limit you to half an hour on each so that you can compare all three and so that we don't tire you out.

When you've had a chance to look at all three we'll sit down as a group and discuss what you thought of them. **Is everyone happy to take part in this? Does anyone have any questions before we start?**

Break/Food – 30mins

Discussion – 1.5 hours

We've now got roughly an hour and a half to discuss the programmes you have just seen.

We'd like to record the discussion if that's okay with all of you. Anything you say here will be anonymised and won't link anything to your name. All the information will be stored securely and only researchers working on this study will have access to them. All the recordings will be destroyed at the end of the study.

Is everyone happy to take part in this?

Does anybody have any questions?

We will go round the group and everyone can introduce themselves with the name they would like to be used in the discussion.

**Q1: Overall what did you think about the programmes you used here?
- How do you think they might help you to manage your diabetes?**

Q2: When do you think you might use one of these?

(Probe: after the doctor had told you you had the condition, before or after a visit to the doctor, if you were trying to make a decision about treatment, if you were explaining to a friend or relative what was wrong with you, if someone you knew thought they had a similar problem, to help with frustrations and negative feelings towards the condition, other)

- **How much do you think you would use something like this? Why?**
- **What would make you use it more or less?**

Q3: Which one did you prefer and why?

Follow up with what did they like in each one? Which features of the websites do you think would be helpful in managing your diabetes?

Q4: Which one did you like least and why?

Follow up with what they didn't like in each one? What was annoying?

Q5: Is there anything about the programme (s) you would like to change? (If yes, what? Why? What would this add?)

Q6: Was there anything you looked for in the programme (s) that you couldn't find? If so what? What features would you like to see? What areas would you like more information or help with?

**Q7: Would it be useful to be able to enter certain data and why?
- What type and why?**

**Q8: How would you like to share that data?
- Who with?**

Q9: Do you think your General Practice could help you (use a programme like this)?
- If yes: **WHY, HOW and WHO?**
- **What would be helpful? What would be annoying**

Q10: Finally are there any further comments or suggestions?

Q11: Would anybody be interested in helping us develop a new computer programme to improve patient self-management of diabetes? We would show you our programme at various stages of its development to get your feedback on it, whether it is user friendly etc.



Health Professional interview topic guide

Introduction Version 1.0 05/11/10

Introduce Facilitators – Involvement in the project

You have all been sent a copy of the participant information sheet but we're just going to give you a brief overview of the study.

We have been awarded a grant to develop a new computer-based intervention to improve diabetes self-management in adults with type 2. We'd like to have a discussion about what you would like to see in such an intervention and any features you think would increase or hinder its use in practice.

We'd like to record the discussion if that's okay with all of you. Anything you say here will be anonymised and won't link anything to your name. All the information will be stored securely and only researchers working on this study will have access to them. All the recordings will be destroyed at the end of the study.

Does anybody have any questions?

Get everyone to fill in Consent forms

We will go round the group and everyone can introduce themselves with the name they would like to be used in the discussion. It would also be useful if you could say a little bit about what you do and your role in type 2 diabetes care.

A bit about how today is going to run – Timing, who will be asking the questions etc.

Q1: What are the most important issues in managing your adult patients with type 2 diabetes?

Q2: Are there any features in an internet program that might help with those issues?

Patient entered data?

What type of data would be helpful?

In what quantities?

How might this data be best presented?

Q3. Give context – i.e. paers involvement with EMIS/pt records etc.

How would you feel about patients adding on data/having access to their own electronic patient record?

Q4: Do you think an internet program would impact on your workload in any way?

Positively (save time etc.)

Negatively (make you do things you don't normally do)

Q5: Can you foresee any problems that might come from using an internet program to manage diabetes?

Q6: At any point could you envisage using this programme in your consultations with your patients?

If yes – why?

Q7: Patients using this intervention might have access to a lot more information about diabetes. How do you think this might affect your interactions with patients?

**Q8: What might make you recommend the programme to patients?
To your colleagues?**

Q9: Why would you use a programme like this?

What would you like to see in it?

What would have to be in it to incorporate it into practice?

Q10: What evidence would convince you such an intervention was worthwhile?

Q11. Once developed, how might we integrate the intervention into routine NHS service?

Potential Barriers?

Potential Facilitators?

Q12: One of the problems we have with internet interventions is that they tend to have a higher attrition rate. So one of the things we're thinking about is having someone contact patients at regular intervals to see how they're getting on with it.

Can you envisage

- **this working in the context of day to day general practice?**
- **do you think there would be someone at the practice who could take this on?**
- **how would that work?**

Q13: Finally are there any other comments or suggestions?