

Patient and family focus group interview guide: Usual Care Group

	Examples of general questions	Examples of prompts and prompts
Physiotherapy	I'd like to ask now about the kind of help people got to help you get back on your feet and ready for hospital discharge...	<ul style="list-style-type: none"> • How important was physiotherapy to your (or your relative's) overall recovery? • Did you have any hopes or expectations on the physiotherapy you (or your relative) might receive on the wards? • How would you describe the physiotherapy you (or your relative) received? • Did you feel that you/they had enough physiotherapy? • How effective was physiotherapy in terms of progressing your/their recovery? • How confident did you feel about progressing your/their recovery after you/they got home?
Nutritional support	People often lose a lot of weight and muscle whilst they're very ill in ICU...	<ul style="list-style-type: none"> • How important was eating/nutrition to you (or your relative's) overall recovery? • What kind of help did you/they get with that? • Did you get the kind of help you felt you/they needed with eating and nutrition? • How confident did you feel about eating/nutritional issues after you/they got home?
Case management	I'd like to ask more generally about your care on the wards...	<ul style="list-style-type: none"> • To what extent do you think that the staff understood what you (or your relative) had been through in Intensive Care? • Did you feel that you/they got as much help as you/they needed with things like washing, getting dressed, etc? • In what ways did that affect your/their care and your/their recovery? • How involved were you in decisions about your getting home? • Did you know what kinds of arrangements were being made on your/their behalf? • Did you feel as involved as you wanted to be in those kinds of arrangements? • If you/they were told that you/they would receive support or equipment after you got home, did that actually happen? • If not, what were you able to do about that? • What would have been helpful for you?
Information provision	How much did you know or understand about what brought you into Intensive Care and what happened while you were there?	<ul style="list-style-type: none"> • It's very common not to remember much...or to have very "jumbled" picture of what happened. Your family may very well have filled in some of the blanks for you... • How important was that information to you when you were on the ward? • Would it have been useful for someone (perhaps a doctor or a nurse) go through exactly what happened, and to be able to ask questions? • Would some written information have been useful? • When would it be best to receive that kind of information (if you wanted it)? • Do you think visiting the ICU before you went home might have been useful?