

Topic guide for interviews

Introduction

You are currently receiving a programme of care from your GP practice which provides extra support for older people or those living with long term conditions. It aims to help these people remain safe and living independently in their own homes. We are interested in finding out about your experiences of this service. We'll be asking you a number of questions about this.

Check that the participant feels well enough to talk today. If no,

- Agree to come back another time – make arrangements to contact the participant in a few days' time
- Take action to contact GP surgery or call 111 if appropriate

Ground rules

- Everything you say will be confidential.
- With your permission, we will tape record the interview. Only I, and a small number of other researchers working with me on this project, will have access to the tape recordings.
- We are speaking to a number of other patients and will combine all the information together into one overall report. We plan to use quotations of what patients have said in this but they will be anonymised.
- If there are any questions you don't want to answer, then you don't have to.
- You are free to stop the interview at any stage.
- Your GP will not find out what you have said so that this will not affect your relationship with them. They will only have access to the final report containing anonymised quotations.

Demographic details

Ask the patient

- Age
- Gender
- Who do they live with
- If they have an informal carer or a family member helps out – how often do they see them?
- Any long term conditions e.g. chronic lung disease, heart disease, stroke, poor mobility, frequent falls etc

Knowledge of the service

- Have you heard of this service?
- If yes, what do you know about this service?
- What information have you received about it? Did you receive a letter?
 - Was the information you received useful?
 - Was it easily understood?

What it has involved

- Have you noticed any changes to your care recently? If yes, what have they been?
- Can you tell me about any members of healthcare staff you have seen in the community since being on this programme? (nurses, physios, OTs, GP, pharmacist, geriatrician etc) – what did they do for you?
- Whose input have you found particularly helpful?
- Do you feel the different people treating you work well together to give you the best possible care?
- Who would you contact if you had a problem?
- Can you give me any examples of when you have called up with a problem?
 - What was the problem?
 - What did you do? Who did you call?
 - What happened next?
 - What was the overall outcome?
 - Were you happy with the way it was dealt with?
 - What do you think could have been done differently?
- Have you been admitted to hospital recently?
 - Can you describe what the problem was?
 - Do you think you could have been cared for at home instead? How?
 - Would you have preferred to have been cared for at home instead?
 - Were you contacted by your GP after you got home?
 - What changes to your care have been made since you got home?

Personalised care

- Do you feel your concerns and priorities regarding your health have been listened to and addressed?
 - How was this done?
 - How did this make you feel?
 - Can you give examples of how they have?

- Has anyone talked to you about the future and asked what your wishes would be if your health changes?
 - How was this first raised?
 - How did this make you feel?

Your health

- What impact do you think the service has had on your health and well-being overall?

Feeling supported

- How does the service make you feel?
- Do you feel better supported as a result of the service?
- Do you feel you have enough support from local services? How could this be improved?
- Do you have confidence and trust in those supporting you?

Improving services

- Overall, how positive has your experience of the service been? (could ask them to rate on scale of 1-10 to further prompt discussion)
- Why has it worked/not worked well for you?
- How might you improve the services around you to improve your health further?

Thank you

- Thank you for your participation
- Any final points or questions?
- Reiterate that we are speaking to a number of other patients/carers and will combine all the information together into one overall report. We plan to use quotations of what participants have said in this but they will be anonymised.
- Provide a debrief sheet