

Guideline for Focus Groups with Patients

„Experiences of people with three or more chronic conditions and their relatives with primary care“

1. Entry: introduction round

Before we discuss your experiences, I would like to do a small round of introductions.

1.1 Please introduce yourself briefly one by one. Please state your name, age and your chronic diseases.

2. Experiences

Introductory question: What has changed for you in your primary care compared to the past, since you no longer have only one, but three or more chronic diseases?

2.1 Positive experience with primary care

I would like to ask you to tell us about your positive experiences with primary care.

2.1.1 What experiences have you had so far with your GP where you felt particularly well taken care of? Please think of your experiences as a patient with multiple chronic diseases at the same time.

2.1.2 What expectations do you have for your GP and his team?

2.2 Negative experiences with primary care

2.2.1 What experiences with your family doctor have you had so far where you felt that you were not well taken care of? What happened? Please also give reasons for your negative evaluation.

2.2.2 What would you have wished for in connection with this negative experience?

3. Vision for primary care

3.1 If you pause for a moment and think about the situation of people with multiple chronic diseases in general: Which problems do you think exist in the primary care of people with several chronic diseases?

3.2 Please tell us what good primary care for patients with multiple chronic diseases looks like or should like.

3.3 Imagine if **you** could design primary care for people with three or more chronic diseases yourself. What would ideal primary care look like for someone like you?

4. Conclusion of the discussion

Now we have come to the end of the first part of the discussion. We have talked about many things. Is there anything that we have not yet addressed, but that is still important to you and that you would like to add?

Break

5. Prioritization

During the break we have collected the aspects you find important for the primary care of people with multiple chronic diseases. Now we would like to ask you to evaluate these aspects and to give 1 to 4 points depending on their importance: 4= very important, 3= rather important, 2 = rather not important, 1= not important.

Now we would like you to explain why those aspects which you have given 4 points are so important to you.