

Guideline for Focus Groups with Relatives

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

1. Entry: introduction round

Before we talk about your experience, 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 the chronic illnesses that affect your relative.
- 1.2 Please also briefly describe your relationship with your relative, who has multiple chronic conditions, and the extent to which you are involved in their care.

2. Experiences

Introductory question: In your opinion and your experience, what has changed in primary care compared to the past since your relative no longer has not only one but multiple chronic diseases?

2.1 Positive experiences with family doctor care

Now I would like to ask you to tell us about your good experiences with the family medical care of your relative, who is affected by several chronic diseases.

- 2.1.1 What experiences have you had so far where you would say that the GP was taking particularly good care of your relative?
- 2.1.2 What expectations/wishes do you have for the medical care of your relative who is affected by multiple chronic diseases?

2.2 Negative experiences with primary care

- 2.2.1 What experiences with medical care have you had where you would say that you and your relative was not well taken care of? 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 of optimal 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 and their relatives 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? What would you wish for as a family member?

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 you have given 4 points are so important to you.