

Diabetes RCT - patient interview schedules

Interview questions for 'pilot practice' participants.

Interview 1 – on commencement of receiving tele-monitoring.

Trial number/ initials /region / date

Statement of anonymity.

Would like to talk about:

- *your condition*
- *how you got involved in this trial*
- *your first impressions of involvement in tele-monitoring*

1. Patient health/ context:

- When did you learn that you had diabetes?
- What information did you receive from healthcare professionals at point of diagnosis?
 - Was this adequate?
 - Were all your initial questions/ concerns addressed?
 - Did you have any unanswered questions?
- What do you do to manage your condition?
 - PROBE – issues of diet, exercise, lifestyle. Explore challenges/ difficulties.
- What care and treatment have you received from healthcare professionals for the management of your diabetes?
 - Do you feel that healthcare professionals involve you in the management of your condition?
- Have you monitored you blood sugars in the past/ before the trial?
 - PROBE – depending on response: Was it useful? Why did you stop? Do you expect it to be different now you are linked to tele-monitoring?
- How well do you think you manage your diabetes?
 - Do you think there is any more you could do to (better) manage your condition? PROBE

2. Recruitment:

- How did it happen?
- Reason for participation?
- Who do you think will benefit from this research?
- Has correspondence from the research team been clear to understand?
- Did you read the leaflets about the trial? Did they make sense to you?
- How did you find attending research appointments at practice?
 - PROBE: feeling about contact from the research nurse re: research during recruitment process.
- How did you find filling in initial questionnaires?
- Was it made clear that the tele-monitoring is a trial service, and not a replacement for 'usual care'?
- Any suggestions for improvement to the recruitment process?

3. First impressions:

- What are your first impressions of the tele-monitoring equipment?
- Do you think tele-monitoring will affect how you manage your diabetes? PROBE

4. Being shown the technology/ information and support:

- Were you shown how to use the equipment?
 - Were such demonstrations/ explanations adequate to enable you to use the equipment at home without difficulty?
- What did you think of the supporting information provided to help you use the equipment? Was it helpful?
 - PROBE: views on booklets and laminated instructions
- What did you think of the supporting information provided to help you manage your condition during the trial? Was it helpful? [How] have you used the information provided to help you manage your condition?
- Any suggestions for improvement to the training and support information you have received?

5. How did you find taking the equipment home from practice? Probe.

Explain to patient what happens next: transcription, analysis, reporting and follow-up after 8 weeks.

Patients can request access to their own transcript and propose amendments re: any errors/ misrepresentations.

Interview 2 – follow-up after 8 weeks of tele-monitoring.

Trial number/ initials /region / date

Statement of anonymity.

Would like to talk about:

- *your experience of tele-monitoring: your thoughts on the equipment and the tele-monitoring you receive*
- *what effect (if any) you think tele-monitoring has on the management of your condition*
- *Anything else you think may be helpful for us to know*

1. Use of equipment:

- Tell me about your tele-monitoring routine:
 - What is it you do?
 - With what frequency? PROBE - compliance issues
 - Impact on lifestyle? PROBE - level of intrusiveness
- How do you find using the technology? PROBE - ask about each component
- Any technical difficulties with the equipment?
 - Has it been explained to you what to do in case of technical problems?
 - Have you sought technical assistance so far? If so, PROBE - What did you think of the support received to address technical difficulties?
- Have you visited the website to access your readings?
 - If so, PROBE – why? Ease of use? How useful? Do anything as a result of accessing readings?
 - If not, PROBE – why?
- Do you know who accesses your tele-data and how it is used/ stored?
 - Any concerns re: data confidentiality/ security?
- Any suggestions for improvement to the equipment and support services?

2. Being tele-monitored:

- Tell me what happens after you submit your tele-readings?
- Have you had contact from practice staff as a result of being tele-monitored?
 - If so, what about? Have you found this helpful?
- How does telemonitoring compare with what was done before?
 - NB: noting context outlined in visit 1 re: ‘usual care’/ any previous involvement in blood sugar monitoring
- What are your impressions of what healthcare professionals involved in your care think about tele-monitoring?
- Any suggestions for improvement to the service?

3. Self management & clinical care:

Has using the system:

- helped you better understand your condition?
- affected how you feel about your condition?
- affected how you feel about the care you receive?
- led to any changes in how you manage your condition?
- led to any changes in how you feel your care is managed?
- affected access to healthcare professionals/ services?
- changed how you feel healthcare professionals deal with you as patient?
- had any impact on your quality of life?

4. Family/ friends/ carer interaction:

- What do family and friends think of the tele-monitoring?
- Do you think it has affected what they know about your condition?
- Do you think it has affected how they relate to you as a person with diabetes? PROBE

5. What are the best and worst things about tele-monitoring?

6. Any other comments/ concerns/ suggestions for improvement?

Explain to patient what happens next: transcription, analysis and reporting. Patients can request access to their own transcript and propose amendments re: any errors/ misrepresentations.

Interview questions for trial participants.

Interviews to be undertaken mid way through participant's trial period.

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- *how you got involved in this trial*
- *your experience of tele-monitoring: your thoughts on the equipment and the tele-monitoring you receive*
- *what effect (if any) you think tele-monitoring has on the management of your condition*
- *Anything else you think may be helpful for us to know*

NB: Questions listed below are those used in the interviews for the 'pilot' phase: the findings of the pilot work will inform which of these topics will be explored further.

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- Any suggestions for improvement to the recruitment process?

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 - If so, what about? Have you found this helpful?
- How telemonitoring compare with what was done before?
 - NB: noting context outlined in visit 1 re: 'usual care'/ any previous involvement in blood sugar monitoring.
- What are your impressions of what healthcare professionals involved in your care think about tele-monitoring?
- Any suggestions for improvement to the service?

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9. What are the best and worst things about tele-monitoring?

10. Any other comments/ concerns/ suggestions for improvement?

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