

Patient interview preparation

- Introduce self
- Set out the aim and purpose of the interview
- Should take no longer than 1 hour
- If at any moment you want to stop, just say so and we can. Or if you ever say something and want to 'scratch' it, just say and we can make sure it's not used when editing.
- Can be anonymised

After chatting through purpose etc., clearly ask them whether it is okay if we start now?

Introduction – say about focusing on a specific health experience in mind, a specific patient pathway.

1. Can you provide a bit of background to that specific health experience, perhaps starting with what happened when you first felt that something wasn't right?
2. When you first made contact with the NHS, how did you find the consultation/treatment you received?
3. During diagnosis... when you first discussed with staff what might be wrong and what the next steps might be regarding your treatment, how did you feel this was handled?
4. How did you find the treatment that you received?
5. (If relevant) And after your treatment/care was complete, how much support did you feel you received?

The care that you received

1. Can you tell me about the relationships you had with the staff that provided your care - How did the staff speak to and relate to you?
2. Perhaps you can give me an example of a good relationship? Was there a particular staff member you felt related to you well?
3. Was there any relationship which you felt was not so good or could have been better in putting you at ease? (Can you tell me more)

4. To what extent did the staff understand a little about you and your life more broadly as a person, (who you are, what and who is important to you) – not just in relation to your illness
5. Can you tell me about an example of when you felt the care you received was really great? (Why? What made it so great?)
6. Conversely, can you perhaps tell me about a time when you came away feeling the care you received was not so great?
7. If you could change any one thing about the experience you had, what would that be?
8. Finally, is there anything else you'd like to say to further the discussion that you don't think we've covered?

Write and thank the patient for taking part, and let them know that this process is part of a project seeking to improve the experiences of others going through this treatment.