

## Patients

Send patient information leaflet to chairs of PPGs from within our pilot sites via the practice manager in the first instance.

Chairs to email us if interested in participating. Contact at least 2 weeks in advance of proposed interview. Following expression of interest send further details of the tool and interview at least a week before interview.

First 20 minutes for discussing the study and the tool and answering any questions they may have. If this takes a long time reschedule another session. Record only once interview schedule commences.

1. Were you aware that your practice was piloting this tool?
2. Was information shared with the PPG?

### A. If information was shared....

1. How was the information shared with the PPG?
2. Was the information shared on your practice's effectiveness similar to what you would have expected?
  - a. Prompt around performance areas...
3. Have you noticed any changes since your practice started using the tool in ... [Month]

### B If no information was shared...

1. Do you get any information about how the practice performs?
  - a. If so what?
2. Thinking about the performance areas in the tool – what would you expect your practice to be good at?
3. Do you think your practice needs to improve its performance?
  - a. What does it need to improve and why?
4. Your practice started using the tool in [month]. Have you noticed any changes since then?

## C All

1. Would you like your practice to continue to use this tool?
2. Would you like to see the information that is gathered by this tool?
3. Do you think the following information was gathered in the correct way?
  - a. Discuss PPI indicators
  - b. How could it be improved?
4. Do you have any thoughts on how this tool should be used after this pilot period?