

1. Can you tell me how long you have been on this ward for?
2. Have the nurses or healthcare assistants been to see you at your bedside whilst you've been on this ward?

IF YES:

- Who is it that usually comes to your bedside to see you?
- How often do they come?
- What usually happens when they come to see you?
- What sort of questions do they ask you?
 - Do you feel able to ask them any questions when they come to see you? What happens if you do ask them any questions?
- Do you feel able to ask them for help or assistance when they come to see you?
 - If you do ask for help or assistance with something, what usually happens?
- How does it make you feel when they come and see you?
- And what would you say are the main positives and negatives about your experiences of nursing staff coming to see you at your bedside?

IF NO:

- Has anyone been to see you at your bedside?
 - Would you have liked nursing staff to come and see you at your bedside?
 - How regularly would you like them to come?
 - What sort of things would you like them to do / to ask?
 - How would this make you feel?
3. Were you aware that the nursing staff on this ward have a system in place for regularly checking on the needs of patients?
 - Did it feel that way to you? (i.e. did it feel like nurses were coming to see you at regular intervals or did it feel more ad hoc?)
 - Was it ever explained to you that a nurse would come round to see you at regular intervals?

- How do you feel about the frequency with which they come to see you?
Would you like them to come and see you more often, less often or have they got it about right? What makes you think that?
 - Did you ever have to use the call button or ask someone to help you with something in between the nurses coming to check on you?
 - What happened?
 - How did you feel about doing that?
4. How have the interactions you have with nursing staff when they come and see you at your bedside impacted upon your overall experiences of care?
- Could these interactions be improved in any way and if so, how?
5. Could you tell me what kind of interactions or relationships with nursing staff you most value?
6. Is there anything else you would like to say about how your needs have been met or not met on this ward?