

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

**IF YES:**

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

**IF NO:**

- Has anyone been to see your family member at their bedside?
- Would you have liked nursing staff to have come to see your family member at their bedside?
- How regularly would you like them to come?
- What sort of things would you like them to do / to ask?
- How would this have made 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 your family member at regular intervals or did it feel more ad hoc?)
  - Was it ever explained to you that a nurse would come round to see your family member at regular intervals?
  - How do you feel about the frequency with which they come to see your family member? Would you like them to come and see them more often, less often or have they got it about right? What makes you think that?
  - Did you or your family member ever have to use the call button or ask someone to help you with something in between the nurses coming to check on them?
    - What happened?
    - How did you feel about doing that?
4. How have the interactions that you and your family member have with nursing staff impacted upon your overall experiences of care?
  - a. 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 family members' needs have been met or not met on this ward?