

Study title: Evaluating the use of inpatient experience data to improve the quality of inpatient mental health care

Study short title: EURIPIDES

This interview schedule is for interviews to be conducted with identified carers within one of our six identified case sites.

In the consent form but check that you have:

- (prompt) Their date of birth?
- (prompt) What gender they identify as?
- (prompt) What ethnic group do they identify as?

Introduction

- *Overview of the participant information sheet – did you receive this? Have you had a chance to go through it? Did you have any questions about this or the study?*
- *Are you still happy to take part in the interview and give consent?*
- *Do you understand that the interview will be audio-recorded and are you happy to give consent for this?*
- *This study is about inpatient experiences and how these are captured and used. There may be some questions in this interview that seem a little specific about who does what and how, but part of this questioning is to get a deeper understanding to enable us to understand why and how things work and we are also going to be doing economic modelling, so please bear with me.*

1. Part I – The patient experience journey – the context of the inpatient setting

- 1.1 Can you please tell me a bit about yourself and (*insert name of friend of family member*) journey into the inpatient setting at *NHS trust* because I am interested in if you have been asked to feedback at all or had the chance to give it?
- 1.1.1 (prompt) Have you been asked about your experience as a carer of someone within inpatient services at *NHS trust*?
- 1.1.1.1 Yes – (prompt) when, how, by whom? How did you feel about it?
- 1.1.1.2 Yes – (prompt) what was helpful/unhelpful in the way you were asked for your feedback? Was there/is there a 'right time'?
- 1.1.1.3 Yes – (prompt) what did you want/expect to happen with the feedback?
- 1.1.1.4 Yes – (prompt) are there any reasons you would not give feedback? Why?
- 1.1.1.5 No – (prompt) when would you have liked to be asked/when would have been a good time to ask you for feedback?
- 1.1.1.6 No – (prompt) How would you have liked to give feedback?
- 1.1.1.7 What kind of questions do you think would be useful? What so you think is the best way of data collection, i.e. lpad/ postcard, etc?
- 1.1.1.8 What do you think should be done with your feedback? How would this work? What impact do you think it should have?
- 1.1.2 Have you ever completed the Friends and Family Test?
- 1.1.2.1 What did you think of this as a way of giving feedback?
- 1.1.3 Have you ever completed made a complaint or used the complaints process?
- 1.1.3.1 What did you think of this as a way of giving feedback?
- 1.1.4 Do you prefer formal (i.e. questionnaire) or informal (i.e. face to face conversations with staff) ways of giving feedback and why?
- 1.1.5 Have you had feedback on what you have fed back, i.e. changes that were made as a result?
- 1.1.5.1 How/ would you like to know what happens as a result of this feedback? How? Why?

2. Part II – The process of giving feedback – How does that work in practice? Programme theory testing (prompts below – see cards with quotes for interviewees)

Timing of giving feedback	Relationships between staff and service users	Communication and trust
<ul style="list-style-type: none">• What point in the patient journey is best for feedback?• Is there a difference between first and subsequent admission?	<ul style="list-style-type: none">• Style of feedback (formal/informal), how and who?• FFT over other methods?	<ul style="list-style-type: none">• Needing to be involved and informed

3. Part III – How feedback related to the wider experience of their friend or family member's care

3.1 Are there other occasions where you have been involved in giving feedback on experiences of care for *(insert name of friend or family member)*?

3.1.1 Yes – (prompt) how was this feedback obtained/at what point? How did you feel about that? What was helpful or unhelpful about that process i.e. timing? What did you expect to happen?

3.1.2 (prompt) ask if they have ever been involved with formal advocacy services in mental health settings

4. Thank you and ending

Thank you very much for your time. Do you have any questions?