

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 relates to the interviews conducted with staff working on inpatient wards (lead clinicians and team managers), operational managers and trust leads (for Patient and Public Involvement, Inclusion, Quality and Patient Experience as appropriate). The construction of the semistructured interview schedule will itself be informed by the data gathered in WP2.

Introduction

We will start the interview by introducing ourselves and briefly overview the project before ensuring that the participant has received, read, and understood the participant information sheet and any other relevant study information. We will offer the participant the chance to ask any questions about the materials received before continuing. We will establish consent to take part in the interview. Written consent should have been received by e-mail, we will check this and also obtain verbal consent including explicit consent to audio-recording. Once consent is obtained the interview will start.

Area 1 – Descriptive information about self and the NHS Organisation

There are five areas of questions in this interview. The first area is the introductory questions about the individual (i.e. role, length of time in the job, how they got the job etc.) These questions are designed to put the interviewee at ease and check again that the correct individual has been identified within the organisation to participate in the interview process.

Area 2 – How experience data is collected

Participants will be asked to describe how they are involved in the collection of patient experience data. They will be asked to explore their relationship to that process from the moment a service user enters an inpatient service to after they have left. Interviewers will draw out the nature of data collection, including the how, when, where, by whom, from whom and why. Interviewers will ask about what questions are asked and what tools are used during the collection process and how much time participants spend on data collection, analysis and management tasks.

Area 3 – How does this work in practice

Participants will be asked about how data collection works in practice – what the enablers and barriers to the collection and use of this data are, and how the wider service context (bed shortages; serious incidents; the culture of service improvement etc.) impact upon this process or relate to it.

Area 4 – The patient experience data – what happens next?

Participants will be asked about what happens to the data collected and how they get to know about any results from data analysis.

Area 5 – Reflection on patient experience data in situ

Participants will be asked to reflect on how patient experience data links to their day to day role and is understood within the organisation and by different people within that system. Participants will be asked to think about what they think patient experience data contributes and what potentially it could contribute.

Collection of relevant supporting documentation

Participants will be asked to identify if there is any relevant supporting documentation i.e. data collection instruments or 'toolkits' that are used to gauge patient experience feedback, which could be shared that have not previously been obtained by the interviews with the NHS organisation lead.

Thank you and ending

The interviewer will thank the participant for their time, recapping some of the main discussion to demonstrate both the value of the interview but also to demonstrate they have been heard and to check understanding. The participant will be offered the opportunity to ask any questions and will be directed to the project website for updates and information should they wish for it.