

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

Study short title: EURIPIDES

The semi-structured interview schedule for service users/patients will be devised in response to the findings from WP2 in conjunction with the PPI lead and representatives for the project. There are three broad areas that we wish to focus on in the interviews. It is important to have a semi-structured interview process that reflects where the participant who wishes to take part is in their journey and accepts that some participants may have fuller capacity for reflection than others. For those participants who require more directive questioning in order to feel comfortable the interviewer will reflexively adapt their interviewing style and technique.

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.

Part 1 – Your journey – the context of the inpatient setting

Participants will be asked to describe their recent journey into inpatient services with particular reference to when they were asked to formally or informally feedback (or when they independently offered feedback). The participant experience of giving feedback will be explored to understand how, when, where and why feedback was given or complaints were made about services (as this is also understood as a way of giving feedback); and to understand what they thought happened in response to that feedback.

Part 2 – The process of giving feedback

Participants will be asked to expand on their experience of giving feedback to services - what that felt like; what they liked or did not like about the process; was it the right time to give feedback/is there a right time; what their expectations were from giving the feedback i.e. was it for immediate resolution or more of a longer term aspiration for the service; what were the different ways in which they were encouraged to feedback.

Part 3 – How feedback related to their wider experience of care

Participants will be asked to reflect on their carers/family members opportunity for involvement in feedback mechanisms and how they felt about this; and to reflect on other times they may have been asked for feedback perhaps in other settings, as this will enable comparison and could help identify positive or negative experiences or mechanisms of giving feedback.

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.