



## **Video Elicitation Interview topic guide – 12.9.13**

### **Introduction and Consent Process**

- Researcher to introduce themselves and check understanding of study and processes
- Informed consent and permission to audio record the interview obtained from the participant and partner (or other) if present

### **Discussion of the patient's video-recorded consultation**

During the interview, participants will be shown the video-recording of their consultation and encouraged to pause it at any point. The researcher may also stop the video recording at any point. The researcher will also show the participant their responses to the questionnaire items, for discussion throughout the interview.

### **Introductory questions**

- Have you seen this doctor before?
- Have you consulted for this problem before?
- Have you seen this doctor for the same problem before?
- Is this still a problem for you?
- In a moment I am going to show you the video of the consultation. If we can think back to the day that you went to the surgery, when you were in the waiting room before going in to see the doctor, can you tell me how you were feeling then?

### **Discussion points whilst viewing consultation and questionnaire responses**

#### *About the consultation*

- What were you doing / trying to do at this point in the consultation?
- What were you noticing / hearing at this point?
- Were there any other thoughts going through your mind?
- Can you tell me what you felt at this point?
- Can you recall more details about your feelings?
- What makes this moment in particular stand out to you?
- What do you notice about your actions at this point?
- What about your behaviour at this point surprises you?
- Why did you make that statement / ask that question?
- How did you want the doctor to perceive you?
- What did you think the doctor was thinking about you at this point?
- What were your impressions of the doctor's actions at this point?

- Why do you think the doctor made that statement at this moment?

#### *About the questionnaire*

- I will now ask you about the questionnaire that you filled in after visiting the doctor. We are interested in why you have responded the way you did to the questions so I'll ask you about each of your responses in more detail.
- How do you interpret 'giving enough time' in a consultation, do you think it is important?
  - *If you had to explain to a medical student what being good at 'giving enough time' looks like what would you say?*
- How was 'giving enough time' in this consultation we have just watched? (Relate this to questionnaire response to this question)
- Can you tell me what you were thinking when you answered that question?
- What made you decide this was the right response to give?
- Was it easy or hard to answer?

*Ask above questions for each domain;*

*Asking about your symptoms*

*Listening to you*

*Explaining tests and treatments*

*Involving you in decisions about your care*

*Treating you with care and concern*

*Taking your problems seriously*

- (if respondent has ticked very good) So our scale here has the highest rating as 'very good' but what it is had an 'outstanding' – would you have scored the doctor as outstanding?  
If not why not?
- When you are answering these questions, do you think about them each individually or together as a general overall feeling?
  - *Do you think that you differentiate between the domains when answering these questions, or is it more of a general overall feeling?*
- Imagining for a moment an ideal world do you think there are any ways in which the consultation could have been better?

#### *Additional questions*

- To what extent do you think the questionnaire captured your views on this consultation?
- Is this consultation similar to those you have had with this GP before?
  - If not, in what ways is it different? [content/set-up/manner of GP/outcome etc.]
- What are the key things you hope to get from your doctor?
- How similar do you feel you and the doctor you saw are?
  - *Are there any characteristics in the doctor that you feel are positive or negative? Like their age or gender, or maybe if they are family orientated (if the patient mentions that they know the GP has a family)*
  - *Were you aware of any differences in general values in life/age/gender/ethnic background/culture/language?*
- Do you feel your view of this consultation would be different if you were more (or less) similar to the GP?

- Can you think of anything else that we have not discussed, about this topic, which you would like to raise?

**Interview close**

- Participants will be thanked for taking part in the study and reminded that their responses will remain confidential
- Participants will once again have the opportunity to ask the researcher any questions and will also be given the opportunity to raise any additional issues that they feel are relevant to the topic
- Participants will be reminded that they can contact the research team at any time using the details on the information leaflet should they have any further questions or wish to remove their responses from the study.