



Improving Patient Experience in Primary Care

## Exploratory trial of a real-time feedback intervention in general practice

# FACILITATOR INTERVIEW TOPIC GUIDE (Exploratory Trial Phase)

### 1. Background information

Confirm number of facilitated sessions completed in exploratory trial phase.

### 2. Broad approach to running the facilitated sessions

Can you describe how you structured and ran the facilitated sessions?

- Did you use the same approach in all practices, or did your approach vary between the four?
- If you used a different approach at the different practices, what brought about that decision?

### 3. Practice teams' response/reaction to the sessions

How many and what range of staff attended the sessions?

- Did this vary between the four practices?

How long did the sessions last?

- Did this vary between the four practices?
- Was one hour sufficient time to cover everything?

Were the discussions driven by particular groups of staff – e.g. doctors, practice manager – or did all staff contribute equally?

- Were there particular staff groups who dominated the discussion?
- Were there particular staff groups that were more difficult to engage than others?
- Did this vary between the four practices?

How well do you think the practice teams **understood** the purpose of the facilitated session?

- Did the teams have any specific expectations about the session before it began?
- Did this vary between the four practices?
- Or between different staff groups?

How well do you think the practice teams **understood** the content of the RTF reports?

- Did you feel the team had looked in detail at the reports before the session?
- Did this vary between the four practices?
- Or between different staff groups?

- Do you think the layout or content of the RTF reports could be improved in any way?

How engaged did you feel the teams were in **discussing and reflecting** on the feedback in their RTF reports?

- How hard did you have to work to get the discussion going and keep it going?
- Were there particular staff groups who dominated or hindered the discussion?
- Were there particular staff groups that were more difficult to engage than others?
- Did this vary between the four practices?

How engaged did you feel the teams were in **identifying areas for improvement and planning changes** that they might be able to make as a result of the feedback?

- Did you have to work hard to get this part of the discussion going and keep it going?
- Were there particular staff groups who dominated or hindered the discussion?
- Were there particular staff groups that were more difficult to engage than others?
- Did this vary between the four practices?

How willing were the GPs and nurses to **discuss their individualised feedback** – or were the discussion mostly focus on the team level feedback?

- Did you encourage them to talk about their personalised feedback as well as the team-level feedback?
- Did you sense any resistance to talking about individualised feedback?
- Did this vary between the four practice teams?

#### 4. Facilitator's perspective

What aspects of the sessions did you feel worked well?

What aspects of the sessions did you find more challenging?

How did the facilitator's role compare to other roles you've had in the past – e.g. one-to-one appraisals, other types of group work, etc?

Did you feel you had sufficient information to help you plan and lead the facilitated sessions?

- If no ... what information would have been useful?
- How easy did you find it to understand the RTF reports and pull out potential areas for discussion?

Do you think you would have benefited from additional training for the role?

- What sort of training would have been helpful?
- What core skills or experience do you think facilitators would need to have for this role?

How did you find the workload – in terms of preparation/delivery time and travelling?

- How much of your time did it take to prepare for each facilitated session?
- Is it reasonable to ask one person to run this number of facilitated sessions in the timescale you had?
- Is it reasonable to expect the facilitator to travel to practices in different locations?

#### 5. General perceptions of value of facilitated sessions

In general, how do you feel the facilitated sessions have gone?

Do you feel the practice teams have found the sessions useful?

- Have any of the teams or individuals discovered anything new from the RTF/session?
- Have any of the teams or individuals planned to make changes based on the RTF/session?

Have you enjoyed the role and/or learned anything useful from it?

What changes or improvements would you recommend to the facilitated sessions in the next phase of the study?

- Content / structure
- Participant mix
- Timing of session (mid-way through RTF collection?)
- Number of sessions (one or two?)

**6. Are there any other issues or areas you wish to discuss that we haven't already covered?**

**Thank you for your input**