

## Example topic guide for the facilitator of a service user focus group to follow

This example illustrates how service users could be involved right at the start of the IP development work, in order to scope how the IP pathway might be aligned with the care pathway.

It is not intended to be applicable to every site/model, nor is it comprehensive, rather, it illustrates how you may wish to structure your questions, and provides examples of different question types of approaches that could be used in a focus group session.

### 11.00 - **Welcome and context-setting**

11.10 Facilitator to introduce:

- his/herself;
- the project (i.e. the particular research study into which the focus group findings will feed, as well as IP more widely); and,
- the aims for this session, *for example*: to obtain feedback in relation to the following questions:
  - What are your information needs in relation to health?
  - What currently works well and what could be improved in respect of information provided to you?
  - What do you know about Information Prescriptions?
  - How could Information Prescriptions work in this area to be of benefit to people with your condition?

Facilitator to explain 'ground rules' for the session:

- There are no right or wrong answers
- Everyone will have a chance to speak and be heard
- Facilitator to explain how information will be used/shared and how findings will be fed back to research sponsor and participants<sup>1</sup>

Facilitator to check everyone is happy to continue and if there are any questions

11.10 – Facilitator invites participants to introduce themselves: name,  
11.15 their experience of using IP.

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<sup>1</sup> You may wish to consider here: how personal information will be used; level of confidentiality and anonymity the participants can be assured; how they will find out the outcomes of the research.

- 11.15 – **Warm-up/ice-breaker (in pairs)**  
11.25 Participants to tell their partner about one positive experience of receiving health-related information in the last twelve months
- 11.20 – **Health information needs – general discussion (whole group)**  
11.40
- When have you needed health information in the last twelve months? *Facilitator to:*
    - focus on different stages of care
    - probe to find out views on quality and provision of this information(Facilitator to write comments on a flipchart)
- 11.40 – **Condition-specific information needs (two small groups)**  
12.00 (Each group to sit round a table with a printed A1 sheets showing simplified version of care pathway and marker pens/post-it notes)
- Introduce task:
- the sheet shows a very simplified version of the main stages in the care of someone who has your condition
  - In your groups, participants to talk about the sort of information you think people need to have at each stage
  - Where possible, participants make notes of the key points you discuss on the sheet
- 12.00 – **Feedback (whole group)**  
12.30 Facilitator to pin sheets up on the wall, ask groups to sit down and ask each group to talk through their diagram. Facilitator to encourage comment/response from the other group members.
- Facilitator probe to find out:*
- What information needs to be provided
  - How information was provided
  - By whom the information could be provided
  - Participants' experience/'stories'
  - Challenges *and opportunities*

12.30 – **Introduction of information prescriptions**  
12.40 Facilitator to present very short Powerpoint show (1 or 2 slides) summarising IP: what it is and how it can work

**Group discussion (whole group)**

*Facilitator probe to find out:*

- Awareness of IP
- Initial views

12.40 – **Group discussion (whole group)**  
12.55 *Facilitator to refer back to care pathway diagrams and facilitation discussion on:*

- Where IP would fit?
- How it would be prescribed?
- How information would be dispensed?

12.55 – **Conclusions**  
13.00

- Communicate how findings will be taken forward and next steps for IP project
- Thanks and close