

An example interview schedule for an interview with a stakeholder involved in the delivery of IPs

This 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 the sorts of areas on which you may want to focus.

Healthville Information Prescriptions Evaluation Study

Introduction

[INTERVIEWER TO READ IN FULL] *Thank you for agreeing to take part in this study. Healthville Acute Trust wants to hear the views of people who have been involved in the design and delivery of Information Prescriptions so they can identify what is working well and what could be improved. I'd like to talk to you, for about 40mins about your role in the Information Prescription process.*

We're going to be interviewing approximately [insert number] people. [Insert detail of how information will be used/shared and how findings will be fed back to research sponsor and participants¹.]

Are you happy to continue?

Have you got any questions before we start?

Background

1. Establish interviewee's job title and organisation.
2. Could you talk me, briefly, through your involvement in the IP process?

Preparation

3. Do you agree that user involvement is important in the design of the IP process?
 - a. If so, why? If not, why not?
 - b. At what point should users be involved and how?
 - c. As a stakeholder of IP, what has been your experience of working with service users to develop the IP process?

¹ 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.

4. Do you agree that it is important to involve professionals in designing IP systems and processes?
 - a. If so, why? If not, why not?
 - b. What was your experience of being involved as a professional/involving other professionals [dependant upon role*]?
 - c. Could the involvement of professionals be improved in this IP programme? If so, how?

5. How were users and professionals trained in this IP programme, in your experience?
 - a) If you were to do this again, would you make any changes to the training that you provided? (If so, why and what? If not, why?)
 - b) Are you aware of whether or not training was influenced by engagement activity?

Directories and information

6. What do you know about how the information directory that underpins IP has been developed in this area?
 - a) What has worked well/less well?
 - b) What do you think makes a difference in terms of:
 - i. the level of confidence service users and professionals have in the information on the directory?
 - ii. the level of confidence professionals have in the information on the directory?

7. What sort of information do you think should be made available to people receiving IP in this project?
 - a) Is that information currently available through IP in your site?
 - b) Are there any barriers to sourcing information to include in the IP project? If so, how could these be overcome?

Interagency management and co-ordination

8. How is the IP process managed in this site?
 - a) What are your views on this? (*Probe to find out what works well/less well*)
 - b) In the setting in which you work, what arrangements are most effective in promoting an integrated, cross agency, approach IPs?
 - c) What is the role of the voluntary and community sector in this respect?
 - d) How involved are senior managers/professionals? (*Probe to find out whether this is deemed to be an appropriate level of involvement*)

- e) Has the IP process had an impact on cross-agency working? *(If so, how? If not, why not?)*

User engagement with prescribing process

9. Can you talk me through how the service user is involved in the prescribing and dispensing process in your experience of working with IP?
- a) Do you think face-to-face interaction is beneficial? *(If so, how? If not, why not?)*
 - b) Are the right professionals involved at the right times? *(If so, what is the impact? If not, why not and how could this be improved?)*
 - c) What are the challenges and opportunities been in involving patients in the dispensing process? *(Probe for examples and evidence)*
 - d) What is your experience of how the IP process meets the needs of different groups of service users?
 - e) Is there an option for service users to self-dispense? *(If so, what is the impact of this? If not, what do you think about this idea?)*

Outcomes for services and users

10. What do you think are the main outcomes for service users of IP?
11. What are the main outcomes for professionals working with service users?
12. What do you think are the top three success criteria for IP?

Thanks and close