Interview Guide for Clinicians

Aim of guide

The aim of this interview guide is to provide you with a set of suggested questions in order to monitor and evaluate the implementation and progress of the eRedBag Pathway. Obtaining feedback from key stakeholders will ensure that effectiveness is maximised and that you can create user stories of people’s experiences to support your communications plan.

The implemention team used the questions below to interview clinicians about their experiences of the eRedBag Pathway. Please also review the document ‘SQW Monitoring and Evaluation Plan of eRedBag Pathway’ for other suggested questions to ask clinicians.

The interview

Good morning/afternoon, thank you for giving up your time today

I’d like to ask you about the benefits and any challenges of accessing the eRedBag. This should take about 15-20 minutes.

First of all, is it okay if I record this interview so that I can write up the notes later? All notes will be kept securely, and I will ask your permission in advance if we wish to use your comments in a quote.

As I explained in my email, we are developing User Stories for those clinicians that have accessed the eRedBag and as someone who’s done that, we want to get your perspective on how helpful it was.

1. Please tell me your full name and job title?
2. Can I start by asking when you accessed the eRedBag and if you can remember your experiences of accessing the eRedBag?

If has experience that can remember, then go on, if not, then go to \*

1. How did you use the information in the eRedBag?
2. How did the information you accessed help with carrying out your role with the patient?
3. Which information was most helpful to you? What were the main benefits of that information?
4. Were there any problems with the information in the document?
5. In terms of accessing the document, please can you tell me a bit about what it was like to access? How straightforward was it?
6. How was accessing the eRedBag different to having information on paper?
7. If there were any problems, how do you think these can be improved?
8. If you knew a patient was from a care home, would you now look for an eRedBag on the system?
9. We want to promote the eRedBag across the hospital – what do you think is the best way for us to do that?
10. Would you be willing for us to contact you again to help with further development of the eRedBag project?
11. If we were to make a video of the eRedBag, would you be willing to be interviewed?

\*If no – ask:

1. Have you heard about the eRedBag? What have you heard?
2. If you have heard about it, would you try and access it? Why / Why not?

Thank you so much – that has been really helpful. The next steps are for me to write this up and email it to you for checking.