



Example - Semi Structured Interview Topic Guide

Interviewee name:	
Interviewee role:	
Interviewer name:	
Date and time:	

Introduction

Briefly explain purpose of interview

The COVID-19 pandemic has brought about profound changes to the health and care system, with rapid changes in implementing crisis responses in line with guidance.

Organisation/Team is working with **System/Organisation/Team** to explore primary and community care perspectives on the changes that have been implemented and their future impact.

The interview will take approximately 60 minutes.

Confidentiality

- Check that the participant has received the information sheet.
- Explain that findings will inform **XXXXX**
- Ask for consent to record the interview. Explain that recordings will only be accessed by the research team and will be stored securely.
- Confirm that any quotes used will not be linked to any individual. No individuals will be identified in the reporting.

Explain that the interviews are confidential to the research team unless there is a concern about interviewee or patient safety.

Discussion topics

- **Section A:** Context
- **Section B:** Changes in primary care
- **Section C:** Wider impacts
- **Section D:** Support and future implications
- **Section E:** Wrap-up and close

Section A: Context

1. What is your role?

Prompts:

- How long have you been in your post?

2. What was the staff mix of your team/ practice, pre-COVID?

Prompts:

- Number of staff and their roles

3. Briefly describe the services offered by your team/practice pre-COVID?

Prompts:

- Types of services offered
- **GPs:** Types of appointments offered

Section B: Changes in primary care

4. Can you briefly describe how the delivery of practice services has changed?

Prompts:

- How was the triage process introduced? How is it working?
- How have your appointment booking processes changed?
- How are practice activities coordinated across the practice team?
- How are consultations carried out (e.g. phone/video?)
 - What video consultation systems {MS Teams or AccuRX}?
 - Will these be sustainable for your practice in the future?
- How have other practice activities been prioritised? Is this due to national or local direction?
- How have making referrals changed and why?
- Does your practice cover care homes? If so, how are you working with them now and why?
- How were these changes initiated and taken forward? (inc. over what time period)

5. What has been the impact on patients?

Prompts:

- How has demand for services changed?
 - What changes are you seeing in the types of patients being seen more or less? Why do you think this is?
 - Are you concerned about any clinical risks with not being able to touch patients in virtual/telephone consultations?
 - Are you concerned about any particular segment of your population? Why?
 - Are you concerned about any particular condition? Is there a risk of a backlog for any conditions (e.g. cancer) accumulating? What would be the scale of this accumulation?
 - What has been the prevalence of COVID-19 in the practices' population?
- What has/will be the impact on outstanding/delayed elective procedures?
- What has/will be the impact on patient choice?
- What is your understanding of current patient experience/satisfaction with care?
- How is care for patients outside of hospital being supported? E.g. early discharge, redirected care needs
- What unmet needs have you identified? (health and other)
- What has been the impact on patients in care homes and the residents of other institutional settings?

6. What has been the impact on how you work as a practice team?

Prompts:

- How has your role changed?
- How are wider practice staff working differently? E.g. home working, changes in their roles, travel time saved? (How, if at all, has this differed for different staff groups?)
- What has been the impact on general practice workload pressures?
- How, if at all, has/will the staff mix/skill mix in the practice change?
- What, if any, implications has there been on the need for locum cover?
- What training have GPs and staff undertaken to implement new ways of working?
- What, if any, further training needs have been identified?
- How has working differently affected staff morale?
- What changes have there been in how you work as part of the PCN?
- What has been the impact on how you work with other practices? And why?
 - *What technology do you use for communicating with practices (Microsoft Teams, AccuRX etc)*

7. How has the practices use of resources changed?

Prompts:

- What additional resources for delivering primary care services have been made available to you (e.g. Online and Video Consultation systems, digital equipment, technical support, communication support)?
- What, if any, additional technology has the practice used to manage workload or patient contact during the pandemic?
- Has PPE to carry out front-line care been made available to you? Is it used?
- How, if at all, has the practice shared resources across primary care and any other sectors?
- How are you recording or assessing any changes implemented?
- How are you investing in any long-term changes (e.g. time or costs)?
- What are the business implications of longer-term investment?

Section C: Wider impacts

8. What impact has/will the current situation have on how you work as a system?

Prompts:

- What has/will be the impact on wider practice/community provision of navigator roles, social prescribing, volunteer services etc?
- What has/will be the impact on multi-disciplinary team working: e.g. other GP practices, the PCN, secondary care, community care, pharmacy, and community and voluntary sector (may be different depending on interviewee)
- What have been the additional requirements for information / information sharing? How is information sharing working?
- How are you working at scale, e.g. with GP provider board, PCNs?

9. What have been the unintended consequences of the changes?

Prompts:

- What are the existing and foreseeable challenges and risks of the current changes?
- What issues have not been addressed?
- What are you most concerned about at the moment?

Section D: Support and future implications (All)

10. What support have you received nationally and from the CCG?

Prompts:

- Include: training, resources, technical support?
- What do you need further support with?
 - *To support the new ways of working and to support patients*
- Do you have any concerns about unmet support needs?
- How have local and national changes been communicated?

11. What lessons do you draw, for general practice/community nursing, from the current way of working?

Prompts:

- What has gone well that you would like to see taken forward?
- What have been the main barriers to change?
- What has enabled helpful changes? What needs to be in place to sustain this?
- What gaps are there in the current primary care response?
- What implications do you think this will have on the demand for particular clinical and non-clinical skillsets?

12. How do you think future demand for services will change?

Prompts:

- What types of services will be in demand and why?

When do you think this might happen/under what circumstances?

Section E: Wrap up and close (All)

13. Any further comments - Are there any topics to raise that we haven't mentioned?

Prompts:

- Any other recommendations for improvements

Thank participant for their time and for the front-line work they are doing.

For further information - If you have any questions or comments about the interviews please contact:

XXXX, (role in evaluation team & organisation) on telephone and email or

XXXX, (role in host or commissioning organisation) on telephone and email

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