Topic guide –Older people and carers

Researcher to introduce self, ask why participant interesting in taking part and orientate then as to what they will be discussing. Reminder re: confidentiality. They can pause, stop, or withdraw at any time.

Topic	Prompts
Background (NASS Domain Frailty)	
Could you tell me a bit about yourself and what is important to you in your life /lives?	Who they are? Where they live? What do they do? Support networks
Does your health or personal situation impact on what is important to you?	How? why?)
Appointments with health and care staff (NASS Domains CGA, Organisation, Intended adopters and Embedding)	
Please can you think back to a recent appointment with a health or social care professional (such as a Dr or nurse), and tell me about what happened in that appointment	Thinking about things like asking questions, checking your ability to do something, or taking any measurements? Did you get the chance to say anything such as what is important to you
What did you think about how that appointment was conducted?	Whether they would have liked anything to have been done differently, or not done at all? what you would have liked to have happened? And why?
If an appointment went well, what were the things that were done, that made that a positive experience for you?	Anything that could have been done differently?
Are you able to give me any examples of how the pandemic has changed how you engage with health and care staff?	What has worked well for you? What hasn't worked so well?
Thinking ahead (NASS Domain Technology)	
We are exploring different ways health and care professionals might conduct appointments with older people or find out about a person's health. I am going to ask you your thoughts about different ways they could do this: • What do you think about appointments being done remotely; for example by telephone or video? • What do you think about using different ways of sharing information on their current health with staff; for example filling out questionnaires? • What do you think about using equipment that collects information about your health, for example taking your own blood pressure and sending results to your GP? • What do you think about using a mobile phone to share information about how you are doing; for example, a weekly phone check-in with health or care staff? • What do you think about using wearable technology, for example a pedometer or fitbit that collects data about your movement or exercise?	What informs their thinking, any preferences, concerns or worries? Can you think of any other older people for whom these might not be appropriate, could they make things worse, What sort of problems may pose particular challenges? Could these be helpful or beneficial to older people? What might be needed to use effectively?
For those who might struggle with technologies, can you think of ways in which staff can best support them to ensure they can still access to the best possible care? **(NASS Domains-Embedding)**	Who might struggle?
If we want to set up a new way of doing appointments using technology, what should we measure to see if the new way works? **(NASS Domain-Value Proposition)**	

Is there something else that I have not asked you about, that you would like to tell me about your health and healthcare?

Thank you.
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