

USER TEST INTERVIEW GUIDE

DECIDE WP3 User testing interview guide: Glaucoma PCGL	
Test person no.:	
Place:	
Date:	
Interviewer/notetaker:	

1. Checklist

For facilitator, bring:

- Printed copy of the glaucoma guideline and any additional materials.
- Participant information sheet and consent form
- Voucher
- Travel expense claim information/forms

For observer/note taker, bring:

- Paper to take notes (or laptop with a copy of this interview guide, one for each session).
- Tape recorder

2. Introduction

> Go through the written information they have already received

- What we are doing
- Who is participating, why we invited you
- How the test is conducted
- What happens to the data/recording
- Rights to quit or retract recording
- Questions?
- Sign consent form
- Thank you for agreeing to participate

> Turn on audiorecorder.

Background questions

A Ask: What is your date of birth?

B Ask: What is your level of education?

- None
- School (for example GCSEs, Standard level)
- High school – (For example Scottish higher, A-levels)
- Bachelor's degree (for example: BA, BSC)
- Master's degree (for example: MA, MSc)
- Doctorate degree (for example: PhD)

Other:

C Ask: Record gender

D Ask: Have you ever heard of a clinical guideline?
Ask: Have you ever heard of a patient clinical guideline?

If not: explain what one is and that we will be asking them to look at one on Glaucoma today.

Repeat instructions

A short bit of repetition before we begin.

No right or wrong answer

You are not being tested, it is our material we are testing. There are no right or wrong answers to our questions. If you think something is easy or difficult, clear or confusing, if you understand or don't understand, we just want to know about it.

Think out loud

Think out loud. Tell me what you are thinking, what you see, what you find confusing or surprising, even the least little bit. For instance:

- What you are looking at, describe your experience of it.
- If you are unsure about anything
- If you are surprised by anything
- If there are things you don't understand, just say so.

My role

My role is to ask questions. But, since it is your opinion we are interested in, I will be otherwise saying as little as possible. You will have another opportunity to ask questions about what we are doing after we do the user testing.

1	Present with SIGN glaucoma booklet Say: please have a look and tell me what you think of it.
1a	What are your first impressions?
1b	If you saw this would you pick it up? What do you think of the way it looks?
1c	Do you know what this is? Do you know who this is for?
1d	How do you find the title?

2	Present alternative cover 1 Say: please have a look and tell me what you think of it.
2a	What are your first impressions?
2b	If you saw this would you pick it up? What do you think of the way it looks?

1c	Do you know what this is? Do you know who this is for?

3	Present alternative cover 2 Say: please have a look and tell me what you think of it.
3a	What are your first impressions?
3b	If you saw this would you pick it up? What do you think of the way it looks?
3c	Do you know what this is? Do you know who this is for?

4	Present with contents page only (pg1). Say: please have a look at just the contents page and tell me what you think of it.
4a	Does this tell you what you want to know about what is in the guideline?
4b	Is it clear?

5	Present with 'why have I been given this booklet' (pg2). Say: please have a look and tell me what you think of these pages.
5a	Is this information clear?
5b	Is it helpful?

6	Present with 'what is this booklet about' (pg3). Say: please have a look and tell me what you think of these pages.
6a	Is this information clear?
6b	Is it helpful?

--	--

7	Present with 'increased eye pressure' example recommendations based on evidence (pg9). Say: please have a look at this page and tell me what you think of it.
7a	Do you understand this recommendation?
7b	Would you do what is recommended?
7c	What do you think of the symbol?
7d	Would you add or remove anything?

8	Present with recommendation based on clinical practice 'close relative has glaucoma' (pg9). Say: please have a look at this page and tell me what you think of it.
8a	Do you understand this recommendation?
8b	Would you do what is recommended?
8c	What do you think of the symbol?
8d	Would you add or remove anything?

9	Present with 'not enough evidence' point 'should I have a patient-held record'? (pg9). Say: please have a look at this page and tell me what you think of it.
9a	Do you understand this recommendation?
9b	Would you do what is recommended?
9c	What do you think of the symbol?
9d	Would you add or remove anything?

10	Still using pg9 recommendations.
10a	Do you understand how these recommendations are different to each other?

11	Present with 'other tests' (pg12). Say: please have a look at this page and tell me what you think of it.
11a	What do you think about these recommendations?
11b	How would you use the information on this page?
11c	Would you add or remove anything?

12	Present with 'referral to hospital eye care' (pg13). Say: please have a look at this page and tell me what you think of it.
12a	What do you think about these recommendations?
12b	How would you use the information on this page?
12c	Would you add or remove anything?

13	Present with example diagram (pg4) Say: please have a look at these diagrams and tell me what you think of them.
13a	Is it useful?
13b	Is it clear?
13c	Would you change anything about the diagram?

14	Present with 'what are the risks for glaucoma' (pg7 – risks without numbers) Say: please have a look at this information and tell me what you think of it.
14a	Is it useful?
14b	Is it clear?

15	Present with 'statistic 1' (risks with numbers) Say: please have a look at this information and tell me what you think of it.
15a	Is it useful?
15b	Is it clear?

16	Present with 'statistics 2' (risks with numbers) Say: please have a look at this information and tell me what you think of it.
16a	Is it useful?
16b	Is it clear?

17a	Now with both 'statistics 1' or 'statistics 2'.
	Do you prefer either of them? Why?

18	Present with an information only page (pg6) Say: please have a look at this information and tell me what you think of it.
18a	How would you use this information?
18b	Do you like the way it looks?
18c	Would you add or remove anything?

19	Present with a page with personal story on it (pg7). Say: You will have seen some personal stories throughout the guideline, how did you find them? Have another look at some others if it helps.
19a	What do you think of the personal stories?
19b	Why?

20	Present with 'what is SIGN' page (pg20). Say: please have a look at this information and tell me what you think of it.
20a	How would you use this information?
20b	Would you add or remove anything from this information?

21	Say: Think about the guideline as a whole. Have another look through it if you want.
21a	Does it look appealing? Would you pick one up?
21b	Would you add anything to or remove any of the information?
21c	How do you find the language in it? Would you change it at all?
21e	Would you use the advice and information in this guideline? Why?
21f	Is there anything missing from it that you would like to know about?

21g	Is there anything you would changes about the guideline?

22	Present with ‘statistics 3’ – Pie & bar charts. Flag up stroke information. Say: please have a look at these graphs and tell me what you think of them
22a	How would you use this information if it was given to you?
22b	Are they clear?
22c	Which do you prefer?

23	Present with ‘risks’ CVD page – flag up on cardiovascular risks. Say: please have a look at this information and tell me what you think of it.
23a	Is it useful?
23b	Is it clear?

24	Say: Thank you very much – that’s all. Anything else to add.