

Appendix 3: Sample topic guides [posted as supplied by author]

Interview guide for representatives of the Local Service Providers, Software developers and Strategic Health Authorities

Please note that some themes of this guide may not apply for all Local Service Providers, Software Companies and Strategic Health Authorities due to the different nature of the software or service being provided.

Interviewee's background

Job role

Length in service

Implementation

Challenges that the Local Service Provider/Software houses/Strategic Health Authority faces concerning the development and implementation of NHS Care Records Service software

Methodology followed for NHS Care Records Service software development

Testing process: steps, problems reported

Process of addressing issues that Early Adopter sites raise

Strengths and weaknesses of NHS Care Records Service software

Resources Local Service Provider has dedicated to early adopter sites

Software outsourcing

Perceptions

Role of Local Service Provider/Software houses/ Strategic Health Authority in the Programme

Achievements from the adoption of NHS Care Records Service software in early adopter sites

Issues/difficulties they faced from the adoption of NHS Care Records Service software in early adopter sites

Collaboration and communication process between different stakeholders (Strategic Health Authority, NHS Connecting for Health, Trusts)

Consequences of the political and economic context on the National Programme for Information Technology and NHS Care Records Service

Contract: issues and obstacles

Lessons that can be transferred to future implementation sites/practices

Evolution of NHS Care Records Service in the future

Standardisation and/or localisation of the implementation process: views, rationale, benefits and disbenefits.

Interview guide for healthcare professionals (and other users of the systems)

Note that sections in italic are common with section in Implementation Team Interview Guide.

Interviewee's background:

- Current position in the organisation
- Relation to NHS Care Records Service

Background about the current status of NHS Care Records Service:

- Software
- Release
- Functionality being used and future upgrades [Time 2 interviews]
- Location of use and users (ward, clinics, departments etc)
- Previous systems that NHS Care Records Service software replaced and other current systems
 - What systems did you have prior to NHS Care Records Service? What for?
 - Are there any systems in place for patient management, like vital sign monitoring; or is there going to be?
 - What is the level of integration of existing systems, e.g. together and with NHS Care Records Service [Time 2 interviews]

[Some users – mostly the super users – have been involved in the implementation process. In this case, we also use the questions from the Implementation section]

Use of NHS Care Records Service software:

- Previous systems that NHS Care Records Service software replaced
- How the interviewee uses the system
- Changes in the way you use the system [Time 2 interviews]
- Training received and ongoing support
- IT literacy and skills – your own – your team etc.
- Tasks carried out through the system
- Frequency of use/ conditions of use
- Initial, current and ongoing problems and concerns
- Changes that the user would like to see happening in the system
- Role-based access and access to the Spine [Time 2 interviews]

Changes that the system has brought about:

- New tasks that have been added
- Old tasks that have been eliminated
- Same tasks done in a different ways
- Workarounds
- Modes of collaboration with other healthcare professionals
- Modes of interaction with patients
- Preparation of (new) standard operating procedures (Time 2 interviews)

Consequences of the NHS Care Records Service on:

- Quality of Healthcare
- For patients and patient pathways
- Healthcare professionals
- Trust
- Local Community

- Connection to and collaboration with General Practitioners and Primary Care Trusts [Time 2 interviews]
- Changes in your expectations [Time 2 interviews]

Perceptions

- NHS Care Records Service in the future (local and national level)
- What would you do differently?
- Is it necessary?
- Is it worth it
 - Benefits that you realised so far
- What is it all about?
Is the NHS Care Records Service an end or a means for other changes?

Interview guide for patients and carers

The following guides can be used for interviewing patients and/or their carers. The guide includes themes to be discussed rather than specific questions. The interviewer is expected to adjust some of these questions depending for instance on the setting where the interview takes place i.e. waiting rooms, wards and the condition of the patient.

Background:

Patient/Carer

Location of the interview

Specialist/clinic they are seeing

Views:

Personal views about the process and quality of healthcare they receive (draw upon recent and past experience).

Impression of whether hospitals are paper based, electronic or both. Functions for which paper and technology are being used.

Perceptions about major changes that have taken place in the delivery of healthcare in the last few years.

Feelings about having an electronic record as opposed to paper record.

Awareness of NHS Care Records Service: source of information and understanding of it.

Expected benefits from electronic records.

Concerns about electronic records (safety, confidentiality etc).

Opportunities that electronic records may provide to patients, healthcare professionals and Trusts.

Impact that NHS Care Records Service may have on their relationship with healthcare professionals.

Interview guide for members of the implementation team

Interviewee's background:

- Current position in the organisation
- Relation to NHS Care Records Service

Background to the current status of the NHS Care Records Service:

- Software
- Release
- Functionality being used and future upgrades [Time 2 interviews]
- Location of use and users (ward, clinics, departments etc)
- Previous systems that NHS Care Records Service software replaced and other current systems
 - What systems did you have prior to NHS Care Records Service? What for?
 - Are there any systems in place for patient management, like vital sign monitoring; or is there going to be?
 - What is the level of integration of existing systems, together and with NHS Care Records Service [Time 2 interviews]

Implementation/adoption:

- Decisions that were made (Who? What criteria?)
 - What were the reasons behind NHS Care Records Service/moving to Millennium/Rio/Lorenzo
 - The way the business case was prepared; who participated, how approved? And changes to that?
- Who involved in implementation (groups and people)
 - IT literacy
- How
 - Steps that were followed
 - Methodology
 - Factors that influenced the implementation process (e.g. history, delays)
 - Changes in the implementation strategy [Time 2 interviews]
 - Issues of local configuration
- When (timeline)
- Incentives offered or given
- Resources used (human resources, financial)
 - Changes in resources [Time 2 interviews]
- Training provided and ongoing support
 - The method for training, real data or virtual – right software version? Was any material provided? Who provided, what form?
 - What is the Trust's strategy for new staff that needs to use NHS Care Records Service? Training, induction, SmartCard, etc.
- Management of data.
 - Where are data kept and how are they managed? [Time 2 interviews]
- Collaboration within the organisation and across organisations:
 - Software developer, Local Service Provider, NHS Connecting for Health, Trust:
 - Interests (differences and similarities)
 - Mechanisms to encourage collaboration; how do you work together?
 - Issue management process (who, how, what problems, mechanisms to resolve problems, examples of issues) [Time 2 interviews]
 - Teething, current and ongoing problems
 - What might be done differently?

- Awareness and Views about the contract
- Changes in the level of involvement of each organisation [Time 2 interviews]
- Early Adopters
 - Feelings for being early adopter
 - Mechanisms to facilitate collaboration among early adopter
 - Lessons learned as used as input; as provided as output
 - What can and cannot be learned and why? [Time 2 interviews]

Consequences of the NHS Care Records Service on:

- Quality of Healthcare
- For Patients and patient pathways
- Healthcare professionals
- Trust (management, strategy)
- Local Community
 - Connection to and collaboration with health economy (General Practitioners and Primary Care Trusts) [Time 2 interviews]
- Changes in your expectations [Time 2 interviews]

Perceptions

- NHS Care Records Service in the future (local and national level)
- What would you do differently?
- Is it necessary?
- Is it worth it?
- Benefits realised so far
- What is it all about?
- Is NHS Care Records Service an end or a means for other changes?