

GP interview and focus group guide

Interviewer opening question:

Please tell me about your experience(s) of patients receiving written discharge communication?

The rest of interview or focus group will continue in a conversational manner discussing GPs views and experiences on patients receiving written discharge communication and how the discharge communication process can be improved.

Possible interviewer prompts:

- What are your experiences of discharge communication as a GP?
- How do you think discharge communication can be improved?
- Please tell me your views on the discharge letters you selected?
- How would you suggest to improve these letters?
- In your opinions, is this letter suitable for a/the patient?
- What are your views on patients receiving letters?
- What do you think are important content items for good quality discharge letters?
- In your view what are the effects and outcomes of poor quality discharge letters?

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1. Weetman K., Dale J., Scott E., *et al.* The Discharge Communication Study: research protocol for a mixed methods study to investigate and triangulate discharge communication experiences of patients, GPs, and hospital professionals, alongside a corresponding discharge letter sample. *BMC Health Services Research*. 2019;19(1):825. <https://doi.org/10.1186/s12913-019-4612-1> [Accessed: 10/06/20].