Appendix I

UNIVERSITY OF
OXFORD

QSO
QUALITY, SAFETY & OUTCOMES
POLICY RESEARCH UNIT

An exploration of how organisations best respond to patient concerns.

Interview Schedule - PALS Officer

Introduction

Introduction of self and study (including differentiation between complaints and concerns), and reassurance of measures taken to protect anonymity. Thank them for taking the time to talk about their perceptions of how organisations best respond to patient concerns.

Breakdown of Role and PALS

Immediate or core functions, duties and responsibilities of role and PALS team more generally

Perceptions of unique and extra duties and responsibilities of PALS team (surgeries, for example)
  - *Who instigated these changes?*

Take me through the journey of a patient concern coming in from start to finish

How do you think PALS contributes to improving the service more generally?
  - *How could it be changed to help improve the service even more?*

Policies and Guidance

Do you have policy documents informing what you do?
  - *Was the development of these informed by other PALS teams or national guidelines?*
  - *What is the timeframe to respond to concerns?*

Relationship with Complaints Team

What is the relationship between PALS and Complaints within your NHS Trust?

What are the strengths and limitations of this dynamic?

Patient Awareness

How do PALS make patients aware of their presence and role?

Pathways Available to Patients

What pathways do patients use to report their concerns?
  - *How does PALS monitor each?*

How does the pathway used by patients impact the resolution of their concern?

Data

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Supplemental material

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BMJ Open

What system do you use?
- *i.e. Ulysses, Datix, etc.*

Do you do anything with the data?
- *If not, how could you implement the learning from concerns?*

Training

Do you train or work with staff to help them respond to concerns on the ground?
- *If so, could you tell me a bit about your approach?*

Issues

What issues, or barriers, are present that you think are restricting your ability to respond to patient concerns?

Recommendations

What recommendations could be made to improve how PALS, or the overall organisation, respond successfully to patient concerns?

Do you have any suggestions about other ways PALS data and patient experiences and concerns could be used to improve services?

What would you suggest that researchers focus on to better understand how organisations could become better at responding to patient concerns?

These topics are a guide to stimulate naturalistic conversation that will be probed further depending on the responses of each individual participant.

<u>Some examples of prompt questions:</u>

Can you tell me a little more about that?

How do you explain that?

In what way?

Can you explain that?

How is that?

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