

Questionnaire 1 – Interview Questions

- 1) Can you talk through any instances where the current processes have failed, or you have had to go to extra effort in order to make things 'work'?
- 2) Are there any aspects of the current process that you think do not add any value?
- 3) How do you feel failings in the current process could/has negatively impacted on patients?
- 4) What would you most like to change about the current processes any why?
- 5) What would you not want to change about the current processes and why?
- 6) What would your dream outcome for a service improvement be?
- 7) Why might we not be able to achieve this outcome?

Questionnaire 2 – Feedback Form

| |
|--|
| How easy/difficult did you find it to use the form? Did you encounter any problems? |
| What do you like best about it? |
| What do you like the least about it? |
| How does using the form compare to using the current documentation system? |
| Can you suggest any changes to improve the form? |
| Any other comments/suggestions? |

Thank you for your feedback! 😊

Questionnaire 3 – Interview Questions

- 1) Starting out in this project – what were your expectations of what actually would happen?
- 2) Describe your own personal experiences of the changes over the last few months. What impact has it had on your day-to-day work?
- 3) Describe what happened when the changes were implemented. How was this different from what you expected?
- 4) What have been the biggest obstacles? How successfully did we overcome these?
- 5) What change made the biggest impact and made things better?
- 6) What has been the most difficult or has made things worse?
- 7) What have you learned?
- 8) What do you think we should try doing next? Are there any obstacles preventing this?

Questionnaire 4 – Interview Questions

- 1) Describe your own personal experiences of the changes over the last few months. What impact has it had on your way of working?
- 2) What do you like best about the change?
- 3) Has anything been worse since the change?
- 4) What would you like to see happen next?