THE IMPACT OF NURSING ON PATIENT CLINICAL OUTCOMES

appendix 2

patient focus groups discussion guide
Discussion Guide

The questions in this discussion guide are intended as prompts. The answers may be raised spontaneously by the respondents.

Standards of Nursing Care
(approx 75-90 min)

Introduction

Explain that research being carried out by NHSQIS as they are interested in patients’ experience of nursing care in hospital, what was good and what went wrong, and how services to patients can be improved.

Ice breaker (5 min)
Ask respondents to give their first name, age, how long their stay in hospital was, and one word that would describe the care they experienced in the ward.

Acknowledge and move on to…

Admission (10-15 min)

- What went well on admission and what not so well?
- Did you have enough information prior to admission?
- What would have helped?
- Were you shown what you needed on the ward?
- If no bed was available were you kept informed of progress?
- Were accompanying relatives well informed of visiting times, contact numbers etc?

Care planning (10-15 min)

- When you were in hospital did nurses discuss your treatment plan with you?
- When changes were made to your treatment were you informed?
- Did you feel well enough informed about your condition?
- Did you understand your medication and were any side effects explained to you?

Contact with nurses (10 min)

- How did you find the nurses on the ward?
- Did they respond when you needed them?
- Did they give you enough explanation of what was happening?
Pain control (10-15 min)

- Did you feel that any pain you had was well controlled?
- Did you have to ask for painkillers or were they offered regularly?
- Was your progress monitored on a regular basis?

Discharge planning (10-15 min)

- When you were going home from hospital were you and your family given information who to contact if you needed advice or assistance?
- If you required community nurses did this go smoothly?
- Did community nurses know when you expected them?
- Did you understand the medicines you were to take at home?
- Were you given a small supply of medicines or dressings if required? Was this adequate?
- Was there anything that could have made going home easier for you and your family?

Hygiene/Nutrition (5 min)

- Were your surroundings clean?
- Were you satisfied with your personal hygiene while in hospital?
- Were your dietary needs met?

Adverse incidents (10 min)

- Did anything go wrong with your care, eg did you have a fall or get an infection?
- Any other accidents?
- Do you feel this could have been avoided?
- What steps could have been taken to avoid it?
- Did you feel you could make a complaint or comment about your care?
- If not, why not?

(5 min)

Is there anything else you would like to share that was good or bad that you would like other patients to experience or avoid?

Thank you very much for sharing your experiences. Nurses will use this information to improve patient care during their stay in hospital.
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