Focus Group FAQs

*This is an example FAQs to give to invited Focus Group participants. You will need to edit the blank tables or add information where instructed [identified in square brackets, italics and pink font] - remember to remove all these pink instructions.*

[ADD Practice Name] **Continuity of Care** [Virtual or Face-to-face] **Focus Group FAQs**

# What is Continuity of care?

Continuity of care is when you see the same GP and form a therapeutic relationship with them. It means that you know each other well.

# What is the focus group for?

The practice is exploring ways to improve continuity of care. Your views about continuity and your experiences at the practice are important and will help to support the practice in identifying what they should focus upon.

# What types of questions will be asked?

[EDIT the following if they are unlikely to have completed the patient survey] The questions will be similar to those you answered in the questionnaire but will allow you to share your own experience, for example:

* If you have a preferred GP, how that came about or why you don’t have one?
* Why continuity is or isn’t important to you and what do you feel the benefits are?
* If you don’t/are unable to have continuity, what is important when seeing a different GP?
* What stops you from seeing your preferred GP and how does the practice encourage you (or doesn’t) to see the same GP?
* What has your experience of telephone and video contact with GPs been and does continuity help with this type of consultation or not?
* General views towards the practice?

# How will the session be run?

[ADD facilitators name] will facilitate the 1-hour session, asking questions to the group and encouraging individuals to share their experience. It is okay if you don’t have anything to say/add for some of the questions asked. Please only share what you are happy for others to hear.

# What happens to the information I share?

The session will be recorded. This is solely for the purpose of writing up the session, allowing [ADD facilitators name] to listen and facilitate without taking many notes. It will only be viewed/listened to [edit as appropriate] by [ADD facilitators name] and will be deleted once the session is written up.

The content of the session will remain anonymous, no names will be shared. The experiences and opinions you share will be used to provide the practice with a written document outlining the general feeling and experiences of the group. Quotes will be used but will not be attributed to individuals.

The practice will review the information from the patient questionnaires [Edit if not using the patient survey] and the focus group, to help them to understand their patients’ views and to identify ways they can improve continuity of care.

[Edit and use if this is part of a multi-practice/PCN project] As a [ADD CCG/PCN name] project, the views of this focus group and others will be used to understand the variety of opinions and experiences of continuity across the practices involved.

# Where do I go? [EDIT if face-to-face, DELETE if not]

The session will be held [ADD venue and where to arrive e.g. room/reception]. Please arrive in time for a prompt start and let us know if you have any specific needs ahead of the session so we can accommodate them. When you arrive there will be clear signs directing you where to go [EDIT if this is not the case].

|  |  |
| --- | --- |
| **GP Practice:** |  |
| **Date and Time:** |  |
| **Venue address:** |  |
| **Room:** |  |

# How do I join? [EDIT if virtual, DELETE if not]

The session is a virtual one run on [ADD virtual platform name]. You can join the session via the internet (laptop or computer with/without webcam or smart device with camera that are linked to the internet, you are also able to connect via a computer and separate audio device) or via a phone (landline or mobile).

* **Via the internet**, you can select the [ADD virtual platform name] link (below); visit [ADD virtual platform web join address]; or download the [ADD virtual platform name] app and enter in the meeting ID and password (below) [Edit depending on the platform you are using].
* **Via a phone**, dial the number. You will be asked for the meeting ID and then the password, use your phone keypad to enter the details.

|  |  |
| --- | --- |
| **GP Practice:** |  |
| **Date and Time:** |  |
| **To call, dial:** |  |
| **Link:** |  |
| **Meeting ID:** |  |
| **Meeting password:** |  |

If you join via the internet you will be able to see [ADD facilitators name] and the other participants who are sharing their video (you do not have to share your video if you do not wish to, though it is helpful).

# How do I participate in the virtual session? [EDIT if virtual, DELETE if not]

* Via the internet: Once you enter the session, [ADD facilitators name] will be able to see you have joined and you will be able to see her and the other participants. If you are able to use the mute and unmute buttons please do so as this reduces background noise. You can use the ‘hand up’ function or physically put your hand up if sharing your video. [ADD facilitators name] will direct questions to ensure everyone has an opportunity to share.
* Via a phone: Once you enter the session, [ADD facilitators name] will be able to see you have joined the session, you can keep yourself on mute when not answering questions. [ADD facilitators name] will direct questions to you to ensure you have an opportunity to share your views.

**If you have any more questions please contact:**

[ADD facilitators name, role, contact details (phone and email)]