Focus Group Facilitator Questions

Allow the focus group to flow and encourage participants to share their experiences/story around a loose structure as outlined below. You will find some questions are naturally answered ahead of them being asked, when this is the case summarise what has previously been said and ask if participants have anything to add. Record the session (if you can), so you can actively listen and facilitate the group.

# Welcome

* Introduce **yourself.**
* Introduce the **project**: what is the practice doing?
* State the **purpose** of the focus group: capture feelings and experiences, the story behind the answers to questions (asked in the survey) to understand patient experience of continuity and identify areas for improvement.
* **Recording**: seek permission to record the session for the purpose of writing up (quotes, themes but not identifiable information – virtual meeting recording, voice recording, note taking).

# Agreement

Ask the group to agree to the following in order to get the most out of the session

* **Share**, only what you feel happy to share.
* **Listen** to others, it may spark something for you.
* **Encourage** others to have a say, also explain how you will direct questions to help everyone to be included and it’s okay not to have anything to add.
* **Respect** others and different opinions, everyone’s experience is different.

# Introductions

Ask everyone to **introduce themselves**. If the group is face-to-face name labels are useful or if virtual ensure first names are displayed. Along with their name, ask them to say how long they’ve been with the practice.

Clarify what you mean by **continuity of care**: Seeing the same GP to form a therapeutic relationship, but also continuity can be with other professionals or across services but for the purpose of this session the focus is on same GP

# Questions

1. Do you have a **preferred GP**? - How did this come about? Or why do you not have a preference?

2. How **often do you have contact with GPs** at the practice and how much is that with your preferred GP? - What stops you from seeing your preferred GP?

Pick up on any barriers/problems or ease to access preferred GP (*Prompts: does not matter to me, waiting time, cannot navigate the system, GP doesn’t need to know me*).

3. **How do you have contact** with your GP? (Face-to-face, telephone, video) – has anything helped or hindered? *(Prompt: does the mode of contact have an impact on relationships or communication?*).

4. **How important** is it to see the same GP? – On what occasions is continuity important for you or others? (*Prompts: dependant on symptoms/condition, gender, speciality*) When is it not important?

5. What do you think are the **benefits** for consistently seeing the same GP? (*Prompts: trust, knowledge, do not need to repeat their story*).

6. When would you **wait longer** to see your preferred GP? When would you not?

7. If continuity is not available **what else is important**? (*Prompts: informed, experience)*

8. How does the **practice promote continuity**? – How does it inform you of the benefits? Or encourage you to see the same GP/support your request?

9. What is your **overall experience** of the practice? (If you are short for time, ask for one word.)

10. Is there **anything else** you wish to share? (If you are short for time offer contact details/time for participants to do this after the session).

# Thank you

Thank participants for their contribution. Reiterate how the information will be presented and used.