

Story guide for interviews

1

Make sure patients are comfortable and at ease.

2

Explain the purpose and format of the interview. Make sure patients understand and give consent.

3

The 3 elements of an interview are:

1. Patients telling their story
2. Patients reflecting on what their experiences mean for them
3. Patients reflecting on what their experiences mean for the service.

4

Encourage patients to tell their own story in their own way, on their own terms and at their own pace.

5

Start with open-ended questions such as "how did things start for you?" or "when did you first notice something unusual?"

6

Invite patients to reflect on their own experiences.

7

Invite patients to suggest improvements. Focus on things that would have made all the difference for the patients' own specific experiences.

8

Paraphrase patient experiences, their reflections and their suggestions.

9

Give a simple, concise outline of the next steps in the project including when and how any improvements will be made.