**GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST**

**Experience Based Co-Design – Stroke Services**

**Staff Interview Schedule**

Date of interview \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Introduction**

So let us start with your background and how you came into your role.

1. Tell me what your role is.
2. Which ward do your patients come from?

**Staff Experiences**

1. Can you tell me what it is like working on the stroke ward?
2. What is good about working here?
3. Can you give me an example of a positive experience you have had?
4. What is not so good about working here?
5. Can you give me an example of a negative experience?
6. Can you describe a typical day’s work on the stroke ward?
7. What do you think are the main difficulties of stroke services from the point of view of staff?
8. How does working in this service compare to other places you have worked or are working?
9. What are the differences between the two wards?
10. How does this issue impact on the patient experience?*[summarise list of positive aspects and problems]*

**Perceptions of Patient Experience**

1. What do you think it is like being a patient in the stroke service?
2. What are your perceptions of the service you are providing to patients?
3. Which patient needs are met? Not met?
4. What do you think are the major problems faced by patients?
5. What could be improved for patients in the stroke wards?
6. In your opinion, what are the major ‘touch points’ or critical moments in the patient journey (the things or events that really shape their overall experience)?
7. Overall, do you think that you provide the care you would like for yourself and your family?
8. Would you be happy if a member of your family was going to be treated here?
9. What aspects of the service would you be happy or unhappy with?

**Improving the service**

1. What do you see are the main priorities for improving the service from the staff point of view?
2. How should things develop?
3. What other things do you feel would help to improve your experience and the experience of other staff in this service?
4. What do you think patient would identify as things that would help to improve the patient experiences?
5. In your opinion, where might we begin to improve the patient experience around this service? *[interviewer to summarise list of priorities]*