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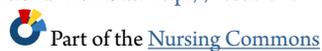
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The influence of health inquiries on clinical governance systems: A case study of the  
Douglas Inquiry

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## **Interview Schedule**

Questions listed are a guide, to act as prompt. All questions are not necessarily asked as informants may well provide the information when responding to other questions.

### **Preamble/Introduction**

- Introduce self
- Background to study- emphasising the focus being on system and process change, not on any individual's or individuals' actions or outcomes
- Discuss informed consent and reconfirm signed consent form and the opportunity to withdraw at any time.
- Discuss rationale for recording devices and reconfirm consent for recording devices.
- Stress commitment to anonymity of all participants, and outline strategies to maintain this.
- Discuss process of interview.

### **Topic Area: Demographic/ Informant background.**

Can you briefly describe your professional background? ( Prompts: *years of service, highest qualification, age, professional experience etc....*)

What areas within the organisation are you currently responsible for?

Can you tell me how long you have been in the current position?

What experience did you have with the organisation before the Inquiry?

### **Topic Area: Involvement of Consumers in Maintenance & Improvement of Performance.**

*(prompts: what has changed ,how Inquiry influenced processes, any specific processes or elements of the Inquiry that influenced )*

Are there any systems or processes in the organisation that involve consumers input?  
*( Prompts: policies, complaints process, consumer feedback process, involvement in committees...)*

What impact did the Inquiry have on these processes? *(Prompts: helped establish, improved, negative impact, publicity, changed expectations of consumers or staff, increased external review, funded positions, focused consumers' attention)*

Can you describe what is different?

Can you tell me why the changes were instigated?

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## **Topic Area: Clinical Performance & Evaluation.**

*(prompts: changes, ,how Inquiry influenced processes; any specific processes or elements of the Inquiry that influenced )*

What systems are in place to monitor or ensure the standard of clinical care that is given to patients? *(prompts: clinical pathways, clinical protocols ,clinical audits, education, professional development, mortality/morbidity reviews, clinical reports, committee reviews, clinical indicators, research committees, external review)*

What impact did the Inquiry have on these processes? *(Prompts: helped establish, improved, negative impact, resources)*

Can you describe what is different?

Can you tell me why the changes were instigated?

## **Topic Area: Clinical accreditation and performance review**

*(prompts: changes, ,how Inquiry influenced processes; any specific processes or elements of the Inquiry that influenced )*

What accreditation process is used for clinical staff appointed to the organisation?

Is there a performance review process in place for clinical staff? If so, can you describe how the process is managed? *(Prompts: who, how, when, why etc...)*

Has anything changed in the recruitment, accreditation or performance review processes since the Inquiry? *(May need to split this into separate questions)*

## **Topic Area: Incident and adverse event reporting systems**

*(prompts: changes, ,how Inquiry influenced processes; any specific processes or elements of the Inquiry that influenced )*

What systems do you currently have in place to monitor the incidents? *(Prompts: policies, accidents & incidents, complaints, risk management, clinical reviews, reporting mechanism, external review etc...)*

Can you describe the changes that have occurred in this area since the Inquiry? *(Prompts: funding, dedicated personnel, establishment of systems, reporting requirements, review processes)*

## **Conclusion:**

Is there anything else you would like to add?