

***** Focus Group

Programme

- 14:00 Welcome
- Introduction of staff
 - Explanation of purpose of group
 - Outline of service
- 14:10 Outline of ground rules and expectations
- Thank you for taking time to be here – very much appreciated
 - Re-introduce yourself
 - “A focus group is a small-group discussion guided by a trained leader. It is used to learn more about opinions on a specific topic, and then to guide future action.”
 - Participants should feel free to talk openly and give honest opinions
 - We want you to do the talking
 - There are no wrong or right answers
 - Participants' thoughts and ideas will be recorded for later consideration – explain how this will be done
 - Keep the discussion focused on identifying patient/carer/service user experience problems – what matters most and what would good look like?
 - Specific complaints about your experience should be addressed to *****
 - “I will ask questions slowly but am happy to repeat or rephrase as we go, please let me know if you want me to do this.”
 - “I will repeat back what I think I’ve heard at the end of each question to ensure we’ve captured the right information.”
 - What will happen afterwards – we will follow up with you by *****. I will remind you of this at the end.
 - If you have any thoughts after you leave today, please contact *****
 - “Are you happy to continue to take part?”
- 14:20 Ask participants to introduce themselves (first name only, for privacy reasons)
- 14:25 First question
- 14:40 Second question



14:55	Third question
15:10	<i>Break (if necessary or appropriate)</i>
15:15	Fourth question
15:30	Fifth question
15:45	Wrap-up discussion
15:50	Summarise discussions for group and re-outline next steps

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