

Access to medical test result services in General Practice

Primary Care Staff Topic Guide

1 Introduction and background

- Thanks, introduce self, re-state purpose of the interview, structure.
- If verbal consent being taken (telephone or skype interviews) – check information sheet has been read and if not go over key points, then:
 1. Do you agree to our conversation being audio recorded?
 2. Do you know you are free to stop the interview at any point and you may skip questions you would prefer not to answer?
 3. Do you agree to provide/send a signed consent form and understand your interview will not be included in the study if this is not received?
- Background information on participant (e.g. job title, length of time practising/working, special interests/responsibilities)

2 Experience of electronic medical test result services

- Describe how provision of electronic medical tests results works in this practice.
 - Who does what?
 - How useful is it (what is it useful /not useful for)?
 - How easy is it from clinician / staff point of view?
 - How does it fit within the normal work flow?
 - Barriers / facilitators to good functioning?
 - Any concerns?
- Why was this service selected?
- Describe the process of introducing this electronic medical test results service.
 - Challenges?
 - What had to change to make it work?
- What have been the impacts?
 - For patients
 - For the staff
 - For the practice

3 Experiences of any other types of electronic medical test results services?

- Describe any other experience of similar services in other health facilities or as patient
 - How does this system compare – pros & cons?

4 Any other issues

- Any other issues the participant would like to raise?