

## INTERVIEW SCHEDULE: OPERATIONAL LEAD

### Development stage

**Needs assessment:** Prior to starting, was there any assessment of need, such as looking at how many people present to different centres, how many are transferred etc.

**Stakeholder analysis** Prior to starting, did you complete any form of stakeholder analysis? Were any concerns expressed by stakeholders? *Did you have any written plans for implementation?*

**Contact with other centres:** Were you in contact with any other centres? Was there any documentation from anywhere else that was helpful?

**History of system development:** What stages have you gone through to get your system up and running? Where are you up to now? *Have you kept any documentation on this process?*

**Lead:** Who drove the implementation? What staff are involved in managing the system set-up? Was there a steering group or any other group involved in developing and implementing the system? *Are any of the minutes of meetings publically available?*

**Equipment:** What equipment do you use? How did you decide on the system you have? Did you trial it prior to purchase?

**Technical/ICT management:** How do you manage the technical side of the system? Who takes responsibility? How involved are the I.T. department? How do you manage region wide issues like PACS, passwords, encryption etc?

**Managing collaboration:** How did you find joining the system with other sites? Were there any authorisation or acceptance issues? What sort of formal agreements and contracts have you had to put in place e.g. information, clinical/ technical?

**Managing governance:** What sort of governance issues have arisen, and how did you manage them? (Honorary contracts, equality impact, privacy, consent, rotas)

**(NPT Coherence)** Do you think there is shared understanding of the project aims? Have there been any issues in terms of trust/ confidence between staff groups or sites? Do you think staff will find it very different from their previous way of working? Does everyone understand what is required? Do you think all staff groups (will) value the new way of working? Might some have reservations or concerns about its potential value, benefits or importance, now or in the future?

### Use and sustainability stage

**Rota management** Who manages the rota? How do you manage cover for unanticipated events such as sickness or other personal circumstances? How is this communicated so people know who to contact?

### Developing joint protocols, training, and recording systems

- Do you have shared clinical protocols across all the sites?
- Do you all undertake the same training?
- Do you have a network wide competency assessment?
- Do you have operational/technical handbooks?