

INTERVIEW: CLINICAL USER

NB some of the details about system processes may already have been obtained from operational lead

Personal history: What is your history of use of the system? Do you just use it for acute stroke consultation to determine eligibility for thrombolysis or do you use it for other things? Have you had experience of teleconsultation for anything else?

System development: Were you involved in developing and piloting the system? Can you tell me the stages you've gone through? Did implementation go smoothly?

System use: Is the system used 24/7 or just at specified times such as evenings and weekends? How often is it used? Is it used more or less than expected? Is it used less than it could be? Is it only used for acute stroke, or has it ever been used for other neurological conditions? Is it just consultants who use the TM system? Do any other grades get involved or are there plans to expand involvement to other grades?

NPT (coherence):

What do you think are the aims of introducing this telemedicine system? Do you agree? Do you think there is shared agreement between different staff groups and different sites about what it is for, and how it is to be used?

Do you find it very different from the previous way of working?

Do you think everyone understands and is happy what is required of them to make the system workable?

Do you have any reservations about its use?

Supporting for system use: Do you find the system user friendly? Can you remember how to use it? What happens with passwords and the like? Do you have operational/technical handbooks? Are there any troubleshooting guides for clinical staff? Were they helpful? Do you still use them?

Technical failure: Have you ever had any experience of the system not working properly? What did you do? How do you report any technical glitches or failures? What contingency plans are in place for technical failure? Do they work? Do you have faith in the overall workability and reliability of the system? How effective have you found the system, in terms of speed and practicality of use within clinical care?

Communicating between sites: Do you have any regular communication or exchange of information with other sites? How do you find it? Have there been any issues in terms of trust/ confidence between sites? If yes how have you overcome these?

Training: What training have you received? Has it been useful? Was the training certificated? Did you have any form of competency assessment? Have you identified any gaps in your training? Is there anything you would like to add to the existing training? Are there avenues of informal training, mentoring and skills improvement?

(NPT collective action)

How confident do you think people are in the new skills and practices? Do you trust the system and the new way of working?

Do you think the job is being done by the people with the right skill mix? Could any of it be done by different people?

Do you feel supported enough in this new practice, by management, resources, training?