

Topic Guide

1. Let us begin by talking a bit about you...

Prompts:

- Age
- Employment
- Education
- Experience in hospital – reason for admission, duration of stay

2. What do you know or understand about ‘patient safety’ in hospital?

Prompts:

- Definition
- Risks in hospital: infection, DVT, falls, incorrect medication, delay, complications, mistakes
- Publicity
- Regulation of safety e.g. CQC

3. Is ‘patient safety’ something that is important or unimportant to you?

Prompts:

- Healthcare as a safe thing – is it safe? Do you feel a need to worry?
- Feeling safe in hospital – do you feel safe in hospital?
- Interest
- Concern – about yours or others safety • Primary concerns when in hospital
- Responsibility – who?
- Maternity – whose safety is of greatest value, mother or baby?

4. Do you think patients can be involved in ‘patient safety’ in hospitals?

Prompts:

- Ways you have seen
- Ideas of ways
- Interest in involvement
- Ability
- Responsibility – who?

5. How much are you told about patient safety?

Prompts:

- Healthcare professionals – do they discuss it with you?
- Posters – have you seen any posters?
- Media – what do you know from media?
- What was said – by healthcare professionals or others?
- Encouragement to be involved/aware

6. How much can and do you ask about safety?

Prompts:

- Asking questions
- Reporting problems
- Barriers and facilitators

7. What does your relative/informal care think about patient safety?Prompts:

- Their opinion
- Their role
- How are they/can they be involved?
- Have they discussed safety with your or healthcare professionals?
- Have they asked questions?
- Have they reported problems?