

EPSO working group for patient and user participation in supervision

Member interview

Interviewer: Name _____
Country _____
Organisation _____
Date _____

Aim of this interview is to make an inventory on generic level of best practices ,unsuccessful cases and risks and effects of involving users to supervisory practises.

In 2013 interviews were conducted about the organisations user participation experiences, we would like to know what has changed and

if and how our members are involving patients and users into their supervisory practices; their good and bad experiences/examples involving patients/ users and what topics they are most interested to learn more about.

Interviews are held via phone (preferable landline)and will last approx. 30 minutes.

We will kindly ask you to answer following questions and elaborate in more detail:

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- 1. What are your best practice examples? How do you use patients / users in your supervisory work? Please add where possible both good and less successful examples.**
 - 2. What is the actual situation concerning User participation in your organisation? What has changed comparing to 2013 (if applicable)?**
 - 3. What would you like to learn from the others?**

Following some hypothetical presumptions we would like you to react on:

- a) What is the aim / hoped effect why to involve users?**
 - Provides information you wouldn't not otherwise get;
 - Discovering incidents or serious problems;
 - Improving things what patients consider important;
 - Helps cooperation with third parties.
- b) How do you use / analyse the information you get?**
 - For the ranking of i.e. hospitals, nursing homes etc.;
 - For the separate system;
 - Sharing and classifying;
 - For direct / or no direct contact with users.
- c) What is the effect and outcome?**
 - New information;
 - Looking through the eyes of patient the quality of health;
 - Being more objective, preventing the capture;

- Increasing accountability of supervisory organisation

d) Why and when do users cooperate best?

- Trust;
- Culture and perspective;
- Guidance;
- In case of occurred incidents;
- In case they get feedback and can see that it has an effect.

e) Why and when are users not cooperative?

- Fear for repercussions, doubts in anonymity;
- No trust;
- Difference in perception due to age/cultural differences;
- No interest, doesn't find it important what supervisory organisation is doing;
- Bureaucratic concerns;
- Suspicions regarding the effect.