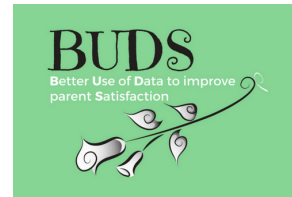


BUDS Staff Interview Question Guide

v1.1/230418/IRAS ID:232205



Title of Project: Better Use of Data to improve parent Satisfaction (BUDS)

Project aims to explore:

- Neonatal staff experience of giving parents information updates about their baby in neonatal care
 - Neonatal staff perceptions of how updating parents affects their workload
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1. Introduction (2 min)

- Introduce self
 - Explain nature and purpose of project
 - Who research is for
- Talk through key points:
 - Interview length 10 minutes
 - Interview like a discussion, although specific topics to cover
 - No right or wrong answers
 - Participation is voluntary and right to withdraw
- Introduce audio recorder (so can actively listen to staff member and for accuracy)
- Stress confidentiality and anonymity, secure transfer and storage of data , how findings will be reported
- Check for understanding of information sheet and check consent form signed
- Any questions they may have

2. Background (1 min)

- Job role, grade, length of time worked on the unit

3. Experience of giving parents information updates about their baby in neonatal care (5 min)

- How do they give parents information about their baby on the neonatal unit (eg verbal, written, phone)
- Do they volunteer information to parents or do parents ask for it
- How often do they offer face-to-face updates to parents / how often do parents ask for them
- How often do they update parents over the phone

4. Neonatal staff perceptions of how updating parents affects their workload (5 min)

- How much of their job role / regular shift pattern involves updating parents
- How does updating parents impact on their other clinical duties

5. Close

- Reassure them about confidentiality and anonymity

