

Topic guide

- ❖ What support did you receive as part of the pilot?
 - ◆ Practical help?
 - What sort of things were most useful?
 - ◆ Emotional support?
 - ◆ Information
 - About what?
 - How was this given?
 - Verbal/written
 - ◆ Did you have opportunity to express your wishes and concerns
 - Were these respected/met?
 - ◆ What was missing? What else would have been useful?
- ❖ What support did your family/carer receive as part of the pilot?
 - ◆ Practical help?
 - What sort of things were most useful?
 - ◆ Emotional support?
 - ◆ Information sharing?
 - About what?
 - How was this given?
 - Verbal/written
 - ◆ What was missing? What else would have been useful?
- ❖ Did the pilot have any impact on your engagement with
 - ◆ GP
 - ◆ Princes Royal Hospital Heart Failure Team
 - ◆ Number(s) of appointments you needed to attend
- ❖ We hoped that this service would 'join up' and streamline communication. Can you give any examples where this helped in your situation?
- ❖ Out of hours can be a very stressful time
 - ◆ Were you able to access help when you needed to – can you give examples
 - Was this a timely response?
 - Did you get the help you were seeking?
- ❖ Is there anything else that you would like to tell us?
 - ◆ Either about what went well?
 - ◆ Or about what didn't go so well?