MASTERCLASS TELEPHONE INTERVIEW TOPIC GUIDE/QUESTIONS

1. OPENING REMARKS

Thank participant for time and explain purpose of the discussion and that they have been provided with the information sheet and understand the process etc. I know you participated in a one-day MPS Masterclass in city on date.

Explain role as an independent researcher and check permission for recording the interview.

Please feel free to tell me what you think, good and areas that could be improved. The responses will be treated confidentially and will be anonymised.

Outline that we’re going to spend 30 minutes talking about your experiences of the Masterclass – your motivations to attend, expectations, and any impact for you and your patients.

2. YOUR EXPERIENCES OF THE MASTERCLASS

Start off by telling me about your experience of the Master class.

Probes if not covered spontaneously:

- How did you feel about the presentations, exercises and videos in the morning?
- How did you feel about the rehearsal of key skills with professional actors?
- How did you interact with other participants from your own specialty, was this useful?
- What was most valuable for you about the Master class and why?
- What could have been improved or was perhaps missing?

Note, if respondent touches on later sections of the guide, move freely around the guide so the conversation feels natural and not repetitive.

3. YOUR MOTIVATION TO ATTEND

Why did you want to attend the Masterclass?

Probes if not covered spontaneously:

- How did you hear about it?
What prompted the decision?

What is your past experience of training in communication skills?

4. YOUR EXPECTATIONS OF THE MASTERCLASS

What were you expecting from the Masterclass? How did it match up to your expectations?

_Probes if not covered spontaneously:_

- What did you want to get out of it?
- Did you have any specific hopes or expectations with regards to personal development? If so, what?
- Were you expecting it to add anything to your toolkit for patient care? If so, what?

5. THE IMPACT OF THE MASTERCLASS

What impact has the Masterclass had in your practice since the course?

*If impact has been mentioned spontaneously, explain that we’d like to understand in a little more detail so would like to ask a few more questions about this, as this is a really important part of the discussion and we don’t want to miss anything…*

- Can you tell me any specific things you’ve done or changed?

_Probes if not covered spontaneously:_

- Tell the story of any interactions when it has helped?
- Have you used the ASSIST model, recognised your hot buttons?
- How did your Master class experience impact on your job satisfaction?
- How did your Master class experience impact on your self-confidence?
- How do you feel that your patients have benefited?
- What were you able to share with colleagues, trainees, others?

Has anything prevented the Masterclass having an impact for you?

_Probe barriers to change or to improvements in patient care, if appropriate_
6. FEELINGS TOWARDS MPS EDUCATION

What other MPS education programmes have you participated in and when?
How do these compare with other education programmes you have attended?

ANY OTHER COMMENTS? THANK AND CLOSE