

RCGP Quality Improvement Evaluation

Semi-Structured Interview Template

Date:		Interviewee:	
Practice:		Role:	
CCG / LHB:		Interviewer:	
Other notes:			

1: Please describe your quality improvement project.

2: What was the target patient group?

3: Who did what? (Which team members were involved and how?)

3: Why was this particular intervention chosen?

4: Which quality improvement tools did you use?

Process mapping Value stream mapping Fishbone diagram Audit SEA

Survey Diagnostic analysis Appreciative inquiry Data-gathering

Model for improvement Driver diagrams PDSA cycle Run charts

Care bundle Communication matrix Gantt chart Theory of constraints

5: How well did it go? (Were objectives met? Would others agree?)

6: How efficient was it? (How much was put in and how much came out? What was the time commitment?)

7: What difference did it make to the target group? (Any unintended outcomes?)

8: What difference did it make to other members of the team?

10: How relevant and appropriate was it to those in need? (Were there people more in need who did not benefit?)

11: How sustainable is it? (What are the barriers to improvement and how can they be overcome?)

12: What could you have done better and how? (Any mistakes?)

13: What would you do differently if you did it again?

14: What would you advise a colleague to do or not to do if they were starting?

16: What strengths and weaknesses did you observe in your team?