

Topic guide for VSR interviews with patients

QRISK®2

1. Experiences and perceptions of the Health Check

- “Had you heard of NHS Health Checks before attending the appointment?”
 - *“What did you know before your Health Check?”*
 - *“What did you think they were about?”*
 - *“Having attended one, what in your opinion is the purpose of the programme?”*
 - *“Has your understanding of the Health Check changed after attending?”*
- “Can you tell me about what happened during your Health Check?”
 - *“Why did you attend?”*
 - *“We would like to know of any good or bad things about the Health Check...”*
 - *“Were there any good things that came out of attending?”*
 - *“Were there any bad things about attending?”*
 - *“Was anything in the Health Check helpful or unhelpful?”*
 - *“What?”*
 - *“Why?”*
 - *“Was there anything that could have been said to make these more helpful/positive?”*
 - *“Was there anything you learnt at your Health Check?”*
 - *“Did you find anything confusing?”*

2. Risk score-related questions

- “Do you remember what you were told about your level of cardiovascular disease risk?”
- “You were probably given a percentage risk score, do you remember what that was?”
 - *“If yes, can you remember how you felt about it?”*
 - *“If no, don’t worry if you can’t remember, I’m about to show you a clip of what was talked about”.*

[Show video excerpt – risk score]

- “After seeing the clip, how are you feeling now about hearing/seeing the score?”
 - *“Has your feelings changed now compared to hearing/seeing the score during the consultation?”*
- “Did you understand what the [practice nurse/healthcare assistant] meant?”
- “What did you think about the way in which the Health Professional communicated your score?”
 - *“What the Health Professional said/how they said it?”*
- “Were the risk results what you expected?”
 - *“How did this make you feel?”*
- “Is this how you remembered the conversation?”
 - *“If no, can you explain what you thought was different?”*

- “Did you find this information useful?”
 - *“What was useful/not useful about the information?”*

(If manipulation was used):

- “Do you remember being shown how your cardiovascular disease risk might change if you made some changes to your lifestyle?”
 - *If yes, what were the main messages you took away from this part of the Health Check?”*

[Show video excerpt/s]

- “Having watched this again, is there anything you now see but had not previously remembered?”
- “How did this information make you feel at the time?”
- “Did you understand the potential impact of [lowering blood pressure/cholesterol, stopping smoking etc] on your cardiovascular disease risk?”
 - *“Was there anything in particular that you did not understand?”*
 - *“What would have been helpful to you to help you understand this?”*
- “Did you find this information useful/not useful? Why?”
- “Were you happy with the level of information received?”
 - *Just right/too little/too much?*
- “Did you share information about your level of cardiovascular disease risk with a family member or friend?”
 - *“If you did, what did you tell them (if you don’t mind me asking)?”*
 - *“Did you feel confident in telling them what it meant?” “Why?”*

3. Follow up – Interventions & Recommendations

- “Has being told your risk for developing cardiovascular disease affected you in any way?”
 - *“If yes, how?”*
- “Can you remember what recommendations or suggestions were made by the Health Professional during your Health Check?”
 - *If yes, what were they?”*

[Show video excerpt of all recommendations made by health professional – introduce each section]

- “I know it’s only been a short while since your Health Check, but have you started to carry out some of the suggestions?”
 - *“If no...”*
 - *“Have you thought about it?”*
 - *“Are there reasons why you have chosen not to?”*
 - *“If yes...”*
 - *“What changes do you hope to make?”*
 - *“What changes have you started to make?”*
 - *“How is it going?”*
 - *“If you have made changes or have started to think about making changes, what spurred you on to make them?”*

- *“Have you received any support from family or friends when trying to make the changes?”*

4. Alternative Presentation of Risk Information

Heart Age and Lifetime Risk

- “The [health professional] described your risk of a heart attack/stroke using a percentage. There are other ways this can be given to you. You can also be given your Heart Age [show example] or your lifetime risk [show example]. These are examples for us to show you and are not reflective of your own risk.”
 - *“Would this have increased your understanding of your CVD risk?”*
 - *“If no, why?”*
 - *“If yes, which one? Why?”*
 - *“Would this information have been useful/not useful? Why?”*

If manipulation was not used

- “If the [health professional] showed you how your level of risk would decrease if you [recommended changes; i.e., increased your physical activity, improved diet – **show example**]...”
 - *“Would this information have been useful/not useful?”*
 - *“Would this have impacted on your intention to make the changes suggested?”*

5. Conclusion

- “From your experience of the Health Check how could it be improved in the future?”
 - *Signposting/level of information/way risk was talked about?*
- “Finally, have you got anything you want to add or anything you think we would find interesting that we haven’t already talked about?”

1. Experiences and perceptions of the Health Check

- “Had you heard of NHS Health Checks before attending the appointment?”
 - *“What did you know before your Health Check?”*
 - *“What did you think they were about?”*
 - *“Having attended one, what in your opinion is the purpose of the programme?”*
 - *“Has your understanding of the Health Check changed after attending?”*
- “Can you tell me about what happened during your Health Check?”
 - *“Why did you attend?”*
 - *“We would like to know of any good or bad things about the Health Check...”*
 - *“Were there any good things that came out of attending?”*
 - *“Were there any bad things about attending?”*
 - *“Was anything in the Health Check helpful or unhelpful?”*
 - *“What?”*
 - *“Why?”*
 - *“Was there anything that could have been said to make these more helpful/positive?”*
 - *“Was there anything you learnt at your Health Check?”*
 - *“Did you find anything confusing?”*

2. Risk score-related questions

- “Do you remember what you were told about your level of cardiovascular disease risk?”
- “You were probably given a percentage risk score, do you remember what that was?”
 - *“If yes, can you remember how you felt about it?”*
 - *“If no, don’t worry if you can’t remember, I’m about to show you a clip of what was talked about”.*

[Show video excerpt – risk score]

- “After seeing the clip, how are you feeling now about hearing/seeing the score?”
 - *“Have your feelings changed now compared to hearing/seeing the score during the consultation?”*
- “Did you understand what the [practice nurse/healthcare assistant] meant?”
- “What did you think about the way in which the Health Professional communicated your score?”
 - *“What the Health Professional said/how they said it?”*
- “Were your risk results what you expected?”
 - *“How did this make you feel?”*
- “Is this how you remembered the conversation?”
 - *“If no, can you explain what you thought was different?”*
- “Did you find this information useful?”
 - *“What was useful/not useful about the information?”*

If Heart Age/Survival Age was shown:

- “The health professional gave you other information about your level of risk, can you remember what they said?”
 - *“If no, don’t worry we’ll show you some clips to help you remember”.*
 - *“If yes, what do you remember?”*
 - *“Can you remember how you felt about it?”*

For each video excerpt:

[Show video excerpt]

- “At this point, how did you feel about how your cardiovascular disease risk was discussed?”
 - *“Is this how you remembered the conversation?”*
 - *“If no, can you explain what you thought was different?”*
- “Did you understand what the [practice nurse/healthcare assistant] meant?”
- “Were your risk results what you expected?”
 - *“How did this make you feel?”*
- “Did you find this information useful?”
 - *“What was useful/not useful about the information?”*

(If manipulation was used):

- “Do you remember being shown how your cardiovascular disease risk might change if you made some changes to your lifestyle?”
 - *If yes, what were the main messages you took away from this part of the Health Check?”*

[Show video excerpt/s]

- “Having watched this again, is there anything you now see but had not previously remembered?”
 - “How did this information make you feel at the time?”
 - “Did you understand the potential impact of [lowering blood pressure/cholesterol, stopping smoking etc] on your cardiovascular disease risk?”
 - *“Was there anything in particular that you did not understand?”*
 - *“What would have been helpful to you to help you understand this?”*
 - “Did you find this information useful/not useful? Why?”
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- “From all the information presented about your cardiovascular disease risk, was there one piece of information that stood out from the rest?”
 - “Did one aspect make more sense to you?”
 - “If yes, which one and why?”
 - “Were you happy with the level of information received?”
 - *Just right/too little/too much?*
 - “Did you share information about your level of cardiovascular disease risk with a family member or friend?”

- *“If you did, what did you tell them (if you don’t mind me asking)?”*
- *“Did you feel confident in telling them what it meant?” “Why?”*

3. Follow up – Interventions & Recommendations

- *“Has being told your risk for developing cardiovascular disease affected you in any way?”*
 - *“If yes, how?”*
- *“Can you remember what recommendations or suggestions were made by the Health Professional during your Health Check?”*
 - *If yes, what were they?”*

[Show video excerpt of all recommendations made by health professional – introduce each section]

- *“I know it’s only been a short while since your Health Check, but have you started to carry out some of the suggestions?”*
 - *“If no...”*
 - *“Have you thought about it?”*
 - *“Are there reasons why you have chosen not to?”*
 - *“If yes...”*
 - *“What changes do you hope to make?”*
 - *“What changes have you started to make?”*
 - *“How is it going?”*
 - *“If you have made changes or have started to think about making changes, what spurred you on to make them?”*
 - *“Have you received any support from family or friends when trying to make the changes?”*

4. Alternative Presentation of Risk Information (if manipulation not used)

- *“If the [health professional] showed you how your level of risk would decrease if you [recommended changes; i.e., increased your physical activity, improved diet]...”*
 - *“Would this information have been useful/not useful?”*
 - *“Would this have impacted on your intention to make the changes suggested?”*

5. Conclusion

- *“From your experience of the Health Check how could it be improved in the future?”*
 - *Signposting/level of information/way risk was talked about?*
- *“Finally, have you got anything you want to add or anything you think we would find interesting that we haven’t already talked about?”*

Topic guide for VSR interviews with practitioners

QRISK®2

- “How long have you worked at your current practice?”
- “Have you ever had any training on delivering NHS Health Checks?”
 - *“In-house/on the job training?”*
 - *“Official training courses?”*
 - *“CVD Risk score specific training?”*

1. Experiences and perceptions of delivering NHS Health Checks

- “How long have you been delivering NHS Health Checks to patients?”
- “We would like to know your thoughts and opinions of the Health Check programme...”
 - *“Do you think they are generally helpful or unhelpful to patients?”*
 - *“What?”*
 - *“Why?”*
- “In your experience, how helpful have they been in identifying patients with long term conditions (i.e., hypertension, diabetes)?”
- “Can you tell me about your experiences delivering the Health Checks?”
 - *“Can you think of an example of a positive/good/helpful/successful experience using the Health Check?”*
 - *“Can you think of an example of a negative/bad/unhelpful/unsuccessful experience?”*

2. CVD risk communication in Health Checks

We would now like to ask you about your experience of communicating CVD risk with patients.

- “Do you normally communicate a CVD risk score to patients during the Health Check?”
 - *“Is this something you use for all patients?”*
 - *“Only certain types of patients?”*
 - *“Depends on something else?”*
 - *“During the consultation or in a letter?”*
- “How do you feel about communicating the risk score?”
 - *“How confident do you feel?”*
- “What is your understanding of percentage risk?”
 - *“How do you generally communicate QRISK2 to patients?”*
- “What is your perception of QRISK2?”
 - *“How helpful is the calculator to explain what a patient’s risk of CVD is?”*
 - *“Do you think patients understand percentage risk?”*
 - *“Why? Do you have any specific examples you would feel comfortable sharing?”*

[Show video excerpt – 10-year risk]

- “Is this how you remembered this part of the consultations?”
- “What do you think about the conversations you had with patients around 10-year risk?”
 - *“How you shared this information with the patient?”*
 - *“How you communicated the patient’s CVD risk?”*
 - *“How you used the risk calculator?”*
 - *“Terminology you used?”*

Did the health professional communicate the same or different for each patient? Why? Is this how they normally communicate risk?

[Show video excerpt – 10-year risk focussing on patient reaction]

- “What do you think about the way in which the patients responded in the clip?”
 - *“Do you think they understood what you meant? Why?”*

[Show video excerpt – modification of risk score]

- “What do you think about being able to show patients how their risk score might change by modifying their risk factors?”
 - *“Is there anything positive or negative about using this option? What? Why?”*
- “What impact do you think using manipulation to show the impact of a reduction in risk has on patient’s...”
 - *“...understanding of their CVD risk?”*
 - *“...intentions to make the changes you recommended?”*
- “What would you say are your strengths when communicating CVD risk to patients?”
- “Is there anything you would do or say differently in the consultations, based on what you saw in the video?”

3. Alternative Presentation of Risk Information

Heart Age and Lifetime Risk

- “You described your patients’ risks of heart attack/stroke using a percentage in QRISK2. There are other calculators you can use to communicate a patient’s CVD risk which presents the information differently. The calculator includes Heart Age [show example] and lifetime risk [show example]. These are examples of the calculator’s output”
 - *“Do you think this would have increased patient’s understanding of CVD risk?”*
 - *“If no, why?”*
 - *“If yes, which one? Why?”*
 - *“Do you think this information would be useful/not useful...?”*

- "...to patients? Why?"
- "...to you? Why?"

If modification was not used

- "If you were able to show how the patient's level of risk would decrease through your recommended changes [i.e., increased your physical activity, improved diet – **show example**]..."
 - "Do you think this information would be useful/not useful...?"
 - "...to patients? Why?"
 - "...to you? Why?"
 - "Do you think this would have impacted on your patients' intentions to make the changes suggested?" If so, why? If not why?

4. Intervention Options for Patients

- "What interventions are you able to offer patients to make a change to their lifestyle (i.e., exercise on prescription, Slimming World)?"
 - "How useful do you think these intervention options are for patients?"
- "How confident do you feel about providing recommendations to patients for reducing their CVD risk?"
 - Why?
- "What impact do you think knowing their CVD risk has on a patient's intention to change their lifestyle?"

[Show video excerpt – recommendations and/or referrals]

- "Can you talk me through the advice you offered to patients"
 - "What would you say are your strengths when recommending changes to patients?"
 - "Is there anything you would do or say differently?"
- [If applicable] "Can you talk me through the resources you used with patients in the consultation(s)?"
- "In your experience, how often do patients take up the offer of intervention to improve their lifestyle/reduce their risk?"
- "Do you think enough options are available for patients?"
 - "If not, in your experience, how could this be improved?"

5. Conclusion

- "From your experience of delivering Health Checks to patients, how could it be improved in the future?"
 - "Do you think enough is being done to help health professionals communicate CVD risk to patients?"
- "Finally, have you got anything you want to add or anything you think we would find interesting that we haven't already talked about?"

Introduction

- “How long have you worked at your current practice?”
- “Have you ever had any training on delivering NHS Health Checks?”
 - *“In-house/on the job training?”*
 - *“Official training courses?”*
 - *“CVD Risk score specific training?”*

1. Experiences and perceptions of delivering NHS Health Checks

- “How long have you been delivering NHS Health Checks to patients?”
- “We would like to know your thoughts and opinions of the Health Check programme...”
 - *“Do you think they are helpful or unhelpful to patients?”*
 - *“What?”*
 - *“Why?”*
- “How helpful have they been in identifying patients with long term conditions (i.e., hypertension, diabetes)?”
- “Can you tell me about your experiences delivering the Health Checks?”
 - *“Can you think of an example of a positive/good/helpful/successful experience around the Health Check?”*
 - *“Can you think of an example of a negative/bad/unhelpful/unsuccessful experience?”*

2. CVD risk communication in Health Checks

We would now like to ask you about your experience of communicating CVD risk with patients. The next few questions relate to how you normally communicate CVD risk using QRISK2.

- “Do you normally communicate a risk score to patients during the Health Check?”
 - *“Is this something you use for all patients?”*
 - *“Only certain types of patients?”*
 - *“Depend on something else?”*
 - *“During the consultation or in a letter?”*
- “How do you feel about communicating this risk score?”
 - *“How confident do you feel?”*
- “What is your understanding of percentage risk?”
 - *“How do you generally communicate QRISK2 to patients?”*
- “What is your perception of QRISK2?”
 - *“How helpful is the calculator to explain what a patient’s risk of CVD is?”*
 - *“Do you think patients understand percentage risk?”*
 - *“Why? Do you have any specific examples you would feel comfortable sharing?”*

- “What did you think about the new tool, JBS3, you were asked to use in Health Checks?”
 - *“Did you have chance to practice using the tool before recording of the Health Checks?”*
 - *“What is your understanding of the risk information presented in the software?”*

[Show video excerpt one at a time – 10-year risk, Heart Age, Survival Age]

Questions after each video:

- “Is this how you remembered this part of the consultations?”
- “What do you think about the conversations you had with patients around (10-year risk, heart age, and survival age)?”
 - *“How you shared this information with the patient?”*
 - *“How you communicated the patient’s CVD risk?”*
 - *“How you used this part of the risk calculator?”*
 - *“Terminology you used?”*

Did the health professional communicate the same or different for each patient? Why? Is this how they normally communicate risk?

[Show video excerpt one at a time – 10-year risk, Heart Age, Survival Age focussing on patient reaction]

Questions after each video:

- “What do you think about the way in which the patients responded in the clip?”
 - *“Do you think they understood what you meant? Why?”*

[Show video excerpt – manipulation of risk score/heart age/survival age]

- “What did you think about using the intervention option(s) with patients?”
 - *“Was there anything positive or negative about using this option? What? Why?”*
- “What impact do you think using the intervention option(s) had on patient’s...
 - *“...understanding of their CVD risk?”*
 - *“...intentions to make the changes you recommended?”*

Overall use of JBS3 risk calculator

- “Did you feel you were able to communicate the information in the software confidently?”
 - *“Were there parts of the calculator you felt more confident explaining than others?”*
- “Did the software help you to explain the risk results to patients?”
- “What did you think about the time it took to communicate the information?”
- “Do you think it made a difference to patient’s understanding of their risk?”
- “Were there parts of the calculator that you thought patients understood more than others?”

- “What impact do you think knowing their CVD risk had on patient’s intentions to change their lifestyle?”
- “Given your experience, how does using JBS3 compare to using QRISK2 for communicating CVD risk to patients?”
 - *“Which one do you feel is more effective to increase patient understanding?”*
 - *“If you had a choice between using the two different calculators going forward in Health Checks, which would you choose to use and why?”*
- “What would you say are your strengths when communicating CVD risk to patients?”
- “Is there anything you would do or say differently in the consultations?”

4. Intervention options for patients

- “What interventions are you able to offer patients to make a change to their lifestyle (i.e., exercise on prescription, slimming world)?”
 - *“How useful are these intervention options for patients?”*
- “How confident do you feel about providing recommendations to patients for reducing their CVD risk?”
- “What impact do you think knowing their CVD risk has on a patient’s intention to change their lifestyle?”

[Show video excerpt – recommendations and/or referrals]

- “Can you talk me through the advice you offered to patients”
 - *“What would you say are your strengths when recommending changes to patients?”*
 - *“Is there anything you would do or say differently?”*
- [If applicable] “Can you talk me through the resources you used with patients in the consultation(s)?”
- “In your experience, how often do patients take up the offer of intervention to improve their lifestyle/reduce their risk?”
- “Do you think enough options are available for patients?”
 - *“If not, in your experience, how could this be improved?”*

5. Conclusion

- “From your experience of delivering Health Checks to patients, how could it be improved in the future?”
 - *“Do you think enough is being done to help health professionals communicate CVD risk to patients?”*
- “Finally, have you got anything you want to add or anything you think we would find interesting that we haven’t already talked about?”