

Module 3a: Review of Violent Incidents

Guidance Notes for Patient Interviews

Introduction

In previous phases of the National Audit of Violence, some organisations expressed an interest in involving patients in the process of reviewing violent incidents. Within this guidance there are **two** interview schedules – one for use with people who have been directly involved as the **perpetrator** in the violent incident, the other for people who were directly involved as **victim** or **witness** to the incident.

PLEASE NOTE

If you choose to use this additional component of the module, the information will be for local use only. It will not be returned to the Audit Team for central analysis.

At this stage, we offer some guidance around how to manage the interview process. We cannot, however, guide you in best ways of feeding the information drawn from interviews into the review meeting itself. We would be delighted to hear from those of you who venture into this new territory and would wish to bring you together at a later stage to learn from your experiences. **Please get in touch!**

Deciding to ask for patient feedback

Before you decide to carry out this additional part of the module, we would suggest that you ask yourselves the following questions.

1. Do we have someone who is suitably skilled and experienced to carry out one to one semi-structured interviews?

Staff conducting these interviews should:

- Have skills and experience in carrying out one to one interviews
- Not be involved in the direct residential care/support of the patient being interviewed
- Not be relatives of the patient being interviewed
- Be trusted and known to the patient
- Understand the needs of those that they will be interviewing.

You may wish to use advocates or staff from other parts of the organisation, for example, training, clinical audit, research, a day hospital.

2. Have staff prepared to receive feedback from patients?

Ensure that:

- You have been carrying out incident reviews for some time
- The organisation has a strong history of patient involvement
- Staff within the organisation are keen to seek patient feedback

3 Do we have ways of ensuring that patient input will make a difference?

Ensure that:

- You have agreed ways of feeding back the outcomes of the meetings to patients who have contributed to this process
- Systems have been identified to progress service improvements based upon feedback from the review meetings

Inviting patients to contribute

Which patients?

Your Local Project Team will develop a system for identifying which incidents are going to be reviewed. When you know that a particular incident has been chosen, the staff member who was involved in managing the incident should be asked to identify the patients that were involved directly (as the perpetrator or the victim) or were witness to the incident.

Who should approach the patients?

You will need to agree this locally, depending on the needs of the people using your service. It may be appropriate to ask the interviewer to do this for you. Alternatively, it may be better to ask each person's named nurse/key worker (or equivalent) to speak to them about it. Whoever you choose, these are the types of things they will need to talk about:

- the purpose of the interview
- how the trust/organisation will use the information
- confidentiality
- why they have been invited/selected to take part
- what is expected of them
- the venue, date, time and length of the interview
- who will be carrying out the interview
- who else will need to be there i.e. an advocate, friend, enabler
- **what** feedback they can expect to receive, **when**, and **how**.

Conducting the interview: notes for interviewer

Scene setting

- Agree a **maximum** length for your interview (this would not normally exceed 45 minutes)
- Explain the purpose of the discussion and what is expected of them
- Explain what will happen to the completed questionnaire
- Explain **what** feedback participants can expect to receive, **when**, and **how**.

Suggested introduction by interviewer

Thank you for agreeing to take part in this interview process.

Today we will be talking about an incident that happened on (day and date).

My role is to help you speak freely so you can make your own views known. I have some questions to guide us through. Some of these will ask for 'yes/no' answers. Others will ask about your views and preferences. I will be writing down what you say, but we will go through it at the end to make sure you are happy with what I have written. If there are any questions that you do not wish to answer, we will leave them blank.

I am not here to express my own views so please don't assume my silence or nodding means that I agree with you.

Let me know if you need a break or anything else that will help you feel more comfortable.

Do you have any questions before we begin?

How to work through the interview schedule

Begin by asking the person to describe 'what happened', before working through each question in turn.

Please note: there are some questions that do not apply to all patients. It will be helpful to go through the interview schedule beforehand to delete such 'not applicable' questions.

Once all of the questions have been completed, spend some time with the patient to read through and agree on the answers that you are going to present and to ensure that you have correctly recorded what they have said during the interview.