Appendix 2

Topic Guide

Research aims:
Primary objective: To explore what two groups of primary care patients (those eligible for the NHS Health Check and those with multimorbidities), and their carers want from online access to their electronic primary care health record (GP record).

Secondary Objective: To examine how two groups of primary care patients (those eligible for the NHS Health Check and those with multimorbidities) and their carers would like to interact with their online primary care health record, and what support they may need

Introduction:
- Welcome
- Provide an outline of the study, including a definition of 'online access' – intended to stimulate conversation
- Recap details of participation
    - Voluntary (can withdraw any time)
    - Confidential
    - Audio recording of focus group and data protection (but will be anonymised)
    - Length of meeting – up to one hour

Ground rules:
We'd like you to do most of the talking

- We may ask your views if we've not heard from you in a while (but don't feel under pressure to say something if you don't want to)
- No need to discuss anything that makes you feel uncomfortable
- The importance of hearing everyone's views (try not to talk over each other, difficult to tell who's talking when listening back to the recording)
- There are no right or wrong answers (i.e. important to hear a full range of views)
- We should show each other respect even if we disagree
- What's shared in this room stays in this room (we will summarise findings without revealing anything that could identify an individual or anyone they discuss)
- Any questions?

Participant background:
- Ask each participant to introduce themselves
    - Consider only using their first name

Awareness of online access:
Ask for a show of hands – who has heard of online access?

- Those who have - where did you hear about it?
    - What were your thoughts when you heard about it?

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Appendix 2: Focus Groups topic guide

What do patients want from online access to their GP record?
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Experience of online access:
- Ask for a show of hands - has anyone used online access at their GP practice?
  - Those who have
    - How easy was it to sign up?
    - What sort of things have you used it for?
    - How easy is it to use?

General views regarding online access (make sure to include those who have not heard of or used online access before):
- What do you think about the idea of online access generally?
  - Why?
  - What do you think are the pros (good points) and cons (bad points) about online access?
    - The benefits and disadvantages raised here should then be explored in greater depth

Needs and expectations regarding online access
This should flow from the previous conversations

- With regards to accessing your (/the person you care for) GP record online, <u>what</u> would you like to be able to do?
  - Use alternative phrasings if this does not stimulate conversation such as;
    - 'What features would you like to see in your (of the person you care for) online record?'

- With regards to accessing your (/the person you care for) GP record online, <u>how</u> would you like to be able to do it?
  - Use additional prompts if this does not stimulate conversation such as;
    - In the early days, some GP surgeries had kiosks installed in their waiting rooms where people could log in and see their record. What other ways you can think of that might be useful (e.g., equipment/space/support)?

- With regards to accessing your (/the person you care for) GP record online, <u>what sort</u> of support would you like?
  - Use additional prompts if this does not stimulate conversation such as;
    - Some people (/carers) might find it difficult to use online services; can you think of the sorts of things that might help them?

The future of online access
- With regards to access your (/the person you care for) GP record online, what sort of things do you imagine you might be able to do in the future?
  - (For possibilities raised) Do you think this is a good thing or a bad thing?
  - (For possibilities raised) Are there better ways this could be done?

Final thoughts
- Is there anything that anyone would like to add to the discussion?

Thank you for giving your time to discuss these issues