

## Topic Guide: Stage 2 Qualitative Depths

### **Objectives:**

The aim of these depth interviews is to gather responses in line with the quantitative questionnaire from hard to reach groups of people that may not have been included in the quantitative sample.

The topic guide is based on the questions in the quantitative questionnaire although there is scope to gather more detailed and specific responses around issues that are salient to respondents' day to day lives.

*Please note that each interview will last 1 hour and therefore it will not be possible to cover all research topics in detail in each interview. We will focus on the topic that is most salient for each respondent, but aim to cover all of the topics across the 16 x interviews as a whole.*

### **1. Introduction**

**5 mins**

*(Aim: to explain purpose of research, introduce moderator)*

- Thank interviewee for taking part in the research.
- Introduce self, GfK NOP, interview will last 1 hour
- Explain purpose of research: We would like to talk to you about your life in general, to get a feel for what it is like and the things of importance for you. We may discuss specific issues relating to disability and health, in order to get your views and opinions on these. This interview is an opportunity for you to have a say about how you feel about things at present.
- If at any point, you would like to take a break, just let me know.
- Reassure re: confidentiality- nothing you say will be linked to your name, recording and MRS Code of Conduct.

- Explain importance of interviewee saying what they think, there are no right or wrong answers, all opinions valid and helpful.
- Check interviewee is comfortable with interview format and subject matter. Any questions?

**Respondent Introduction** **10mins**

Tell me a little about yourself...

*Moderator: explore respondents' day to day life to help identify relevant topics to discuss later during the interview.*

- Name, age
- Home life
  - Who do you live with/ family
  - Employment
  - Hobbies/ activities during a typical week
  - Current courses/ learning/ training undertaking
  - Disability/ health condition

**Research topics** **40 mins**

*(Aim: to explore relevant aspects of respondents' day to day life and experiences)*

This section includes questions on the following areas:

- Aids and adaptations at home
- Transport and getting around
- Education and qualifications
- Social networks
- Employment and work
- Sources of information
- Income and benefits
- Health
- About the DDA

*Moderator: research topics to be covered across all depths as a whole. Moderator to identify salient topics to discuss from*

*respondent introduction and subsequent conversation. Sources of information and About DDA should be covered in each depth.*

### **Aids and adaptations at home**

*Moderator: please note sensitivity regarding questions about satisfaction of support where the primary carer/ support is provided by spouse or member of family.*

Tell me a little bit about your home...

- How suitable is your home for your needs?
  - What changes, if any have been made to make it suitable?
  - What changes, if any would you like to be made?
    - What have you/ somebody else done about getting these changes made?
- What aids/ adaptations do you have to help you with your day to day life?
- How do you find out about aids/ adaptations?
  - How could this be improved?
- Do you get any practical help or support at home to help with:
  - Cooking
  - Shopping
  - Dressing

If each of the above that they receive help or support with:

- Who provides this help?
- How did you find out about/ get this help?
- How satisfied are you with the support?

If each of the above that they do not receive help or support with:

- If you wanted this type of help, how could you find out about it?
- Overall, how satisfied are you with your home and the support that you receive?

### **Transport and getting around**

- What type of transport have you recently used?
  - Prompt: car, door-to-door service, mobility scooter, taxi/mini-cab, bus, coach, light rail, tram, underground, other.
- For each type of transport used: how easy or difficult do you find using this type of transport?
  - How could they be improved?
- What types of trips/ journeys do you make?

Prompt:

  - Leisure
  - Business
  - Health
- How do you decide what transport to use to make these trips?
- How often do you make these trips?
- To what extent do you have to plan journeys in advance?
  - What types of journeys do you plan in advance?
  - How does this affect what you do/ your day to day life?
  - How does this affect people around you such as family etc.
- Overall, how satisfied are you with your transport options?

### Social networks

- Who are the people that you have contact with during a typical week? (face-to-face, telephone, email etc.)

Prompt:

- Family
  - Friends
  - Colleagues
  - Neighbours
  - Support/ service providers
  - Other
- What do you do during a typical week?

Prompt:

- Clubs and groups
  - Place of worship
  - Community centre
  - Support group
  - Voluntary work via an organisation
  - Voluntary work for friend/ neighbour (i.e. helping with shopping, filling in forms)
- What activities do you like doing/ why? (explore hobbies, exercise, community, clubs and groups, learning/ training)
  - What activities have you done in the past but are no longer involved with?
    - Why did you stop doing these?
  - What stops you from doing more of the activities that you enjoy?
  - What types of things could you get involved with locally?

- How do you/ could you find out about local activities/ groups?
- How in control do you feel about being able to do the things you want to do?
- Overall, how satisfied are you with the activities available to you locally?

### **Income/ benefits**

As part of the research we'd like to understand how people are getting by financially these days...

- What sources of income does your household receive?
- Which, if any benefits and/ or tax credits do people in your household receive?
  - Do you find the benefits/ tax credits system easy or difficult to deal with?
  - Are you aware of your benefits ever being stopped or reduced for a period of time?
    - Why was this?
    - How did you resolve this?
- Overall, how comfortable are you with your current financial situation?

## Health

- How do you feel your general health has been over the last 12 months?
- To what extent does your disability/ health affect your day to day life?
- What health services have you used within the last 12 months?
  - Prompt:
  - GP
  - Practice nurse
  - Outpatients/ day patient appointment
  - Been admitted as an inpatient
  - Visit to A&E/ casualty
  - Visit from a district nurse
  - Physiotherapy
  - Occupational therapy
  - Optician
  - Chiropody
  - Psychiatrist/ psychologist
  - Counsellor/ therapist
  - Community psychiatric nurse
  - Self help group
  - Other
- How easy or difficult do you find it to access and use health services?
  - How could this be improved?

- Thinking about the health services that you have used most recently, how satisfied were you with them?
  - How could they be improved?
- What information and advice have you received about your disability/ health?
  - How satisfied or dissatisfied were you with this/ why?
- Overall, how satisfied are you with the health service and information that you have received?

### **Education and qualifications**

- When did you leave full time education?
  - How old were you when you left full time education?
  - What qualifications did you leave with?

*For those who have been in education since the onset of their disability/ health condition:*

- Tell me about the school/ college/ university you attended
  - Probe:
    - Specialist vs mainstream (which would you have preferred?)
    - Provision of support, adaptation and aids
    - Positive/ negative experiences

*All:*

- What are your future plans for education and learning?
- Have you recently/ are you currently taking any classes or an evening course?

- What has/ is stopping you from taking classes/ an evening course/ further education?
  - What changes could be made that would enable you to take part in more education or training?
- Overall, how satisfied are you with the education or training opportunities available to you?

### **Employment and work**

- What paid work are you currently doing/ have you done in the past?
- Tell me about your current/ last job: who did/ do you work for/ what did/ do you do?
- What are your employment aspirations for the future?
  - Would you like to work?
  - What type of work would you like to do?
- How does your disability/ health affect your ability to do paid work?
  - What would enable you to go back to work/ get a job?
- Have you ever had to leave a job for a reason connected with your disability/ health?
- What types of support/ adaptations/ adjustments/ working arrangements would have helped you in past/ current/ future jobs?
- Do you think that you have ever applied for a job and not got it because of your disability/ health or because of attitudes in society?

- If yes: how did this make you feel/ what changes do you think need to be made to stop this from happening?
- Overall, how satisfied are you/ have you been with your employment?

### **Sources of information**

- Where would you go for information about your disability/ health?
- Where would you go for information about benefits/ financial support you are entitled to?
- Where would you go for information about other support such as help with cooking, cleaning or dressing that you are entitled to?
- How do you prefer to receive this type of information? (explore internet usage)
- Overall, how satisfied are you with the information that you have received?
  - Type/ amount/ source/ channel of information

### **About the DDA**

I'd now like to talk about the issue of discrimination and how people are treated in society...

- Do you personally feel that you have been treated unfairly or discriminated against for any reason?
  - Could you tell me what happened
  - What did you do about this situation?
  - Who did you/ could you have gone to for advice or help?

- What would you have liked to have happened about this situation?
- Do you personally feel that you have been treated unfairly or discriminated against on the basis of your disability/ health during the past couple of years?
  - Could you tell me what happened
  - What did you do about this situation?
  - Who did you/ could have gone to for advice or help?
  - What would you have liked to have happened about this situation?
- What rules and regulations can you think of that are in place to stop people from treating people with health problems or disabilities unfairly?
- Have you heard for the Disability Discrimination Act?
  - What have you heard about the Disability Discrimination Act?

*Moderator read out:*

The Disability Discrimination Act aims to prevent discrimination against disabled people and gives disabled people rights in areas such as employment, education, access to goods, facilities and services and housing. The Act also allows the government to set some standards so that disabled people can use public transport easily.

- Were you aware that there were any laws on this issue/ explore awareness

**Summary**

**5mins**

*(Aim :to round up the depth interview and close)*

*Moderator: summarise conversation and what has been discussed throughout the interview*

- What do you feel have been the most important things that we've spoken about?
- Is there anything else that you'd like to discuss?
- Any questions?

**Thank and close**