

Worksheet 8: Designing for replicability answers

Answers for Option C:

C. Health service users experience of practitioner interpersonal skills

Specific feature	Detailed description
Question format	<p>Closed questions would be used in this study to... collect quantitative data on patients' views so comparisons can be made between different patient demographics (e.g. gender or age). There would be 10 closed questions asking participants about the interpersonal skills of their practitioner.</p> <p>Open questions would be used in this study to... explore the patients' responses in greater depth so patients' experiences can be analysed in detail.</p>
Examples of questions	<p>A closed question example would be: How clearly did your practitioner explain your treatment options? (circle the response which best applies to you, 0 = not clear at all, 1 = not very clearly, 2 = somewhat clearly, 4 = fairly clearly and 5 = very clearly)</p> <p>An open question example would be: In your own words, please describe your practitioner's ability to communicate with you:</p>
Question scoring/ interpretation	<p>Each closed question item would use a 5 point scale as in the example given. The scores would be added up to produce a total per questionnaire. Scores below 25 would indicate poor interpersonal skills, those between 26-35 would indicate good interpersonal skills and scores above 36 would indicate excellent interpersonal skills.</p>
Technique (paper/pencil, online, postal)	<p>This questionnaire would be paper-based and would be issued to 1000 participants after their visit to a healthcare centre. Participants would complete this using a pen or pencil and return the completed questionnaire to the healthcare reception before they leave.</p>