

GOSPORT INVESTIGATION

Guidance for interviews

Plan the interview with your colleague beforehand, be on

- **Introduce yourselves**
 - thank interviewee for sparing time to attend.
 - stress interview is not about individual performance but about systems and processes.
 - explain need to take notes.
 - explain information given is non-attributable - ie interviewees name will not appear in the report other than in appendix.

- **Introduce CHI**
 - set up in 2000 to improve quality of patient care.
 - part of CHI's remit is to investigate potential systems failure, and is not about individual performance or the examination of individual patient care.

- **Introduce Gosport Investigation**
 - as you are aware, a number of issues around the care of older people at the GWMH have been raised with CHI by the police and others.
 - Check received ToR
 - CHI is looking at services provided for the rehabilitation and continuing care of older people from 1998 until the present day.
 - starting point is to look at the systems to support good quality care; to help the trust, the new PCT and those working with older people in the whole NHS to learn about how best to ensure patient safety and best practice.

- **Confidentiality**
 - we will make a note of key points, aim will be to treat information provided in a confidential way.
 - If we need to quote any specific information you provide, we will check the accuracy of that information with you before the report is published.
 - In certain circumstances, CHI may disclose or be required to disclose confidential

information (including the notes made during interview) to other organisations, such as the relevant professional body or the police, in relation to the matter which CHI is investigating.

DURING THE INTERVIEW

- Ask open questions 'what', 'why', 'when', 'who' etc.
- Use closed questions requiring 'yes' or 'no' answers to confirm responses and move interview on
- Paraphrase to check your own understanding
- Seek examples to support findings
- Actively listen, use appropriate eye contact and use open body language

Do not ask leading questions, interrupt or pass judgement

END OF INTERVIEW

- Thank interviewee again for attending
- Explain that any information we refer to in the report will be factually checked with them if necessary
- Explain report will be publicly available on the web and that they will be sent an individual copy
- Report expected in spring (April)
- CHI will work with the PCT to ensure any recommendations relating to it are followed through.

ISSUES WHICH MAY ARISE

Staff subject to investigation by professional body and/or the police

- interviewees will not be asked about any allegations or individual conduct in the events which triggered the CHI investigation

Accompanying representatives

- no legal representation allowed
- cannot answer questions on your behalf
- the investigation is in private, what happened in the investigation should not be disclosed to anyone else

- accompanying person must not be someone who will be interviewed

During an interview, you are told in confidence about a serious case of professional misconduct

- advise the interviewee that if they tell you something, you will have to act and will not be able to guarantee their anonymity
- Establish if it has been reported to the trust / regulatory body already.
- If it has not, advise the interviewee to report it. If they agree, advise the investigation manager who will check that this has been done.
- If they do not want to report it, discuss with investigation manager, who will discuss with the CHI nurse/medical director.

You uncover something dangerous during an observation session

- You have a responsibility to act
- Intervene if you are able and inform the investigation manager