

## WHAT MAKES A GOOD CHI INTERVIEW?

Effective interviewing is fundamental to the success of the investigation site visit. You, the team and CHI will primarily be judged on the way in which you handle interviews and interact with members of the trust staff.

To ensure that the interview is effective, please bear in mind the following:

- Make best use of the limited amount of time you have available by preparing in advance. Plan the session and be clear about the questions you want to ask. Remember that these will vary depending on whom you are interviewing.
- At the start of each interview:
  - Introduce yourself
  - Thank the interviewee for sparing the time to attend the interview
  - Explain why you are there. Stress that the interview is not about individual performance but about systems and process
  - Explain the need to take notes
  - Explain that the information given during the interview is non-attributable.
- Ask as many open questions as possible using 'what', 'why', 'when', 'how', 'where' and 'who'. Use closed questions, requiring a 'yes' or 'no' answer, to confirm responses and to close down conversations.
- Always seek examples to support your findings - for example, if a member of staff tells you they have reported an incident recently, find out what it was, how it was dealt with and whether anything changed as a result.
- Actively listen to the interviewee. Make appropriate eye contact and use paraphrasing to check your understanding. Use open body language.
- **Do not** ask leading questions.

- **Do not** interrupt the interviewee while they are talking, even if you know what they are going to say.
- **Do not** pass judgement on what the interviewee has told you - for example, do not say 'I don't agree with the way you're doing that'.
- Be punctual for all booked interviews and avoid running over time. If you know that you are going to be late for your next interview, ask someone to send a message ahead.
- At the end of the interview, thank the interviewee and explain what will happen next.

#### **Framework introduction**

As you are probably aware, a number of issues around the care of older people at the Gosport War Memorial Hospital have been raised with CHI by the Police and others

CHI is looking at the services provided by the hospital for the Rehabilitation and Continuing Care of Older People from 1998 until the present day.

Our remit is to review issues raised by the critical events, but not the events themselves. Our starting point is to look at systems to support the provision of high quality patient care; to help the trust, the PCT and those working in elderly care and the NHS as a whole - to learn about how best to ensure patient safety and good patient care.

#### **Issues that might be raised**

*Staff subject to disciplinary proceedings, suspension or investigation by professional body.*

CHI has the power to require NHS staff ( including those working in general practice) to attend interviews but the investigating team would rather meet people on a voluntary basis and consult them about what can be learned for the future. Interviewees will not be asked about any allegations of potential negligence or individual conduct in the events that triggered the investigation.

### *Confidentiality*

Although statements will not be taken in the form of a word for word record, it will be necessary to take notes of the key points during the interview. Interviews are not recorded. The aim will be to treat information provided in a confidential way, but if we need to quote specific information, we will check the accuracy of that information with you before it is included in the report.

In certain circumstances, CHI may disclose or be required to disclose confidential information (including that contained in notes made during interviews) to other organisations, such as the relevant professional body or the police, in relation to the matters which CHI is investigating.

### *Representatives accompanying interviewees*

Although interviews are conducted as informally as possible, they may cause anxiety. You are welcome to have someone with you. This might be a friend, or a member of a trade union or professional organisation, or a colleague. You are not allowed to have legal representation at the meeting. There is no requirement to bring someone with you, but if you do, that person must understand they cannot answer questions on your behalf and that the investigation is in private. They should not therefore disclose what happens during the interview to any one else. You should not bring someone with you who will be interviewed as part of the investigation.