

WHAT MAKES A GOOD CHI INVESTIGATION TEAM MEMBER?

- **Be** a good interviewer

The interview plays one of the most important parts of the site visit. Prepare well, establish a rapport with the interviewee, ask open questions and take notes.

- **Be** a good listener

Show that you are interested in what the interviewee is saying. Use open body language, make eye contact and repeat back what you hear. Remember that situations will arise that will hinder your ability to absorb information, i.e. having a lot of questions to cover in a short space of time, hearing information that you know already, having to take notes and being tired.

- **Be** a good observer

Collect additional information informally as you walk around the various review settings (e.g. offices, GP practices) and move from appointment to appointment.

- **Be** a good analyser

Do not take everything at face value and double check information during other interviews and with the other team members. Remain objective at all times, avoid 'personal hobby horses' and seek additional information where necessary to support your findings.

- **Be** a good time manager

Use your time effectively as interviews are short. Prepare well and focus on key areas only. Feel confident that you do not have to cover everything with everybody.

- **Be** a good team player

Share and discuss your findings with your fellow team members. Use them as sounding boards and take personal responsibility for telling them what you have learnt at the end of each day.

- **Be** a good note writer

Conclusions and examples of good practice can only be put into the final report if they are strongly evidence-based. The evidence will come from many different sources, including the interview records. When writing up your notes, substantiate your findings with detailed examples. When highlighting areas of good practice, explain the initiative in detail. Indicate why you think it is good.