

Peer Support Study Meeting 8th March

Topics for interviews with parents, befrienders and people working in health and social care

Meeting overview

Project Update:

- The systematic review is nearly complete and will be sent to the stakeholder group soon for comment
- After receiving ethics approval in January we are able to begin the costing study and the qualitative interview research. We will begin data collection in Devon in April
- For the costing study we will be collecting lots of information about what is needed to provide the service, in terms of time of the befrienders and co-ordinator as well as hard costs such as renting rooms for meetings, telephone bills etc.
- For the qualitative interview research we will be interviewing befrienders and parents who have had contact with the Face2Face services in the 12 months from April 2011-April 2012
- The costing study and the qualitative interview research will go on in Devon during April, May and June 2012
- We have expanded the study to include Face2Face Cornwall and the costing study and qualitative research will go on in Cornwall in September, October and November
- We plan to conduct interviews with a group of people working in relevant fields of health and social care in July and August
- I will be asking for your help to identify this group of people soon!

Qualitative interviews:

- Qualitative research interviews are quite different to some of the ways you might be used to people gathering information – such as questionnaires and surveys
- The idea is to get an in-depth understanding of people's experiences and viewpoints on a particular topic
- We try to do this by structuring the interview so that it feels as much like a conversation as possible
- We ask people to talk about their experiences using broad open ended questions that encourage people to speak freely; we try not to use questions with yes/no answers
- We try not to impose our own views on the interview – so we try not to use leading questions that might influence the way people respond, or that might make them think we want them to respond in a particular way

- The interview technique is very flexible. We may chose to follow up on a relevant comment with further questions – even if they are not part of the normal topic guide
- We may incorporate this new line of questions in to future interviews so the topic guides are constantly evolving
- The interviews are recorded and transcribed word for word. We then look at every sentence in every interview, drawing out the themes that are common across interviews and developing an understanding of how that pattern fits together across the interviews. You don't start out with fixed ideas about how the story is going to end; it develops as you add in more and more interviews

Group discussion:

- We took the list of topics I sent in a previous email as our guide and discussed what people thought of each topic, whether it was 'important' and whether it had relevance to all three interview groups or was specific to one or two of the groups
- We discussed whether there were any topics missing from the original list
- We also discussed the long term impact of support and whether it would be feasible to survey befrienders and parents who had used the service from several years earlier on this specific topic
- Finally we had a discussion around the use of terms like peer support, befriender, co-ordinator etc We discussed whether parent to parent support might be more familiar to people and thought that while everyone in Face2Face will know the term befriender, some of the professional group may be unfamiliar with it.

The shape of the interview, particularly for parents and befrienders, would be to start with more general discussion of peer support before moving into a discussion about their own personal experiences with Face2Face. This more general approach helps people to feel more relaxed in the conversation before talking about themselves too much, which can be challenging especially if it brings up difficult memories. Normally we would spend some time chatting before we start the 'interview' which also helps to put people at ease.

Because the interviews are conversational and will change between people, the actual wording of the questions is not important – we would like your feedback on whether the prompts we are suggesting will cover all of the topics that you think are important.

In the interviews we will start the conversation with the broader topics and use the prompts if these issues are not raised naturally in the course of the conversation.

Broad topic

Prompts

Specific considerations

What does parent to parent support mean to you generally?

- Why is parent to parent support necessary?
- What are the specific needs that it might meet?
- How might it meet those needs?
- Does support work differently for different people and circumstances?
- Do you know what forms of support are available to you locally and how to access them?
- Do you use any of these? What is helpful/unhelpful about them?

Further prompt: why do some parents get involved and others don't

For professionals we will ask about who and when they think it is right to refer

For professionals we will ask them to reflect on support services available to families they work with

Can you tell me about your own experiences of parent to parent support with Face2Face?

- Reasons for seeking support and why that type of support
- Positives/benefits
- Negatives/unintentional consequences
- Unmet needs
- What, if anything, is important about the match between parent and befriender
- Has anything changed in your life since your involvement with Face2Face?
- What might the barriers to successful support be?
- Can you make any suggestions for changes to the service to meet your own needs better?

For professionals we will ask about their familiarity with the Face2Face befriending service. We will then use some of the same prompts we use with parents and befrienders (but phrased differently) enabling us to think about how the professionals view the potential impact of such a service (and how that differs to the other groups) which may influence their likelihood to refer families or offer funding.

Further prompt: When relationships don't work or breakdown

For Parents we can prompt them to talk about themselves, their home and family life, social life, relationships with professionals....
For befrienders ask about the impact of training and ongoing support
For professionals we would ask this in the context of their own understanding of the service and how it meets/might meet the needs of the families they work with

Do you think there are possible long term effects of parent to parent support?

- For parents who receive support?
- For the parents who offer support?
- For NHS/social care use?