

Focus Group Questions

1. What are the reasons you and your family use General Practice?

Prompts:

- Why do you see your GP?
- Are you well, sick or very sick?
- Medical certificate?
- Medication?
- Information?
- Support or someone to talk to?
- Referral to a specialist or health service?
- General check-up?
- GP specifically asked or encouraged you to visit?
- Family/friend encouragement?
- Is it different for men and women, different age groups, different cultures?

2. Are there any reasons why you and your family don't use or may be reluctant to use General Practice?

Prompts:

- Lack of time?
- Transportation problems?
- Lack of energy/too tired when ill?
- Can't be bothered.
- Uncomfortable sitting in the waiting room?
- Have to wait too long?
- Difficult to get an appointment?
- What you don't know won't hurt you?
- Tough it out?
- Perhaps not aware of the all the resources that your GP provides?
- Communication problems – feel uncomfortable talking to your GP, GP won't listen to you, spend time with you, explain things to you, GP doesn't speak your language or understand your culture.

3. What good things can you identify about your GP and/or General Practice?

Prompts:

- How do you choose your GP?
- What qualities do you look for?
- What are your expectations?
- What good things have you observed, experienced or heard about your GP and General Practice?
- How important is it that your GP is up to date with their education in current issues and developments in General Practice and how do you know?

4. What qualities/roles/services do you think are lacking in your GP, previous GPs and/or General Practice?

Prompts:

- Why wouldn't you see a particular GP?
- What aspects of General Practice bother you or do you think could be improved?
- Have you changed GPs for any particular reason?
- Have you ever seen more than one GP in order to satisfy different health care needs?
- Do you wonder if GPs/General Practice is/are up to date with their education in current issues and developments and their approach to health care?
- If you aren't satisfied with your GP, do you find it difficult to change?

5. Do you use your GP as a resource for informing you about support services and other health services?

Prompts:

- Do you think this would be valuable?
- Do you think that GPs/General Practice could advertise more widely to the community what resources they provide such as links to other services?

6. Does your GP communicate information to you so that you understand? What method(s) of communication work best for you?

Prompts:

- Do you value your GP explaining clinical procedures to you before they are performed? Is this happening? Is it more appropriate in particular situations?
- Does your GP explain health issues/conditions/information to you so that you can understand? Is this happening?
- Does your GP use complex terms or jargon that you find difficult to understand?
- Does your GP seem pressed for time?
- Are you reluctant to ask questions or do you not know what to ask?
- Do you feel that your GP telling you to change your health behaviours is not enough for you to be able to change them – do you need more help/supports/plan/method/referral?