

We hear what you are saying: The design and development of the Qualitative Interview Feedback Survey (QIFS) for use in qualitative patient-centred outcomes research studies.



SCAN ME

Background

- **Patient-centred outcomes (PCO) research** is still lacking processes and improvement, which we can only gather by obtaining more feedback on how we develop patient research findings.
- Obtaining **participant feedback** following a **qualitative interview** is a valuable way to assess whether they felt heard and whether their health condition was understood by the interviewer¹⁻³.
- Research studies have typically explored patient feedback from **clinical trial** participation, with results highlighting the benefits and areas for improvement to inform future clinical trials⁴. Additionally, feedback surveys have been specifically developed to gather feedback on a **service**⁵ or a **provider**, such as a healthcare professional^{6,7}.
- The value of participation feedback is evident; however, **little structured feedback assessments** have been used to explore the benefits and potential improvements in how qualitative research is conducted.
- Developing such an assessment can **optimize future qualitative data collection** in PCO research.

Methodology

- The inclusion criteria were:
 1. The study population is adult patients (≥18 years old), and/or caregivers of adult patients, with any health condition.
 2. The study is conducted and written in English.
 3. The study is a qualitative interview or focus group study feedback methodology.
- The literature was reviewed in three steps:
 1. **Targeted literature review**
 2. **Grey literature review**
 3. **Internet search**
- A targeted literature review was conducted on PubMed by three researchers using electronic keyword searches and specific inclusion criteria, to explore the most salient feedback concepts, survey format, and items included and used in qualitative interviews or focus groups.
- The published research was supplemented by relevant grey literature, which included publications that were not identified during the targeted literature review.
- An internet search of participant feedback surveys currently used in research studies was conducted to determine the types of questions typically asked in participant feedback surveys, the format of the questions and response items, and the length of the feedback surveys required for completion.

Results: PRISMA

- A total of 1319 articles were identified.
- Of these, 30 articles were included for full-text review.
- Following screening by three researchers, **17 articles** were reviewed for relevance and concept identification.
- **Seven feedback surveys** identified during the grey literature search were also reviewed.

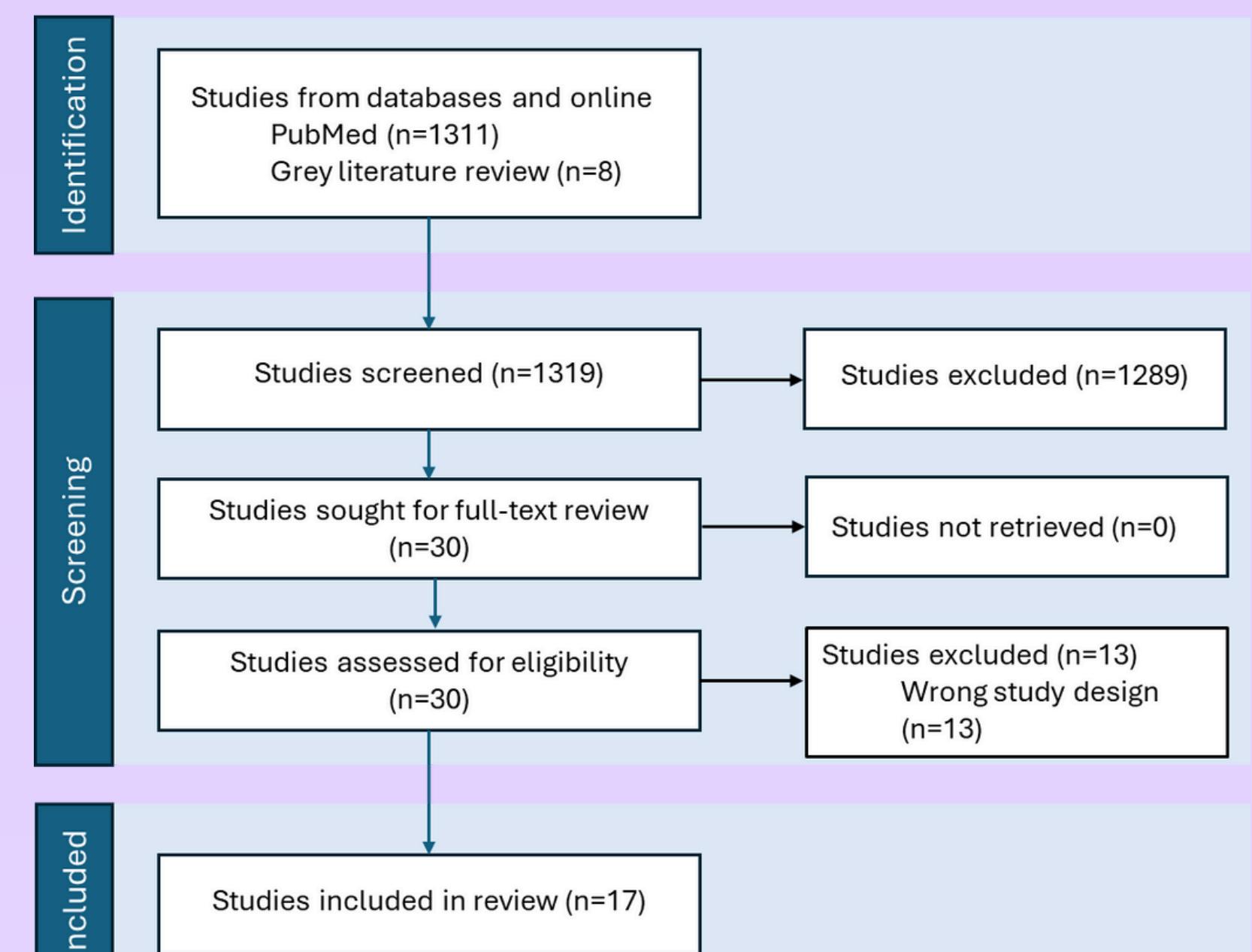


Figure 1. PRISMA diagram of the literature review

Results

- Concepts regularly used were identified during the literature review, included as part of the PubMed and grey literature review of feedback surveys being used with participants.
- These included:

- The surveys identified during the literature review typically gather data from participants regarding their experiences and feedback related to clinical trials, and services or providers.
- Currently, there is a **lack of validated feedback surveys** specifically designed to capture participant feedback from qualitative interviews.
- Although certain surveys identified in the literature review contained concepts relevant to a qualitative interview feedback survey (see Table 1), it remains an essential aspect to incorporate in the process of conducting qualitative interviews with participants.

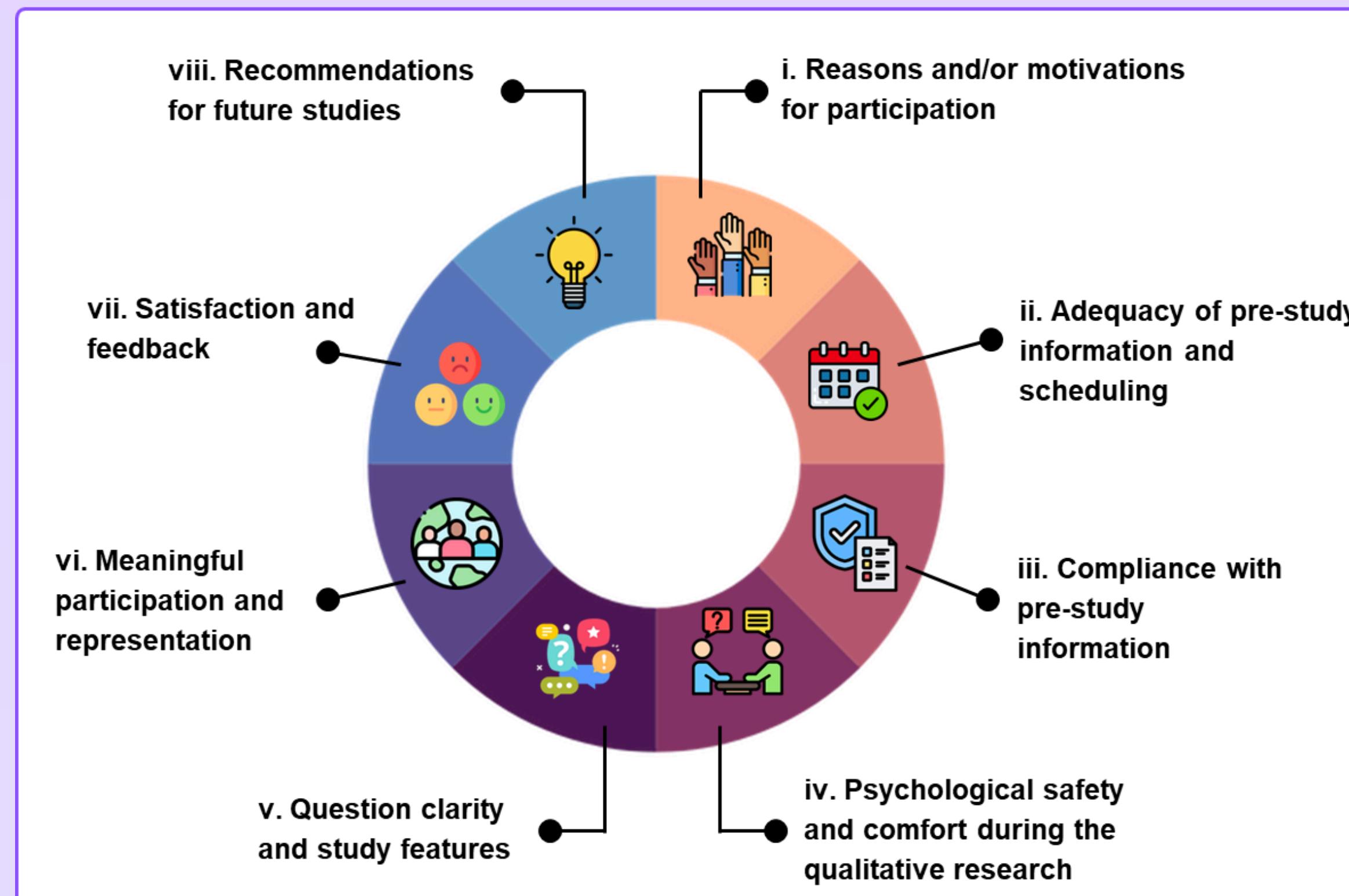


Figure 2. Eight feedback survey concepts identified during the literature review

Table 1. Concepts included in the surveys identified during the literature search

| Concepts | Surveys | | | | | | | |
|--|---------|-------------------|---|------------------------------------|-----------------------|---|---|---|
| | QIFS | SPFQ ⁴ | RCOA Patient Feedback Form ⁵ | NHS GP Patient Survey ⁶ | RCGP PSQ ⁷ | GOsc Patient feedback survey ⁸ | CMAPS Patient Feedback Questionnaire ⁹ | Ottenhoff et al (2023) Online clinical trial survey ¹⁰ |
| i. Reasons and/or motivations for participation | ✓ | | | | | | | ✓ |
| ii. Adequacy of pre-study information and scheduling | ✓ | ✓ | ✓ | ✓ | | | | ✓ |
| iii. Compliance with pre-study information | ✓ | ✓ | | | | | | ✓ |
| iv. Psychological safety and comfort during the qualitative research | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| v. Question clarity and study features | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ |
| vi. Meaningful participation and representation | ✓ | | | | ✓ | | ✓ | ✓ |
| vii. Satisfaction and feedback | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| viii. Recommendations for future studies | ✓ | | | | | ✓ | | ✓ |

Summary of results

- An exploration of survey formats identified the **importance** of considering the **length of the survey, time for completion, and response format**.
- Feedback surveys were typically two to three pages long, with a completion time of less than ten minutes to avoid the burden of completion following an interview that could be up to 1.5 hours in length.
- Feedback surveys included questions with a range of response formats, such as dichotomous responses, 5-point Likert scales, and open-ended items.
- The QIFS was developed to be more comprehensive than currently available feedback surveys.
- The QIFS was divided into four sections: **motivations for participation, pre-study information feedback, interview experience, and post-interview feedback**, with a **completion time of less than ten minutes**.

Conclusions

- Based on the findings, a new feedback survey was developed (the QIFS) to receive feedback following completion of qualitative interviews.
- The QIFS has been developed to be **more comprehensive** than other current feedback surveys, and is more patient-focused to understand participants' pre- and post-interview experiences.
- The next phase of the study will gather feedback from **participants on their understanding and ease of completion of the QIFS**, with the aim of developing the QIFS into a standardized measure for use in future studies.
- Its development, testing and use of the QIFS will aim to **improve standardisation and quality of PCO research** across the PCO sector.

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