

ALIGNS Experts by Experience Focus Group

Friday 15 November 10:30am – 12:00pm

Buckinghamshire Community Wellbeing Hub, BNU Aylesbury Campus, Walton Street HP20

Facilitation Approach

1. **Creating a safe space** for the discussion, introductions, sharing background, explaining context for the focus group (15-20 minutes)
2. **General discussion** of participants' experience of being transferred from hospital to their home and reflections on how this made them feel, using the prompts below (20 minutes)
 - **Can you describe your experience of being transferred from hospital to your home?**
 - **How did you feel about going home after being in the hospital?**
3. **Depending on the themes arising** from participants' general experience and reflections of being transferred from hospital home, **facilitator to utilise prompts under the key areas to be explored, outlined below** (45 minutes).

Question bank by thematic area:

Communication & Information about the transition

- **How would you rate the communication you received before and during your transition home?** (Probe: Was it clear? Were you given enough information about your care plan?)
- **Were you provided with written information or advice about what to expect once you got home?** (Probe: Was it helpful? Was there anything you didn't understand or need more information on?)
- **Did anyone explain what services or support would be available to you once you were home?** (Probe: Who gave you that information? Was it clear?)

Emotional and wellbeing impact

- **Were there any parts of the process that made you feel particularly stressed or worried?** (Probe: What could have made it easier for you?)
- **How did being transferred from the hospital affect your emotional well-being?** (Probe: Did you feel anxious, lonely, or worried? Were there things that helped you cope?)

Support and Care

- **Did you feel your recovery was properly supported once you were back at home?** (Probe: Did you have any challenges with your recovery at home? What could have helped?)
- **How easy was it for you to get in touch with healthcare professionals if you needed advice or support after you were at home?** (Probe: Did you have a clear point of contact? Was it easy to reach them?)
- **Did you need any equipment or aids (e.g., walking aids, home modifications, etc.) when you were transferred? Were these provided?** (Probe: If not, did you have trouble getting them? Were you told how to get them?)

Identifying gaps and opportunities for improvement

- **How do you think the move from hospital to home could be made easier or more effective for people your age?**
- **If you could change anything about the transition process, what would it be?** (Probe: What improvements would have made you feel more supported or prepared? Was there any specific advice or information that would have helped?)
- **Were there any particular challenges you faced during the transition from hospital to home that you feel could have been avoided?** (For example, were there issues with transport, medication, or home safety?)
- **What role do you think a volunteer or community member might play supporting older people with the transition home from hospital?** (Probe: Are there any services or practices that you feel should be introduced or improved?)