

# Effects of User Testing Injectable Medicines Guidance – Phase 2

## Aims and objectives

The aim of this interview is to explore nurse's experience of giving the dose of "bathicillin". This will include:

- How you felt at you gave the dose
- How it could have been improved

## Remind participant:

- Interview will be recorded
- This will be kept confidential
- Typed up interview will be anonymous
- Don't show interviewer the monograph you used

[Start recording.]

This is study IRAS 242505, participant number XXX and the date is XXX

**Areas to be covered** – probes will be used flexibly if necessary, they will not all be used for every participant. Interview length will be limited to 5 minutes, by concentrating on most important questions if necessary.

## How were you feeling as you prepared and gave that dose?

- Tired, rushed, under pressure, busy?
- How long at work today?
- Distractions?

Script to introduce error:

"There was a difference between what I observed and what is correct practice for bathicillin. [Describe what was observed, then describe what should have happened]. I'd like to talk about how you found giving the dose and what you might change to prevent similar mistakes."

*(If more than one error, focus on IMG-related error(s), especially dose discrepancy, wrong diluent, wrong volume, wrong route and rate discrepancy)*

**Could you describe each step you took leading up to [describe error]?**

- Clarify each step the participant took
- What they intended to do and why
- What they actually did and why
- When did they use the IV guide? (ask all participants)

**Why do you think the mistake happened?**

- Lack of: support, knowledge, communication, information
- Lapse or slip of memory
- Anything related to the IV guide? (ask all participants)

**How could the mistake be prevented?**

- Any changes to the IV guide? (ask all participants)

[Stop recorder]

**At the end of the interview:**

- Thank participant
- Reassure them data will be stored confidentially