

Focus group and Interview guidelines - FOR PATIENTS

Black = Speech to be directed to participants

[Italics] = Guidance for moderators or instructions

Numbers = Timing indications, how long each section should take

Instructions to moderators:

- Create warm and friendly environment
- Interact with participants, and stimulate interaction between participants
- Make seating arrangements for participants according to their needs
- Exercise mild unobtrusive control (moderate the discussion but do not interrupt too often)
- Adequate knowledge of topic
- Have the discipline of listening and apply active listening
- Take into account the different types of participants and try to balance the conversation while addressing the obligatory topics: dominant talkers, shy participants, etc

00.00 Welcome

Welcome, my name is..... and I will be your moderator guiding the discussion. Today we would like to discuss your thoughts about glucose monitoring devices, and any opinions, preferences, or concerns you might have. This discussion is part of a large European project called PREFER, which aims to make patients more involved in the development of their drugs or medical devices. The opinions collected today will be used to write reports and articles to inform companies, health authorities, and other researchers about what matters most to patients when it comes to their choices about glucose monitoring. Before we begin, I would like to ask if there are any questions you may have about the project or the purpose of the focus group today.

[Give participants the chance to ask for more information or any other questions they may have related to the focus group, the PREFER project, etc.]

If there are no more questions and everyone feels that they have enough information and would like to participate in the focus group, we will start by giving you a consent form to sign. Once this is done we will ask you to complete a short questionnaire about your background and diabetes experiences. Then we will ask you some questions. The whole focus group should take about an hour. We can have a short break after 45 minutes.

There are no right or wrong answers, we are looking for your personal opinions. It is possible that you might not agree with each other, but it would be nice if you could listen respectfully to each other. *[For Dutch study only - We're audio recording, so we'd like to ask that only one person is speaking at a time. Also please put your mobile phones on silent. We will use first names today, but your names will not be used in any reports.] [For Polish study only - We will create transcripts of what you type, but your names will not be used in any reports]* If there are any questions or terms that are used during the focus groups that are not clear to you, please let us know.

[Give participants the consent form and questionnaire. Wait until everyone has handed back the documents before starting the next section.]

00.10

So, we will now start the focus group. Is that OK for everybody?

Let's go around the circle and say your first name and where you live.

00.12

Today we'll be talking about glucose monitoring devices. Is everyone familiar with what glucose monitoring is?

[Explanation if needed]

00.13 Is everyone familiar with why glucose monitoring is important?

[Explanation if needed]

00.14 There are lots of different kinds of devices that can help you monitor your glucose.

- Firstly, what is your experience with monitoring blood glucose?
- How do you feel about using a device to monitor your glucose?

00.20

There are several different kinds of glucose measuring devices, as you can see in your handout *[Indicate and point to picture]*. There are new devices becoming more available called continuous glucose monitors. These are small devices that have a tiny sensor that's inserted under the skin. This is attached to a transmitter that sends your blood sugar levels to a hand-held display device for you to look at, or even to your insulin pump if you have one. The device measures your glucose levels throughout the day and night, and lets you see trends over time, and can give you alerts if you are having high or low blood sugar. There is information and a picture in your participant information sheet

- What are your opinions about continuous glucose monitors?
- Would you consider using one?
 - *(Follow-up: Why or why not?)*
- What do you think about when considering whether continuous glucose monitors are right for you?
- How do continuous glucose monitoring devices compare to devices that use a drop of blood from your finger?
- What do you think about when making a comparison?

00.25

Continuous glucose monitors would let you see your glucose levels over a long period of time. They can also help you tell you if your glucose is currently rising or dropping (and at what speed) helping you with timing your insulin, diet, and exercise

- How important is this to you?

00.30

These devices have a sensor that needs to go under the skin.

- How do you feel about that?
- How do you feel about how it looks?
- How do you feel about its size?

00.35

The sensor needs to be replaced every so often, depending on what kind of model and brand it is. Some sensors need to be replaced every two weeks, other every six months. With some models, you can insert the sensor into your skin by yourself, at home. With other models, you need a doctor.

- How would you feel about replacing the sensor yourself
- Would you prefer a doctor do it?
- How important is it that the sensor lasts a long time?
- What do you consider to be a good amount of time for a sensor to last?

00.45

Thank you everyone, we will now take a short 10 minute break. [*For Dutch study only:*] Please help yourself to tea and coffee

00.55

Continuous glucose monitors can give you an alert or alarm to warn you when your glucose is getting too high or too low

- How important is this to you?
- When might this be convenient?
- When might this be inconvenient?

01.05

Some continuous glucose monitors can be linked to an insulin pump, and automatically control your insulin depending on how high or low your blood glucose is

- How important would this be to you?

01.10

Some glucose monitors can be linked to your phone so that other people (family, partner) can know how you are doing?

- Is this something that appeals to you?
- How important would this be to you?

01.15

Some continuous glucose monitors still need you to check your blood glucose twice a day using a finger-prick test, to make sure it's measuring your glucose accurately. This is called calibration.

- Would this be inconvenient for you?
- There are other devices that don't need you to do this finger-prick check at all. But they are sometimes less accurate when your glucose is very low. Which seems more preferable to you?

01.20

Final questions now

- If you were having to choose a new glucose monitoring device, what is most important to you when making that choice?
- If you were having to choose a new glucose monitoring device, what is least important to you when making that choice?

01.30

Does anyone have any final comments to add?

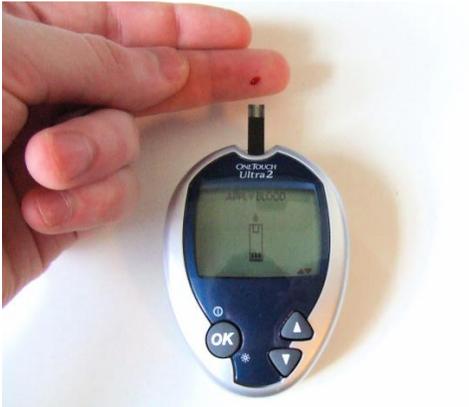
Thank you for your participation. Would everyone here feel comfortable being contacted in the future to be asked follow-up questions, or to help with this project further?

[Hand-out to participants]

Finger-prick glucose monitors



(Finger-prick photo courtesy of TesaPhotography)



(Finger-prick blood glucose monitor photo courtesy of David-i98)

Continuous glucose monitors



(Dexcom G6 © Dexcom Deutschland GmbH)



(Flash glucose monitor photo courtesy of Sjö - Own work)