

Why are interviews part of the fidelity review?

The fidelity review is completed over 2 days and involves a co-ordinating reviewer who leads on organizing the review, report and feedback and a co-reviewer, who supports undertaking the interviews, files reviews, data review over the 2-day fidelity review. There may also be at times a third reviewer who is being inducted into the role.

In some cases, the review may be completed by colleagues who are not IPS Grow leads, such as CMH. In this instance the IPS Grow lead would coordinate the planning and complete a hand over with the reviewers in advance of the day.

The reviewers work in a supportive way, celebrating what is going well within your service and giving constructive feedback about possible areas of development. It's not an audit – the reviewers will be interviewing, not interrogating, although they will be asking a lot of questions!

The fidelity review is an assessment, and the purpose of the interviews is to help build up a picture of how the service is working.

The interviews completed during the review will explore the experiences of all the different people involved in delivering and accessing the service, including clinicians, executives, clients, family members, and partner agencies like the Job Centre as well as delivery staff.

Interviews with key stakeholder's form part of the trilogy of sources used to assess a service which also includes data and client records.

Who will be interviewed and what will they be asked?

Below is a list of key stakeholders who are likely to be interviewed as part of the review and some examples of the types of questions they may be asked. The aim is for the reviewers to understand how the service operates therefore there are no right or wrong answers to these questions.

Please note that this list is not exhaustive and is intended only to provide a sample of the types of questions that will be asked.

Employment Specialists

- How many clients are you actively working with at the moment?
- What type of work do you do with them?
- How do you communicate with your clinical teams?

Team leader

- How often do you schedule team meetings?
- Is there a steering committee? Who is involved?

Client

- What sort of help has the employment specialist provided you with?
- How did you find out about the IPS service?
- How did you decide to search for the jobs you have been applying for?

Clinician

- How do you work with the IPS employment specialist & team leader?
- Tell me about the referrals you have made to IPS

Clinical team manager

- Describe your clinical teams
- What is your role in supporting IPS implementation?

Job Centre/Benefits adviser

- How often do you meet with the IPS service?
- How could you improve your collaboration with them?

Senior Executive/Commissioner

- Please describe the IPS service
- What has been your involvement with the service so far?
- Is there a steering committee? Who is involved?