

DD	MM	YYYY
Place:		

INTERVIEW DETAILS	
Interviewee: Contact Info: Job Title/Role/Bio: Fragility Scale:	
Why Interview	To help us have a more realistic understanding of how people (<i>residents residing in Yishun West</i>) think about health (<i>attitude and aspirations about health and what they do when they are generally well</i>) and how they approach and engage healthcare services (<i>when they are unwell and unhealthy</i>).
Interview Highlights:	

Interview Introduction

Hello Auntie/ Uncle, we are from Khoo Teck Puat hospital and we are here in Yishun area to do a research project in understanding *how residents live within the Yishun community*. Would you be willing to allow us to ask you some questions regarding yourself, the environment and the community? This interview will take approximately 30-40 minutes.

Thanks for agreeing to talk to us. The purpose of our interview is to gain a realistic understanding of your day-to-day living so that we can improve our healthcare services and programs to better serve the community.

May we video (if not, audio) record this interview strictly for note-taking purposes? Our conversation will be kept confidential and only be used for internal use.

Thank you.

Identify participant and introduce ourselves.

Explain what is it that we want to find out and set expectation on time.

Request for permission to interview and do recording.

DD	MM	YY
Place:		

1. Introduction and Profiling

- Hello Auntie/ Uncle,
 - How are you today? Have you taken your meal?
 - Where did you come from/ which block do you live? Where are you heading to?
 - Do you always come here at this time? How long do you usually hang around here? How often do you come here?
 - (If they bought something) What did you buy? Who are these things for?
 - Which are the usual shops you go to? Do you have a particular preference? Why?

Getting basic info on participant.

Build rapport and get the conversation rolling.

[it is okay if the answers they give relate to other questions, carry on asking from there]

[observe items being carried, their physical condition, functional capability etc.]

2. Environment

- How long have you stayed here (in this neighbourhood)? Where were you previously staying (if they just moved here)?
- Are there any pastime activities that you are involved in the community? (probe: brisk walking, gardening, karaoke singing, day tour group etc.)
- How often do you travel out of Yishun neighbourhood? Where do you go?
- What is the biggest change you have witnessed in this Yishun area (or SG) over the last 10-20 years? (depend on how long they have stayed there)
- If you were able to bring back a pastime activity from the past, what would it be? Why?
- Are there any places that are significant to you? Why?

Understand about participant relationship with the environment (community).

Find out the type of activity groups they are in and why.

Find out the places that are significant to them and why.

3. Day-to-day living

- May I know how do you settle your 3 meals daily?
- How do you make sure yourself/ family live, eat and sleep well? Is there any particular thing that you do? (probe: regular walk, drink healthy tea or tonic soup, tui-na etc.)

Find out what functional ability is important to them in their day-to-day needs.

Find out how they keep themselves and their family well and healthy.

4. Perception of health

- Can you describe someone in your mind that you think is healthy? (probe: why is this person healthy? Do you wish to be like this person?)
- Do you think you are healthy? Why?
On a scale of 1-4, can you rate how healthy you are? (1 being unhealthy, 4 being very healthy)

1	2	3	4
---	---	---	---
- How important do you think it is for you to adopt a healthy lifestyle? Why?
On a scale of 1-4, (1 being not important because there are other matters more important, 4 being great importance and I'm doing it already?)

1	2	3	4
---	---	---	---

Find out their perspective on health and how healthy do they think they are.

DD	MM	YY
Place:		

5. Engaging healthcare services

- Do you have any chronic condition? (probe: HBP, High Cholesterol, diabetes, rheumatism etc.) How do you manage it?
- When you have an episode of minor ailment such as flu, cough, physical pain and headache etc. what do you usually do? Why?
- If you have a rather severe case of medical condition such as shortness of breath, chest pain, fall, high fever etc. what would you do? Why?
- Do you go for any health check ups? (probe: mammogram, eye, dental, ear, blood glucose, high blood pressure, high cholesterol etc.)
- What do you consider as health care service? Why? (probe: GP Clinic, Polyclinic, TCM, Chinese Medical Hall etc.)

Understand how and when they engage healthcare services.

Find out other remedies/ help they reach out to when they have minor ailments and why.

Find out their previous experience(s) with healthcare services

6. Decision making and source of information

- Do you know about the recent pioneer generation card/ ez-link \$50 top up? Where did you hear about it?
- Where or who do you go to when you encounter a problem (probe: health issues, money issues, daily issues such as needing advice on purchases etc.)? Why?

Find out how do they get their information and what/ who influence their decision making.

7. Looking forward

- At this time of your life, what is important to you? Why?
- What do you fear most about (growing old) in the next 5 years? Why?

Getting participant to reflect back and verbalise what are their current priorities and what they worry the most about in the next 5 years.

Thank participant for their time and cooperation.

Ask if they would be willing to speak in the future about the topic if needed.

Method 1: Arrange interview with participant for an hour and interview based on discussion guides. Researcher1 asks questions, Researcher2 scribe and video/audio record interview.

Method 2: Approach targeted participant after an environment scan (look for suitable participant). Approach targeted participant and introduce ourselves, ask permission to interview for about 30-40 minutes. Researcher1 asks questions, Researcher2 scribe and video/audio record interview.