



HEALTHCARE SAFETY
INVESTIGATION BRANCH

www.hsib.org.uk

Staff interviews

To help us fully understand the details of the event/incident HSIB are investigating, we ask to meet with certain staff involved. This means we will arrange to meet with you, during which you will be invited to share your recollection of events with us or additional insight into how your organisation works and respond to questions. Our meeting will usually last about 1-1.5 hours. We understand that revisiting events can be a difficult time and you are welcome to bring someone with you for support. This must be someone who is bound by confidentiality agreements within your Provider and who you are happy to talk freely in front of. They are not able to speak on your behalf or contribute to the interview.

At the present time, due to coronavirus (COVID-19) restrictions, we may meet with you remotely using Microsoft Teams (via computer or smartphone). You do not need to set up an account for this, as we will send you an invitation and instructions via email to your email address. If you are not able to access a computer when meeting with us, we can also use the telephone.

We usually undertake these meetings with two members of the investigation team and the interview is mainly based on open questions. There may also be some more direct questions where we are exploring how systems and processes work.

With your agreement, we record our meeting which allows us to concentrate on what you are saying,

rather than being distracted by trying to take detailed notes. The recording is uploaded to our secure database alongside the notes and other evidence gathered during the investigation and allows us to refer back to what you said during the compiling of our reports. You can have a copy of the recording if you wish and we will tell you at your interview how to request this, if required.

We may have a copy of the patient's notes at our meeting for you to look at. However, some staff find it helpful to make some notes before our meeting, to help remember the details of what happened.

On completion of our investigation a report will be shared with the family, relevant organisation and those who participated in the investigation. We will give you more information about this after your interview. In addition, National Investigation reports will be published on the HSIB website.

Your wellbeing is important to us. We understand support will be available from your organisation but if you would like information about support services available to you, please ask the investigators who interview you. They can signpost you to possible sources of appropriate help.

If you have got any questions before the meeting, please contact the investigator that has given you this information.