

A. Focus Group Topic Guides for Ethnic Minority Communities

For All Groups:

- **Icebreaker:**
 - What comes to mind when you hear "NHS Health Check"?
- **General Awareness:**
 - How did you learn about NHS Health Checks?
 - What was your first impression?

For Eligible Adults (Attended/Not Attended):

- **Knowledge:**
 - What do you think happens at an NHS Health Check?
- **Expectations (Attended):**
 - Did the Health Check meet your expectations?
- **Expectations (Not Attended):**
 - Any thoughts about getting a Health Check in the future?
- **For Approaching Eligible Age:**
 - **Anticipation:**
 - How do you feel about being eligible for a Health Check soon?
 - **Information Needs:**
 - What information would help you decide about getting a Health Check?
- **For Eligible Adults (Attended):**
 - **Experience:**
 - What was your Health Check experience like?
 - What went well, what could be better?
 - **Outcomes:**
 - Did you get helpful advice? Did you make any changes?

- **Follow-up:**
 - Was there any follow-up? Did you feel supported?
- **For All Groups:**
 - **Ideal Experience:**
 - What would the perfect Health Check be like?
 - **Communication Preferences:**
 - How would you like to get information about Health Checks?
- **For Eligible Adults (Attended/Not Attended):**
 - **Invitation:**
 - How did you get the invitation? Was it clear?
 - **Booking:**
 - Was it easy to book an appointment?
 - **At the Appointment:**
 - How was the experience? Did you feel comfortable?
- **For All Groups:**
 - **Cultural Relevance:**
 - Does the Health Check program fit the needs of your community?
 - **Language and Accessibility:**
 - Are the materials easy to understand?
 - **Staff Awareness:**
 - Do staff understand and respect different cultures?
- **For Eligible Adults (Attended/Not Attended):**
 - **Barriers:**
 - What makes it hard for people to get Health Checks?
 - **Suggestions:**
 - How can we make Health Checks more accessible?

Remember:

- Use simple language and short questions.
 - Explain any medical terms.
 - Make sure everyone feels comfortable sharing.
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B. Focus Group Topic Guides for NHS Staff**Focus: NHS Health Checks on Ethnic Minority Communities****Delivery Insights:**

- What questions do patients from these communities have?
- Any cultural or religious beliefs affecting their views on health?
- Any communication challenges during Health Checks?

Barriers:

- What makes it hard to get these patients to attend?
- Any cultural or language barriers?
- Any trust issues or concerns?
- Any practical barriers, like transport or childcare?

Successes:

- What works well to get them to come?
- Worked with any community groups?
- Any culturally sensitive approaches that worked?
- Any positive stories to share?

Process Efficiency:

- Any issues in the process affecting these communities?
- Are appointments convenient?

- Is the process flexible enough for their needs?
- Can it be more streamlined and culturally sensitive?

Communication Improvement:

- How can we communicate better with these patients?
- Are materials in languages they understand?
- How to best explain Health Checks and address concerns?
- How can staff communicate effectively with diverse patients?

Additional Considerations:

- Need for more diverse staff or interpreters?
- Any training or resources needed?
- How to involve community leaders in Health Checks?