



## **1. Who is AFHTO?**

The Association of Family Health Teams of Ontario. AFHTO works to support the implementation and growth of primary care by promoting best practices, sharing lessons learned and advocating on behalf of all primary care teams.

## **2. What is the purpose of the study?**

The purpose of the study is to learn more about how to build patient perspective into measuring quality.

## **3. Is this a formal research study?**

Yes. AFHTO will be getting approval from the Research Ethics Board for it. We need to do that so we can share the results publicly with others so they can all learn from the input of patients.

## **4. Who can participate in the focus groups?**

Any English-speaking patients age 18 years or older who are interested.

## **5. Where will the focus groups take place?**

The focus groups will take place at your family health team with exact location determined by you.

## **6. Why should your team participate?**

By participating in the focus group process, you can get insight on what is involved and if/how you might use this approach to engage your patients in the future.

## **7. What risks are there?**

Patients may feel singled out. They may feel they HAVE to do it to avoid disappointing you. On the other hand, patients may feel left out if you don't ask them. Teams may feel uncomfortable or awkward when asking patients to participate in the focus groups.

**8. Will there be compensation for patients participating in this study?**

No. Participants will not receive compensation. They will, however, be offered snacks and refreshments during the focus groups.