

- 5 Lydia is a clinical psychologist. She is investigating the experiences of patients who attend the local mental health unit. Lydia has decided to use interviews to ask the patients about communication at the mental health unit and wants some feedback regarding the areas they think are effective as well as possible improvements.

Lydia interviews each patient individually and uses a variety of question types within her interviews. Once the interviews have been completed, Lydia collates her data and then reports on her findings to the manager of the mental health unit.

Discuss how Lydia could use interviews with the patients in the mental health unit.

You must make reference to the context in your answer.

(8)

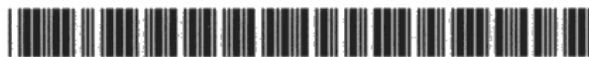
There are three types of interviews as used in clinical psychology. These include structured, unstructured and semi-structured interviews. Lydia could use unstructured interviews with each patient by asking them all questions unique experience when attending the local mental health unit. This will allow Lydia to retrieve in depth qualitative data that could be useful in her reports. Furthermore, Lydia could also use a structured interview when interviewing the patients. This means that all questions are pre made and every patient will be asked the exact same questions. This will make it easier for Lydia to collect both quantitative and qualitative data that can be easily compared, in comparison to if she used a unstructured interview. Lastly, Lydia could conduct semi-structured interviews. Semi-structured interviews consist of both questions that are pre determined as well as questions formulated during each interview that are specific to each patient. Lydia can conduct a semi structured interview by asking pre-determined closed questions that can retrieve quantitative



data that can be easily analysed and compared across each patient answer. An example of a question that she can ask is: 'On a scale of 1 - 10, how well do you think the psychiatrist communicates with you about the possible treatments for your mental illness (10 being excellent)'. The results from a question like this can be collected / added up and Lydia can report her findings to the manager in relation to how well or bad the patients think the communication is overall. Furthermore, the open, unstructured questions in the semi-structured interviews can be used to collect qualitative data. - An example is: 'What are some possible improvements that you think could be made to improve communication at the mental health unit'. Lydia could focus on and pin point the most important factors within each patients answer. She could then inform the manager about these specific improvements that are needed.

Overall, there are many different types of interviews that Lydia can use in her investigation. I believe that the most effective in this case would be a semi-structured interview.

(Total for Question 5 = 8 marks)



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