NHS
Improving Quality

LEARNING HANDBOOK
Guidance and tools for those working in health and care to implement a systematic process to learning throughout all stages of a project or programme

Post-project interviews

Post-project interviews can be carried out face-to-face or virtually with members of a team to understand through in-depth discussion what has been learnt that is valuable to inform work similar to this in the future. The interviews are recorded and should be made accessible to the whole organisation so everyone can benefit from what can be learnt.

Tool	Time	Resources	Physicality	Interactivity
Post-project interview	★★☆☆☆	★★☆☆☆	☆☆☆☆☆	★★★☆☆

When?

Post-project interviews should be used at the end of a project to turn the learning activities carried out before, during and after a project into one coherent knowledge asset that can be used by the organisation.

While the interview takes place at the end of a project, the questions asked cover the activity before and during, requiring the interviewee to reflect back across the whole duration of the project.

Who?

Typically one person from the project team will take part as the interviewee during the post-project interview. The team may wish for the project lead to take part in the interview as the person with oversight of the entire project. That said, any member of the team that feels confident and is happy to be interviewed can be nominated.

It is recommended that the interviewee liases with other members of their team, so they are given an opportunity to contribute in advance and are able to represent their own views and experiences.

It is recommended that a member of the corporate team carries out the interview to ensure objectivity and a consistent approach across each individual interview.

How?

The overall time for the session required is around a day – this includes all previous preparation.

The questions to be asked in the inteview should be presented to the person being interviewed in advance so that the team can have their input and the interviewee can prepare. You may have a corporate approach to post-project interviews, however, if not, there is a list of potential questions on the attached worksheet.

Interviews are usually carried out in person and captured on video or in audio. Alternatively, detailed notes might suffice alternatively. It is important to consider is how others will access learning from the interview, e.g. notes, transcription of an audio file, watching a video etc.

To ensure the person being interviewed is engaged throughout, be mindful of the length of the interview. Limiting the number of questions to say ten of the most relevant can be useful.

The interview should be carried out in a quiet place where both interviewer and interviewee feel comfortable.

Things you need:

- Member of staff to interview
- Member of staff to be interviewed
- List of questions – 10 most important
- Video or audio equipment if needed
- Quiet space

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Post-project interviews worksheet

Below are examples of key questions that could be used as part of a post-project interview.

Before the project

- What activities did you take part in to prepare you for the project?
- What knowledge assets did you access before beginning the project?
- How did accessing these knowledge assets help you?
- Did you identify the knowledge gaps in your team?
- How did you tackle the gaps in knowledge or experience?
- Did you link with any other teams or networks?

During the project

- What types of communciation did you use?
- Were your communication channels sufficient and appropriate?
- Would you have linked with additional members of staff looking back?
- Were there any times where resources were lacking? How did you solve this?
- How was the procurement process? Are there any tips you'd want to pass on?
- Were all key stakeholders involved at the relevant times?
- What learning activities did you take part in during the project?

After the project

- Looking back, is there anything you would have done differently?
- Looking back, is there anything you would have done more of?
- Who were the key external people/teams that contributed to the success of the project?
- What knowledge assets have you created? How will these be shared with others?