

How to achieve contextualised care: Insights from the veterinary sector and pet owners

Appendix: Research questions

This research was guided by six key research questions (and further subquestions) that were co-developed by the research team from Kaleidoscope Health and Care and RCVS Knowledge.

Q1: What is contextualised care?

Subquestions:

How do veterinary professionals and pet owners understand and define contextualised care, including its core components and relationship to existing concepts like 'gold standard' care?

What different terms are being used for contextualised care and are there important nuances?

What are the key elements that distinguish contextualised care from other approaches to veterinary care (e.g. communication styles, decision-making processes, relationship dynamics)?

How does contextualised care manifest differently across various practice settings, specialties, and types of care situations (e.g. routine care, emergency care, end-of-life care, shelters)?

Q2: What does contextualised care look like for different stakeholders?

Subquestions:

How do different stakeholders (veterinary surgeons, nurses, technicians, receptionists, and animal owners) interpret the roles, responsibilities, and relationships involved in contextualised care, and how do these interpretations align or differ across stakeholder groups?

How do stakeholders interact and make decisions in different veterinary settings and situations?

Q3: What are the barriers to contextualised care?

Subquestions:

What barriers do different stakeholders face when trying to implement contextualised care?

How do systemic and organisational factors inhibit the delivery of contextualised care?

Q4: What facilitates people employing this approach?

Subquestions:

What tools, resources and support do different stakeholders need to implement contextualised care effectively?

Q5: What does contextualised care look like when done well?

Subquestions:

What are the key indicators of successful contextualised care from different stakeholder perspectives?

What distinguishes effective from ineffective contextualised care delivery?

Q6: What needs to change to support this and who needs to be involved?

Subquestions:

What specific changes are needed in veterinary education, practice, and policy to support contextualised care?

What tools, resources and support systems need to be developed to enable contextualised care?

Which stakeholders need to be involved in making these changes, and what are their roles?



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This appendix relates to the following report:

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