Preface, xi
About the Authors, xiii
Acknowledgements, xv

**Part One: Introduction to Qualitative Research: Starting Out**

1  **The Main Features and Uses of Qualitative Research, 3**
   What is qualitative research?, 3
   The characteristics of qualitative research, 3
   The place of theory in qualitative research, 10
   The use of qualitative research in healthcare, 12
   Choosing an approach for health research, 14
   Problematic issues in qualitative research, 15
   Conclusion, 17
   Summary, 18
   References, 18
   Further Reading, 20

2  **The Paradigm Debate: The Place of Qualitative Research, 21**
   Theoretical frameworks and ontological position, 21
   The paradigm debate, 23
   Conflicting or complementary perspectives?, 27
   Final comment, 29
   References, 29
   Further Reading, 30

3  **Initial Steps in the Research Process, 31**
   Selecting and formulating the research question, 31
   The literature review, 36
   Writing a research proposal, 39
   Access and entry to the setting, 45
   Summary, 48
   References, 48
   Further Reading, 49
4 Ethical Issues, 51
The basic ethical framework for research, 52
Ethics in qualitative research, 55
Researching one’s peers, 62
The research relationship, 62
Research in the researcher’s workplace, 64
The role of research ethics committees, 65
Summary, 69
References, 69
Further Reading, 71

5 Supervision of Qualitative Research, 73
The responsibilities of supervisor and student, 74
Writing and relationships, 76
Practical aspects of supervision, 77
Single or joint supervision, 79
Problems with supervision, 80
Summary, 82
References, 83
Further Reading, 83

Part Two: Data Collection and Sampling

6 Interviewing, 87
Interviews as sources of data, 87
The interview process, 88
Types of interview, 89
Probing, prompting and summarising, 93
The social context of the interview, 94
Unexpected outcomes: qualitative interviewing and therapy, 95
Length and timing of interviews, 95
Recording interview data, 96
The interviewer–participant relationship, 98
Problematic issues and challenges in interviewing, 99
Interviewing through electronic media, 100
Ethical issues in interviewing, 103
Strengths and weaknesses of interviewing, 103
Summary, 105
References, 105
Further Reading, 106

7 Participant Observation and Documents as Sources of Data, 107
Participant observation, 107
The origins of participant observation, 108
8 Focus Groups as Qualitative Research, 125
What is a focus group?, 125
The origin and purpose of focus groups, 127
Sample size and composition, 128
Conducting focus group interviews, 131
Analysing and reporting focus group data, 133
Advantages and limitations of focus groups, 135
Critical comments on focus group interviews in healthcare, 136
Summary, 137
References, 137
Further Reading, 139

9 Sampling Strategies, 141
Sampling decisions, 141
Purposeful (or purposive) sampling, 143
A variety of sampling types, 145
Giving a label to the participants, 152
Summary, 153
References, 154
Further Reading, 155

Part Three: Approaches in Qualitative Research
10 Ethnography, 159
The development of ethnography, 160
Ethnographic methods, 162
Ethnography in healthcare, 163
The main features of ethnography, 165
Fieldwork, 169
Doing and writing ethnography, 172
Pitfalls and problems, 175
Summary, 175
References, 176
Further Reading, 177

11 Grounded Theory, 179
History and origin, 179
The main features of grounded theory, 181
Data collection, theoretical sampling and analysis, 182
Pitfalls and problems, 191
Glaser’s critique and further development, 192
Constructivist grounded theory, 194
Which approach for the health researcher?, 195
Summary, 195
References, 196
Further Reading, 197

12 Narrative Inquiry, 199
The nature of narrative and story, 199
Narrative research, 200
Illness narratives, 205
Narrative interviewing, 208
Narrative analysis, 210
Problematic issues, 213
Conclusion, 214
Summary, 215
References, 215
Further Reading, 217

13 Phenomenology, 219
Intentionality and the early stages of phenomenology, 220
Schools of phenomenology, 225
The phenomenological research process: doing phenomenology, 226
Phenomenology and health research, 229
Choice of approach: descriptive or interpretive phenomenology, 230
Procedures for data collection and analysis, 232
Summary, 235
References, 235
Further Reading, 238

14 Action Research, 239
The origins of action research, 240
Action research in healthcare, 242
The main features of action research, 243
Practical steps, 246
Trustworthiness in AR, 247
Problems and critique, 248
Summary, 250
References, 250
Further Reading, 252
15 Additional Approaches, 253
- Case Study Research (CSR), 253
- Overview, 253
- Features and purpose of case study research, 254
- Conversation analysis, 256
- Critical incident technique, 259
- Discourse analysis, 261
- Performative social science, 265
- Summary, 268
- References, 268

16 Mixing Methods, 273
- The nature of mixed methods studies, 273
- Doing mixed methods research, 275
- Types of mixed methods research, 275
- The place and purpose of the literature, 279
- Triangulation, 280
- Critique of MMR, 280
- Conclusion, 281
- Summary, 281
- References, 282
- Further Reading, 283

Part Four: Data Analysis and Completion

17 Data Analysis: Procedures, Practices and Use of Computers, 287
- Coding and categorising, 292
- Problems of QDA, 294
- Computer-aided analysis of qualitative data, 295
- Summary, 301
- References, 301
- Further Reading, 302

18 Establishing Quality: Trustworthiness and Validity, 303
- Quality, 303
- An alternative perspective: trustworthiness, 309
- Strategies to ensure trustworthiness, 310
- Quality and creativity, 316
- Summary, 317
- References, 317
- Further Reading, 319

19 Writing up Qualitative Research, 321
- The research account, 321
<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use of the first person, 322</td>
<td></td>
</tr>
<tr>
<td>The format of the report, 323</td>
<td></td>
</tr>
<tr>
<td>Introduction, 327</td>
<td></td>
</tr>
<tr>
<td>Critical assessment and evaluation, 334</td>
<td></td>
</tr>
<tr>
<td>Guide to research evaluation, 334</td>
<td></td>
</tr>
<tr>
<td>Publishing and presenting the research, 335</td>
<td></td>
</tr>
<tr>
<td>Summary, 338</td>
<td></td>
</tr>
<tr>
<td>References, 339</td>
<td></td>
</tr>
<tr>
<td>Further Reading, 340</td>
<td></td>
</tr>
<tr>
<td>Final Note, 341</td>
<td></td>
</tr>
<tr>
<td>Glossary, 343</td>
<td></td>
</tr>
<tr>
<td>Index, 349</td>
<td></td>
</tr>
</tbody>
</table>