

Report Supplementary Material 2: Participant interview schedules

Participant interview schedule (CFR/CFR leads)

Motivations and background

Please describe why you decided to become a CFR.

Prompts:

Motivation.

Background.

Rural location.

Expectations.

Please describe how you became a CFR.

Prompts:

Process of joining.

How recruited.

How registered interest.

Application process.

Role of CFR

Briefly describe your role as a CFR?

Prompts:

How long have you been a CFR?

Training undertaken.

Types of incidents attended to.

Vehicle.

Uniform.

Equipment.

Location.

Work patterns.

Duties performed on-scene.

Please describe the nature of your shifts.

Reflections on the event

What do you feel are the health or social care challenges of living in a rural area?

Prompts:

Isolation.

Lack of access.

Waiting times.

Lack of other sources of help.

How do you feel about CFRs attending emergencies or health or social care needs in a rural area?

To what extent do you feel that CFRs contribute to rural communities?

Experience of being a CFR

Please describe your experience of being a rural CFR?

Prompts:

Please describe the process of responding to calls.

What are the challenges?

Please describe the range of incidents and patients you have attended to.

Please describe your relationship with ambulance staff.

What equipment do you have?

Please describe what happens during a shift.

Please describe what you do on-scene.

What training is involved to become a CFR?

Prompts:

What level of CFR are you?

What refresher training do you do?

Content?

How could the training be improved?

Do you feel prepared for the role, especially in a rural setting?

What has been your experience of working with ambulance staff?

Prompts

Feedback from ambulance staff.

Positive.

Negative.

What can be improved?

What is the handover process like when the ambulance service response arrives?

Prompts:

What happens during this process?

To what extent does this differ when there has been a delay in the arrival of the ambulance crew?

What information/observations, etc., do you gather at incidents?

Paperwork.

Clinical observations.

How was the communication between CFRs and ambulance staff?

How did you feel about the handover?

Perceptions of being a CFR

To what extent has being a rural CFR matched your initial perceptions?

What aspects do you enjoy?

What aspects do you not enjoy?

What do you get out of it?

How can the role of CFR be improved?

What do you feel is the greatest challenge facing you personally as a rural CFR or CFRs generally?

Prompts:

Working in a rural location?

How might you/your scheme meet this challenge?

How do you feel about current recruitment levels?

Prompts:

What are the challenges?

How could this be improved?

Is there enough work to share among the group?

How do you feel about the retention of CFRs?

Prompts:

Challenges to retention.

Could anything be done to improve this?

How do you feel the role of the CFR could altered/be enhanced in the future?

Perceptions of CFR schemes

How effectively do you think CFR schemes work in rural areas?

Prompts:

What works well?

Challenges.

Is there anything that you think could be done to improve the service that you are currently providing?

Prompts

If so, what do you think could be done to improve the service?

Are any of these specific to rural locations?

Challenges in recruiting, retaining and training CFRs

What do you feel are the main challenges around recruiting CFRs?

What would make it easier to recruit CFRs?

What do you feel are the main challenges around retaining CFRs?

What would make it easier to retain CFRs?

What do you feel are the main challenges around training CFRs?

How can training for CFRs be improved?

Ensuring governance and accountability

How do you feel about the support and leadership from your CFR scheme?

Prompts:

How regularly are you in contact with the leadership team?

To what extent is there clear leadership from the CFR scheme?

How would you access support or get advice?

What do you do if you are unhappy or distressed?

How do you maintain safe, high-quality care for CFRs?

Prompts:

What are your safety concerns?

What policies and processes do you have to ensure safe, high-quality care?

How effective do you think they are?

Who is responsible for maintaining safe, high-quality care?

How are they held accountable?

How often do you review your policies and procedures?

What are your key performance indicators?

Patient understanding of CFR

What is your perception of patients' understanding of the CFR role?

Prompts:

Distinction between ambulance staff and CFRs.

To what extent do patients think this matters?

To what extent do patients know that a CFR will be attending to them?

To what extent do you think patients value what CFRs do?

What feedback have you had from patients about what CFRs do?

What feedback mechanisms do you have?

Ambulance staff and CFRs

To what extent do you think that ambulance crews understand the CFR role?

Prompts

Complement ambulance service functions.

Duplicate ambulance service functions.

Similarities and differences between CFRs and ambulance crew.

What do you perceive to be the relationship between rural CFRs and ambulance crews?

Prompts

Close or distant – how and why?

Levels of trust between the two.

Valued or not – how and why?

Complementary or not – how and why?

Help or hindrance to effective response and outcomes – how and why?

How can it be improved?

What does the ambulance service need to do to improve it?

What does the CFR scheme need to do to improve it?

Facilitators, barriers and future role

What are the barriers that prevent CFRs from doing a better job in rural areas?

Prompts:

Limited resources.

Need to raise funds.

Not enough discretion.

What would help CFRs improve the service they provide in rural areas?

Prompts:

Better training.

Better equipment.

What, if anything would you like to see happen in future to improve the service that the CFR is currently providing in rural areas?

What other things might CFRs be able to do in future to help people living in rural areas either to help support healthcare (when people are ill) or social care (when people are lonely or need other assistance or support)?

How would you like to see the CFR role in rural areas evolve in future?

How would you like to see CFR schemes in rural areas evolve in future?

Participant interview schedule (Ambulance staff)

Description of role

Please describe your role within the ambulance service.

Prompts:

Biography.

Time served.

Motivations to join.

What are the challenges of attending to incidents in rural areas?

Reflections on the event

What do you feel are the health or social care challenges of living in a rural area?

Prompts:

Isolation.

Lack of access.

Waiting times.

Lack of other sources of help.

How aware are you of what CFRs do?

How aware are you that there is a CFR scheme in your area?

How do you feel about CFRs attending emergencies or health or social care needs in a rural area?

To what extent do you feel that CFRs contribute to rural communities?

To what extent are you aware when a CFR will be in attendance?

Prompts:

How do you find out if CFRs will attend?

To what extent do you agree with the decision to mobilise a CFR?

Please describe what happens during the handover from CFRs?

Prompts:

Paperwork.

Clinical observations.

Relationship with CFRs

What is your perception of the value of rural CFRs?

Prompts:

What do you find helpful?

What do you find unhelpful?

What is your perception of the relationship between rural CFRs and ambulance crews?

Prompts:

To what extent do they help your work?

To what extent do they hinder your work?

How could this relationship be improved?

To what extent would you value joint training with CFRs?

Prompts:

To what extent do you think such a convergence would be helpful?

To what extent do you think such a convergence would be unhelpful?

Impact of joint training on relationship between CFRs and ambulance service.

Experience of working with CFRs

To what extent do you find CFRs in rural areas to be helpful when you are attending?

Prompts:

Assistance with clinical skills.

Communicating with relatives.

Other? (e.g., meeting response time targets)

Please describe what happens during the handover from CFRs?

Prompts:

Paperwork.

Clinical observations.

How was the communication between CFRs and ambulance staff?

How did you feel about the handover?

Facilitators, barriers and future role

What are the barriers that prevent CFRs from doing a better job in rural areas?

Prompts:

Limited resources.

Need to raise funds.

Not enough discretion.

What would help CFRs improve the service they provide in rural areas?

Prompts:

Better training.

Better equipment.

What, if anything would you like to see happen in future to improve the service that the CFR is currently providing in rural areas?

What other things might CFRs be able to do in future to help people living in rural areas either to help support healthcare (when people are ill) or social care (when people are lonely or need other assistance or support)?

How would you like to see the CFR role in rural areas evolve in future?

How would you like to see CFR schemes in rural areas evolve in future?

Participant interview schedule (Patients/Relatives)

Experiences of CFRs

Can you tell me about your most recent experiences of calling the ambulance service?

Prompts:

What happened or prompted you to call?

What sort of location do you live in (village, hamlet, other)?

Who first came out to you?

What did they do?

What happened next?

How did you feel about your care?

What did you find helpful or positive about your experience?

Were there any things that you felt were less helpful or positive?

Were you aware that a community first responder (CFR) attended?

Were you aware of the difference between CFRs and ambulance staff?

Reflections on the event

What do you feel are the health or social care challenges of living in a rural area?

Prompts:

Isolation.

Lack of access.

Waiting times.

Lack of other sources of help.

How aware are you of what CFRs do?

How aware are you that there is a CFR scheme in your area?

How do you feel about CFR schemes (with explanation if needed)?

How do you feel about CFRs attending emergencies or health or social care needs in a rural area?

To what extent do you feel that CFRs contribute to rural communities like yours?

To what extent are you aware when a CFR will be in attendance?

Prompts:

How do you find out if CFRs will attend?

To what extent do you agree with the decision to mobilise a CFR?

What happened when the ambulance arrived?

How was the handover?

Prompts:

Paperwork.

Clinical observations.

How was the communication between CFRs and ambulance staff?

If you were you able to feedback or contact the CFR scheme following your illness, what feedback did you or would you give?

How did you feel about a CFR attending you?

Prompts:

Did the ambulance control make you aware of this?

How long did you have to wait?

How do you feel about the wait?

How did they introduce themselves?

Were you aware they were a CFR in any other way (uniform, ID)?

What did they do while they were on-scene?

How did they make you feel?

How did you feel about the way they talked to you?

How did you feel about their explanations?

To what extent did the presence of CFRs reassure you?

How did you feel they helped you?

To what extent do they help people like you, who live in rural areas?

If you were you able to feedback or contact the CFR scheme following your illness, what feedback did you or would you give?

Facilitators, barriers and future role

What are the barriers that prevent CFRs from doing a better job in rural areas?

Prompts:

Limited resources.

Need to raise funds.

Not enough discretion.

What would help CFRs improve the service they provide in rural areas?

Prompts:

Better training.

Better equipment.

What, if anything would you like to see happen in future to improve the service that the CFR is currently providing in rural areas?

What other things might CFRs be able to do in future to help people living in rural areas either to help support healthcare (when people are ill) or social care (when people are lonely or need other assistance or support)?

Participant interview schedule (General Practitioners)

GP location

Which area(s) do(es) your practice cover?

Reflections on the event

What do you feel are the health or social care challenges of living in a rural area?

Prompts:

Isolation.

Lack of access.

Waiting times.

Lack of other sources of help.

How aware are you of what CFRs do?

How aware are you that there is a CFR scheme in your area?

How do you feel about CFR schemes (with explanation if needed)?

How do you feel about CFRs attending emergencies or health or social care needs in a rural area?

To what extent do you feel that CFRs contribute to rural communities like yours?

Experiences with CFRs and/or schemes

Please describe the nature of your interaction with CFRs and/or schemes.

Prompts:

In what types of situations would you need to speak to them?

What is the nature of your dialogue with them?

How would you describe your relationship with CFRs?

In what ways does it work well?

In what ways could it work better?

Relationship with the ambulance staff

Please describe the nature of your interaction with the ambulance service.

Prompts:

How common is it to experience prolonged delays for an ambulance response in such rural locations?

Please describe your relationship with ambulance staff.

To what extent does the presence of a CFR help alleviate this?

In what ways does it work well?

In what ways could it work better?

Relationship between patients and CFRs

What is your understanding of the relationship between patients and CFRs?

Prompts:

To what extent do you think patients understand the difference between ambulance staff and CFRs?

To what extent does it matter to patients whether they've been attended to by CFRs and/or ambulance staff?

How do CFRs contribute to patients in rural communities?

How do you think the relationship between patients and CFRs be improved?

Relationship between CFRs and the ambulance service

What is your understanding of the relationship between CFRs and the ambulance service?

Prompts:

To what extent is it close or distant?

To what extent does it work well?

How do they complement each other?

How do they hinder each other?

How can this relationship be improved?

Relationship between patients, CFRs and the ambulance service

What is your understanding of the relationship between patients, CFRs and the ambulance service?

Prompts:

How does it work well?

In what ways does it not work so well?

How can this relationship be improved?

Facilitators, barriers and future role

What, if anything would you like to see happen in future to improve the service that the CFR is currently providing?

In your view, what would help or prevent CFRs doing a better job?

What other things might CFRs be able to do in future to help people living in rural areas either to help support healthcare (when people are ill) or social care (when people are lonely or need other assistance or support)?

How do you see the role of CFRs in rural areas evolving?

How do you see the role of CFR schemes in rural areas evolving?

Participant interview schedule (Ambulance Service commissioners)

Understanding and awareness of CFRs and CFR schemes

To what extent are you aware of CFR schemes running in your area?

Prompts:

How many?

Where?

What is your understanding of how these CFR schemes are run and managed?

Prompts:

Different models.

Different funding arrangements.

Reflections on the event

What do you feel are the health or social care challenges of living in a rural area?

Prompts:

Isolation.

Lack of access.

Waiting times.

Lack of other sources of help.

How aware are you of what CFRs do?

How aware are you that there is a CFR scheme in your area?

How do you feel about CFRs attending emergencies or health or social care needs in a rural area?

To what extent do you feel that CFRs contribute to rural communities?

To what extent are you aware when a CFR will be in attendance?

Prompts:

How do you find out if CFRs will attend?

To what extent do you agree with the decision to mobilise a CFR?

Please describe what happens during the handover from CFRs?

Prompts:

Paperwork.

Clinical observations.

How was the communication between CFRs and ambulance staff?

How did you feel about the handover?

Relationship between ambulance staff and CFRs in rural areas

What is the ambulance service perception of the role of CFRs?

Prompts:

To what extent do you think they help ambulance crew?

To what extent do you think they hinder ambulance crew?

How do you think that the relationship between ambulance crew and CFRs could be improved?

What is your perception of the relationship between rural CFRs and ambulance crews?

Prompts:

To what extent do they help your work?

To what extent do they hinder your work?

How could this relationship be improved?

Facilitators, barriers and future role

What are the barriers that prevent CFRs from doing a better job in rural areas?

Prompts:

Limited resources.

Need to raise funds.

Not enough discretion.

What would help CFRs improve the service they provide in rural areas?

Prompts:

Better training.

Better equipment.

What, if anything would you like to see happen in future to improve the service that the CFR is currently providing in rural areas?

What other things might CFRs be able to do in future to help people living in rural areas either to help support healthcare (when people are ill) or social care (when people are lonely or need other assistance or support)?

How would you like to see the CFR role in rural areas evolve in future?

How would you like to see CFR schemes in rural areas evolve in future?