

Supplementary materials 2: Template for longitudinal case analysis

RCXX — 'NAME'

Complaint events (complainant's perspective)

Overview of complaint issues, journey duration and key events.

Complaint journey data sources

Details of:

- Calls
- Diaries
- Written response from Trust

Key Themes across all data sources

THEME

Notes

[Calls]

Data extracts

[Diaries]

Data extracts

[Interviews]

Data extracts

[written]

Data extracts

THEME

Notes

[Calls]

Data extracts

[Diaries]

Data extracts

[Interviews]

Data extracts

[written]

Data extracts

THEME

Notes

[Calls]

Data extracts

[Diaries]

Data extracts

[Interviews]

Data extracts

[written]

Data extracts

THEME

Notes

[Calls]

Data extracts

[Diaries]

Data extracts

[Interviews]

Data extracts

[TRF]

Data extracts

THEME

Notes

[Calls]

Data extracts

[Diaries]

Data extracts

[Interviews]

Data extracts

[written]

Data extracts

Contradictions between data sources

CONTRADICTION

Notes

[Calls]

Data extracts

[Diaries]

Data extracts

[Interviews]

Data extracts

[TRF]

Data extracts

CONTRADICTION

Notes

[Calls]

Data extracts

[Diaries]

Data extracts

[Interviews]

Data extracts

[TRF]

Data extracts

Longitudinal case summary