Report Supplementary Material 10

Delivering primary health care to homeless people

Interview schedule for staff at Case Study Sites

I'd like to start by collecting a little information about your employment at <CSS>, and other work experience that you have. I will then ask about your work with patients / clients at <CSS>, particularly what help you give to homeless people, and your links to other services. I will lastly ask about your views of <CSS> and whether you think it is meeting the health needs of the local homeless population.

Section I Employment at <CSS> and background

1. How long have you worked at <CSS>? What is your job title and what are your working hours?

2. Do you work only at <CSS>, or do you also work elsewhere? ***If the latter***, where else do you work?

3. Have you previously worked with homeless people or marginalised or underserved groups? ***If yes***, who with, in what capacity, and for how long?

4. What qualifications, training and other work experience do you have?

Section II Your work with homeless people

I'm now going to ask you about your work at <CSS> and particularly about your work with homeless people

5. What do you know about the local homeless population? How many homeless people are there in your area? Where do they sleep or stay?

6. What services generally do you provide to clients / patients? What particular services do you provide to homeless people?

7. How do you encourage homeless people to engage with <CSS>, and follow health care and treatment programmes? What do you do if a person fails to attend follow-up care?

8. How do you encourage homeless people to engage with other services and keep appointments, such as with dentists, opticians, and hospital outpatients?

9. What particular strategies or techniques have you used when trying to engage with homeless people who are reticent or have multiple needs and challenging behaviour? Can you please provide examples of what you've done and whether this has worked?

10. What [other] challenges or difficulties are there when providing health care to homeless people? How have you tried to overcome these, and what has been the outcome?

11. Do you consider your job to involve identifying problems and needs among homeless people other than health problems, such as housing, social care and welfare needs? **If yes**, how do you identify such problems and what action do you then take?

Section III   Integration with other services

I'd now like to ask you about the services or agencies locally that you may link or work with.

12. Please can you go through **each** service on the list and give me a score for the extent to which <CSS> are currently involved in working with them. Show Flashcard A (local services and scoring system).

13. For each service where you have scored 3-5 please tell me about the links or work <CSS> do with them. How did these working arrangements come about?

14. What if any are the referral procedures between <CSS> and each agency on the list? How does this work? What other contact does <CSS> have with these services you have not already mentioned?

15. Please can you now give me a score for the extent to which you feel <CSS> <u>should be</u> involved with each service on the list?

   - *If any actual and expected scores are different:* Could you explain the reasons for the differences in your scores?

   - *If any actual score is lower than the expected score*: What plans if any do you have for improving working links with the service?

Section IV   Perspectives of <CSS>

I'd lastly like to ask you about your views of <CSS> and whether you think it is meeting the needs of the local homeless population.

16. What do you think are the strengths of <CSS>? What aspects of the service work well?

17. Do you think <CSS> is meeting the health needs of local homeless people? If not, why is this?

18. Do you think <CSS> is addressing the housing, social care and welfare needs of local homeless people? If not, what needs are not being addressed, and what is preventing <CSS> from doing this?

19. What, if any, do you think are the weaknesses or limitations of <CSS>? What aspects of the service do not work well?

20. In what ways, if any, do you think <CSS> should change or improve their services for homeless people?

21. Are there any other comments you want to make about <CSS> or the local homeless population and their health needs?

That is the end of the interview. Thank you very much for your time. The information you have provided is very useful.