

Report Supplementary Material 11

Delivering primary health care to homeless people

Interview schedule for staff in external agencies

I'd like to start by collecting a little information about your role, your work at [name of service] and your understanding of homelessness in your locality. I will then ask about your understanding of the services provided by [name of CSS] to homeless people and your organisations working arrangements with them. I will lastly ask about your views of [name of CSS] and whether you think it is meeting the health needs of the local homeless population.

Your role and work with homeless people

1. What organisation do you work for? How long have you worked there?
2. What is your role or job title? What does your job involve? What client groups / user groups do you work with?
3. What support do you and your organisation provide to homeless people? Are there any restrictions or limits on what you can provide to them? IF YES, what are these and why?
4. What do you know about the local homeless population? How many homeless people are there in your area? Where do they sleep or stay?
5. Has the number of homeless people in your area changed at all in recent years? What are the reasons for this?
6. What are the main issues affecting homeless people in this area at the moment?

Your knowledge and understanding of [name of CSS]

7. What is your understanding of the role of [name of CSS]? What does it do in terms of providing services for homeless people?
8. To what extent do your homeless clients/service users use the services provided by [name of CSS]? Where do they access services?
9. Are you aware of any homeless people who are not using the services provided by [name of CSS]? What are the reasons for them not using [name of CSS]?
10. How do you encourage homeless people to engage with [name of CSS], and follow health care and treatment programmes?
11. Using the scoring system on the card please could you give me a score for the extent to which your service is involved with [name of CSS]. Show Flashcard attached.

- *If score is 3-5:* Can you tell me about the links or work your service has with *[name of CSS]*? How did these working arrangements come about?
12. What if any are the referral procedures between your service and *[name of CSS]*? How does this work? What other contact does your service have with *[name of CSS]* you have not already mentioned?
 13. Please can you now give me a score for the extent to which you feel you should be *involved with [name of CSS]*?
 - *If actual and expected scores are different:* Could you explain the reasons for the differences in your scores?

 - *If actual score is lower than expected score:* What plans if any do you have for improving working links with *[name of CSS]*?

Section IV Perspectives of *[name of CSS]*

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

14. What do you think are the strengths of *[name of CSS]*? What aspects of the service work well?
15. Do you think *[name of CSS]* is meeting the health needs of local homeless people? If not, why is this?
16. What do you think, if any, are the weaknesses or limitations of *[name of CSS]*? What aspects of the service do not work well?
17. In what ways, if any, do you think *[name of CSS]* should change or improve their services to homeless people?
18. What other services are needed but unavailable for homeless people locally?
19. Are there any other comments you want to make about *[name of 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.