**Supplementary file 2**

**NHS 111 Online user: interview topic guide**

* **Thank you** for agreeing to take part.
* Whatever is discussed today will remain **confidential** and you won’t be identified in any transcripts etc. The only time when this might not apply is if we think you or someone you know is at risk of **serious harm**, in which case we would have to let someone know. Is that OK?
* We don’t work for NHS, feel free to say what you want.
* Any **questions** before we begin?
* So I’m going to **switch the recorder on** now and we’ll get started.
* We will just run through the **consent form**…..

**We’ll talk about your use of NHS 111 online in a moment. Firstly I’d like to talk about your access to online services in general**

* Where do you have access to the internet (work/home)? What devices?
* Do you have a phone which connects to the internet?
* What do you use online services for – news/banking/shopping/booking holidays/health information…[platforms used to access, frequency of access]. Anything don’t do online?
* How much would you say you use online resources for health information?

**Next, I’d like to talk about the different ways you access health information/advice - [online/telephone/ face to face]**

* What are your preferences? Can you give examples where one method is preferred to another?
* Any barriers to accessing healthcare/advice/information. How does the different modes of access compare?
* How confident do you feel in accessing services via different methods?
* With regards to accessing healthcare information/advice, explore reassurance offered by different methods

**Now, I’d like to talk about your use of NHS 111 Online?** *[explore use of NHS 111 telephone throughout where appropriate]*

* Used before this time? How many times?
* If first time, how did you hear about it?
* Types of platform used for accessing it (app/web based)
* How does this compare with use of NHS 111 telephone service? Previously used? Frequency?

**Thinking about your most recent contact with NHS 111 Online:**

* Did you try contacting another service about this problem before using NHS 111 Online (including 111 phone, GP, etc)? Why you chose to use the service and not another health service? (possible reasons – impact on NHS resources, bothering people, etc)
* Explore ease/speed of navigating questions asked - were they relevant to your condition? Were you able to answer? Did they ask the right things?
* What you were advised to do at the end of the assessment [might be self-care or contact another service]? Any timescale for doing this?
* Confidence/Reassurance in advice given. If used more than once, is advice generally followed? Explore why/why not.
* What were you expecting to get from the service? Did it meet your expectations?
* Would you use NHS 111 online again? [Explore]
* Types of problem that you might use the service for? When might you *not* use the service?
* Who you might use the service for (yourself/others)
* Main benefits/problems of NHS 111 online in general.

**Finally just a few bits of information we need to complete the process**

* Complete demographic form
* Get address for voucher – will post within 7 days, signed for
* Do you want to receive copy of summary of the research? Post or email?