



Interviews with patients as part of the CASPER Plus Study

Interview key questions for 'Collaborative Care' participants

This guide summarises the main areas to be explored in each interview about views and experiences relating to CC. The questions are intended as a starting point to ensure primary issues are covered, whilst allowing flexibility for new issues to emerge.

Thank participant for agreeing to be interviewed. Remind them they have consented to the interview being digitally recorded, the recording will be stored securely and the transcript will be anonymised, but they are welcome to stop the interview at any point if they wish.

Understanding and thoughts on BA/Collaborative Care:

- Could you start by telling me why you decided to take part in the study?
- What were your expectations, what did you expect to happen during the study?

Experiences

- What did you think of the experience?
- How do you refer to/label the problems you've been having, what do you call it?
- How did you feel about being allocated a CM? How did you get on with them? How flexible would you say they were?
- What did you feel about the support you received from their CM?
- Was there anything about the process you didn't like? (prompt) for example, some people have felt the pack was repetitive.
- Did you feel the care was centred on them? Did you feel in control of process?
- Apart from time, what do you think you got from your CM?
- Did you see the sessions with the CM as fitting into a wider CC process?
- Overall, did you find the process acceptable, valuable and effective?

Other experiences

- Did participating in CC make a difference to your appointments with their GP?
- Do you usually see the same GP at the surgery? If not, why not?
- If you went to GPs about how you were feeling who would you see, and why?
- If emotional problems are **not** something they speak to GP about, why is that?

Prompts: Is it a time issue? Do you think GP wouldn't be interested in non-medical concern? What would cause you to seek help from GP about mood?

- What do you think of the idea that people over 75 should have a named GP?
- Would you value seeing the same GP each time, or not?
- What do you think are differences between telephone and face-to-face interviews?
- What are your views on the self-help guide and completing the questionnaire?
- How did you feel about coming to the end of your sessions?

Has CC made a difference?

- Has it affected the way you manage low mood?
- Are you doing anything different now, such as being more active?

Links between how they feel physically and emotionally

- Do you see physical and emotional conditions as separate?
- Do you think there's a link between these two? For example, if you are feeling pain do you think that affects your mood? Do they think your physical condition changes when your mood improves?

Previous experiences of counselling

- Have you had any counselling previously... or BA? How did this differ from what you have received through CASPER?

Thoughts on seeking out a group

- Have you looked at joining any possible groups? If not, what sort of group would you be interested in? Prompt: e.g one for your peer group/creative activities/for a specific condition or specially for carers for example?
- If it became available in future, would you be interested in refresher sessions with the CMs as part of a group?

Medication matters

- Were you on medication for your mood when receiving CC? If so, did you talk to CM about this?
- Do you see the CM as someone you could talk to about medication? Or do you think this is something to talk only to GP about?
- Do you think the CM and GP might speak to each other about your medication?
- If yes, how would you feel about this?

General questions

- What would your thoughts be, if CC were introduced at your GP practice?
- What do you think would be the benefits of this for you? And for others?
- If it did happen, what barriers would you see to it working?
- Is it something you believe might work? If so, how might it work best?

Any other thoughts or questions?

- Any other points or questions?
- Thank you