



Interviews with case managers as part of the CASPERPlus study

Key Interview Questions for case managers

This topic guide summarises the main areas to be explored in each interview about the CM's relationships and liaison with Practice Nurses and GPs, their views about the effectiveness of collaborative care and their experiences of delivering the intervention.

As with any qualitative interviews, these headings are intended as a starting point to ensure the primary issues are covered, whilst allowing flexibility for new issues to emerge. All consenting Case Managers working with CASPER Plus participants will be interviewed. CMs will be interviewed once during the study, after completing the intervention with at least three patient participants.

Introduction and background

Thoughts and views

- What are your views on CC?
- What do you think are the benefits or value of the BA intervention?
- How do you see BA fitting within CC process - do you view BA and CC framework as two separate processes?
- What are your views on the effectiveness of overall CC process?
- What are our thoughts on participants' understanding and acceptability of CC?
- What, apart from time, do you think you give to participants?
- How do you see your role?

- **Views on Medication Management**
- Thoughts on the use of psychological interventions with antidepressants
- Views on medication management (MM)

- **Other views**
- Views on use of manuals/questionnaires/diary
- Views on supervision (from both CM and supervisor perspective)
- How do they manage final sessions/ helping participant to continue?

Experiences

- Broadly, what has been your experience of being involved in the study?
- Apart from GP and themselves, who do they see in the CC process? e.g. participants with LTCs, do you have any communication with specialists, or with the GP about participant's condition?
- Have you had any involvement with carers or family members of participants? If so, what benefits or problems have you experienced when involving carers?
- Do you think there is a role for carers and family members during BA?

- How is what you do (CC) different from other types of GP collaboration?
- How do you manage complex patients?
- Can you tell me about your experiences or views on links between a patient's emotional and physical condition. (prompt) If one gets better, does the other?
- How do you manage final sessions with participant? How do you think participants view with session?
- What do you think are the differences between telephone and face-to-face interviews?
- What are your views about the value of the trial?

Operational Questions

Contact with GP

- How do you see the GPs' awareness of the CC process within their practice?
- Letters sent at four stages - has the GP responded to any letters?
- Which method of communication did GPs prefer, e.g. by telephone/written reports on individual patients?
- How often did GPs like to be contacted?
- Under what circumstances/at what point in the CC process did GPs prefer to be contacted? e.g. urgent cases or risk?
- How easy has it been to contact GP?

Experiences of medication management

- How, if at all, do you engage with GP around MM?
- What have been your experiences so far of MM? Have you had contact with GP around patient's medication?
- Are you from an IAPT background or other? Has your training influenced your approach to MM?
- Any further thoughts on MM? How do you see MM fitting within primary care and IAPT services?

Speculative questions

- If CC were implemented into the GP practice, what would your thoughts be?
- If it happened, what barriers do you see, in terms of collaborative working with the GPs?
- Is it something you could see working? If so, how do you suggest it might be possible?
- Any other thoughts on making the CC model a sustainable process?
- Any thoughts on barriers to the participant? e.g. difficulty reading/deafness.

Any other issues?

- Are there any other issues you would like to raise?
- Thank you