



Bridge it Process Evaluation – In depth Interview Guides

Pharmacists – Topic Guide

Introduction

Explain the study; emphasise no right/wrong answers; ensure informed consent is ongoing; remind participant they can withdraw at any time or choose not to answer any question.

General background (1)

- Age
- Professional backgrounds (*probe: length of service as pharmacist and in current pharmacy*)
- Previous training in similar interventions

Pharmacy information (2)

- Description of pharmacy (*probe: size, type, location, services provided, typical day, working conditions; challenges*)
- Description of typical EC provision in pharmacy and local area (*probe: scope of distribution/activity, challenges; gaps; potential improvements*)
- Pharmacists' perceptions of women requesting EC (*probe: typical clientele, positives, negatives*)

Clarity and consistency of training and Bridge it intervention materials (3)

- How were you trained for the study?
- How did you find the training? (*probe: positives, negatives, gaps, potential improvement*)
- What are your views on the training manual? (*probe: positives, negatives, gaps, potential improvement*)
- Confidence in delivering the Bridge it intervention and adhering to the protocol/training manual (*probe: positives, negatives, gaps, challenges, concerns*)
 - How well do you think the training prepared you for delivering the Bridge-it intervention? Could it have prepared you more?

- Were you confident that you would be able to deliver the intervention as asked, or did you have any concerns?

Intervention delivery (4)

- Experiences of delivering the intervention and challenges faced (probe standard/intervention phase)
 - Could you tell me about your experiences of delivering the intervention in practice?
 - Has it been more/less difficult than you had imagined it would be?
 - What do you think worked well/hasn't worked well?
 - Barriers/facilitators to delivering the intervention (*probe: positives, negatives, gaps, potential improvement*)
 - Could you describe any support you received from study staff?
- Consistency in delivering the Bridge it intervention and adhering to the protocol/training manual (*probe: If not, when, and why not?*)
- Describe how the intervention was introduced and delivered in practice
 - How did you find screening as a process? (*probe: barriers/facilitators*)
 - What was your decision-making process relating to approaching individual women about the intervention? Did you approach all/only some? Why?
 - Did you develop a pattern in how you approached recruitment and the paperwork involved?
 - How did you find using the database?
 - On average, how long did the whole process take?
- From your perspective, how well did the Bridge it intervention fit in with day-to-day pharmacy service provision?
- How well did it fit with current pharmacy guidelines for EC distribution?
- Did it raise any unexpected issues relating to day-to-day pharmacy service provision?

Women's response to the Bridge it intervention (5)

- Perceived facilitators/barriers to women's participation in the Bridge it study (probe standard care/intervention phase)
 - Were women receptive towards the study? Why? Why not?
 - What do you think facilitated participation in the study?
 - What do you think prevented participation?
 - How do you think we could improve participation?
- What, if any, positive effects do you think the Bridge it intervention had?
- What, if any, negative effects do you think the Bridge it intervention had?

Acceptability of the intervention (6)

- What were your reasons for taking part in the intervention?
- What, if anything, did you find particularly positive about being involved in the Bridge it study?
- What, if anything, did you find particularly negative about being involved in the Bridge it study?
- Would you volunteer again for a similar role in the future? [*Probe: why?*]
- How could we improve the pharmacist role?
- Suggested changes to the Bridge it intervention if it were to be more widely implemented?

Other (7)

- Have you been aware of any relevant media coverage around contraception?
- Are you aware of any changing pharmacy guidelines/policy that may impact the study/future EC provision?

Closing

- Provide summary of interview discussion
- Ensure interviewee has opportunity to add comments/ask questions
- Seek feedback on the interview experience

SRH Providers – Topic Guide

Introduction

Explain the study; emphasise no right/wrong answers; ensure informed consent is ongoing; remind participant they can withdraw at any time or choose not to answer any question.

General background (1)

- Tell me a little bit about your professional background (*probe: current role etc*)
- Previous involvement in similar interventions

SRH centre information (2)

- Could you tell me a bit more about the SRH service you work in? (*probe: size, location, clientele, services provided, typical day, working conditions, challenges*)
- Description of typical EC/contraceptive provision in SRH service and local area (*if not covered*) (*probe: scope of distribution/activity, existing challenges; gaps; potential improvements*)
- Perceptions of women requesting EC (*probe: typical clientele, positives, negatives*)

The next set of questions focus on the Bridge-it study

Awareness of the Bridge it intervention (3)

- How did you find out about the Bridge-it study?
- What are your thoughts on the Bridge-it study? [*Probe: positives, negatives, gaps, potential improvement*]

Experiences of Bridge-it intervention and challenges faced (4)

- Could you tell me a bit about your experiences so far relating to the Bridge-it study?
- From your perspective, how well does the Bridge it intervention fit in with day-to-day SRH service provision?
- Has it raised any unexpected issues/challenges?
- What do you think has worked well?
- How do you think this could be improved?
- Was there support from within your workplace?

Women's response to the Bridge it intervention (5)

- From your perspective, did women attend SRH service after attending the pharmacy for EC?
 - Did Bridge it participants attending SRH for follow up bring their Bridge it study card with them?

- Had participants used their POP supply (probe: If not, when not and why not?)
- Do you think women generally were receptive towards the study? Why? Why not?
- Do you think there are any ways we could improve participation?
- Did Bridge it participants start effective contraception at SRH? (*probe: If not, when not and why not?; barriers/challenges to uptake of effective contraception*)
- What, if any, positive effects do you think the Bridge it intervention had? (*probe: on the service, on women*)
- What, if any, negative effects do you think the Bridge it intervention had? (*probe: on the service, on women*)

Acceptability of the intervention (6)

- What, if anything, did you find particularly positive about being involved in the Bridge it study?
- What, if anything, did you find particularly negative about being involved in the Bridge it study?
- How could we improve the SRH service provision role?
- Suggested changes to the Bridge it intervention if it were to be more widely implemented?

Other (7)

- Were you aware of any relevant media coverage related to contraception that might have influenced participation in the study/attitudes to contraception?
- Are you aware of any changing policy/guidelines that might impact your service/future contraceptive provision?

Closing

- Provide summary of interview discussion
- Ensure interviewee has opportunity to add comments/ask questions
- Seek feedback on the interview experience

Bridge it Participants – Topic Guide

Introduction

Explain the study; emphasise no right/wrong answers; ensure informed consent is ongoing; remind participant they can withdraw at any time or choose not to answer any question.

General background (1)

- Age
- Life circumstances (i.e. relationships, family etc)
- Area of residence, who living with (ie. family, partner, friends, homeless)
- Employment/education

Contraceptive use (2)

- The wider context of their lives and experiences of using EC/contraception
 - Previous experience of EC use/unprotected sex (before/after EC use)
 - Previous contraceptive use
 - Previous pregnancies/abortions
- Decision making process – what kind of things have influenced your contraceptive use, what did you consider when making decisions about contraceptive use?
- Influence of others (i.e. family, friends, healthcare providers etc)

Request for EC (3)

- Do you mind telling me a bit about why you requested EC at the time of recruitment to the Bridge it study (*probe: unprotected sex, contraceptive failure, unplanned sex*)
- Decision making process – what factors considered in deciding to use EC?
- Influence of others (i.e. family, friends, healthcare providers etc)
- Decision to attend the pharmacy to request EC – what factors considered in deciding to use EC?
- Why that particular service/pharmacy?

Recruitment to the Bridge it study (4)

- How were you recruited into the study?
- What did you understand about why we were doing the study?
 - *What it was about?*
 - *Why you were invited to take part?*
- Did you understand what would be involved in taking part?

- What information did the pharmacist provide you with about taking part in the study? (*probe: verbal, written, other? Was it clear?*)

Reflections on experience of participating in the intervention in pharmacy (5)

- What information did the pharmacist provide you with about starting contraception after EC? (*probe: verbal, written, other?*)
- What information did the pharmacist provide you with about where to get contraception after EC? (*probe: verbal, written, other?*)
- What information did the pharmacist provide you with about using the supply of the POP? (*probe: verbal, written, other?*)
- What information did the pharmacist provide you with about using the 'study card' that participants show at the local sexual health clinic to get a quick appointment? (*probe: verbal, written, other?*)

Reflections on experience of using EC/POP (6)

- Experience of using the EC that the pharmacist gave you (*probe: positives, negatives, when?*)
- Experience of using the POP that the pharmacist gave you (*probe: positives, negatives, when/for how long? If stopped or didn't take it, why?*)
- Decision making process – what factors considered in deciding to use/not to use POP?
- Influence of others (i.e. family, friends, healthcare providers etc)

Reflections on experience of accessing SRH service (7)

- Did you attend SRH service after attending the pharmacy for EC?
 - Did you take your Bridge it study card with you? (*probe: If not, why not?*)
 - What was your experience of the rapid access appointment? (*probe: positives, negatives, potential improvement?*)
- Decision making process – what factors considered in deciding to attend SRH service?
- Influence of others (i.e. family, friends, healthcare providers etc)
- What information did the SRH provider provide you with about starting effective contraception? [*probe: verbal, written, other?*]
- Did you start your preferred method of contraception at SRH? (*probe: If not, why not?*)

Subsequent contraceptive use (8)

- Are you still using the method of contraception you received at SRH/GP? (*probe: If not, why not?*)

- From your perspective, what are the barriers/challenges to uptake of effective contraception?

Acceptability of the intervention (9)

- What, if anything, did you find particularly positive about being involved in the Bridge it study?
- What, if anything, did you find particularly negative about being involved in the Bridge it study?
- Did the intervention prompt any change and/or any negative or unintended consequences for you? (*probe: Any negative outcomes, difficulties, challenges?*)

Implementing the Bridge it intervention (10)

- From your perspective, how well did the Bridge it intervention fit in with your day-to-day life?
- Did it raise any unexpected issues relating to your day-to-day life?
- How could we improve the Bridge it intervention if it were to be more widely implemented?

Other (11)

- Were you aware of any media coverage around contraceptive use/pharmacies? (a)
- Are there any other issues regarding the Bridge it study that you would like to talk about?

Closing

- Provide summary of interview discussion
- Ensure interviewee has opportunity to add comments/ask questions
- Seek feedback on the interview experience