Pre interview Process:

Information sent in advance with:

- Outline of questions asked including other request for names of key organisations in area.
- Information on study, definition of types of networks, purpose of interview and on Rethink

Interview

Thank you for agreeing to be interviewed. Can I check we have 60 minutes today?

The purpose of the interview is to help us understand how people with mental health problems access services and other support to meet their health needs. In this study we are focusing on people living in the community with enduring mental health issues such as psychosis, bi-polar disorder, schizophrenia, chronic depression –. The study is using the term 'community health networks' in order to describe the 'map' of connections people use to address their needs, both formal and informal, and we need help understanding some of the key health generating resources locally that might appear on these maps.

Do you have any questions before we start?

I am going to start the digital recorder now (with permission).

Part one: Understanding the context of provision locally

1. Firstly, could you describe your occupational role(s)?
2. Can you tell me broadly about how your organisation(s) contribute to supporting people with mental health problems locally?
   - Could you provide an example of how you support a person with mental health problems?
3. What is the main goal of your organisation(s) in a sentence?
4. Can you tell me how the work of your organisation links in with other provision locally for people with mental health problems?
   - Can you tell me a little more about how that works? We're looking for concrete examples
   - [We will note down all organisations and networks named and probe for a brief description of what services they provide.]

5. How has your approach to supporting people with SMI changed over time? [probe – last ten years]

6. Any things on the horizon which will change how you organise services for this group?

7. How has the policy drive for the following affected how people with SMI are receiving support locally from your services? A) mainstreaming health provision, B) addressing social inclusion, C) tackling stigma, D) promoting wellbeing

8. Are there any challenges to meeting your main goal [mention what they said in 3] for people with SMI locally that we have not touched upon in our conversation so far?

   • Any other barriers?

Part two: Understanding community health networks for individuals

9. In your experience, how do personal contacts and relationships of people with mental health problems influence their general health and wellbeing?

   a. Probe: You mentioned a positive influence, are there other positive aspects?

   b. What about negative aspects?

   [or vice versa]

10. In your experience, how does your organisation's (and individuals within your organisation) relationship with people using services influence their general health and wellbeing - both mental and physical health?

   a. Probe: What do you consider to be the positive characteristics of these connections to facilitate health benefits?

   b. Probe: What do you consider to be the possible negative characteristics of these connections leading to health difficulties?

Part three: The role of networks in generating health benefits

11. To what extent do you actively consider and make use of people's social networks in determining their support and treatment needs?

   • Families, friends, other [as prompt with examples of network]

   • And then what do you do with that information?

   • How can services best encourage individuals to gain from being involved in some way in helping others?

12. From your experience, what is it that makes an effective partnership when working between different services or organisations supporting people with mental health problems?
    a. Probe: Can you give an example?
    b. Probe: Any differences when it is physical health or mental health needs that are being addressed?
    c. Additional wellbeing opportunities?

13. From your experience, what are the barriers locally to effective 'linked up working' to support both the mental health and physical health needs of people with enduring mental health problems?

14. We have talked about the current situation – what needs to change to improve provision locally?

15. We looked earlier at the links your organisation has with others. We have also talked about the importance of informal resources in generating and sustaining health benefits for this group. From your viewpoint, who are the other significant organisations locally providing support that is of value to people with mental health problems?

[We will note down organisations and networks named and probe for more]

16. Finally, can I ask if there is anything else you would like to share to cover areas we might have missed in our conversation today?