

Phase 3: Qualitative Follow-up Interview: Service Users

Interview Procedure and Topic Guide

Interview Procedure

Aim

To assess the acceptability of the intervention from the perspectives of a group of key stakeholders

Objectives

- To explore service users' experiences of taking part in the research and the intervention
- To explore views relating to the content and delivery of sessions
- To explore whether the intervention was acceptable to service users
- To explore perceptions of the usefulness, cultural-appropriateness, and accessibility of the intervention (including ability to read and understand information provided)
- To explore perceptions of facilitators/barriers to implementation
- FOR FAMILY SUPPORT MEMBER PARTICIPANTS – To explore experiences working with FSM
- FOR MRC START PARTICIPANTS ONLY - To explore views of the PPI flyer

Format of interview

- A semi-structured interview format will be used.
- Open questions will be asked by the interviewer with prompts as necessary. Inclusion of open-ended questions allows the exploration of aspects of the intervention that participants particularly liked/disliked and areas which they think should have been improved.
- Interviews will be audio recorded, transcribed and anonymised by a member of the research team
- Interviews will be analysed using thematic analysis

Information and consent

- Participants will have already signed a consent form to take part in the study. Participants will also be asked to sign a consent form agreeing to the use of direct quotations from the interview.

Participants

- All service users who participated in the intervention will be asked to take part in the follow-up interviews.

Guidance for interviewers

- Aim to develop a good level of rapport with the participant initially by taking some time to have a general conversation with them and make them feel relaxed before you start. It may be helpful to record (but not transcribe) this too as it can help more anxious participants feel at ease with the recorder.

- Try to adopt an informal conversational style. Questions may be phrased differently or asked in a different order if this helps the interview to flow better.
- Resist the urge to agree or disagree with the respondent's statements. Use neutral statements to encourage, e.g. 'uh-uh', 'ok', and 'right'.
- Try to motivate participant to give a more explicit or extensive response without introducing bias. You could do this by reflecting back what the service has just said in the hope that they'll elaborate. You could also use prompts such as 'Can you give me an example?' or 'How did that feel?' Longer prompts, e.g. 'Is there anything else you disliked about the meetings?' will give a better response than 'Anything else?' Avoid negative probes, e.g. 'Is that all?'
- Redirecting- Where the subject goes off the point, tactful, respectful attempts should be made to redirect, e.g. 'Perhaps we could talk about that later, what I'm really interested in here is...'
- These questions should only be used as a guide. Change language to mirror/paraphrase language used by respondent (e.g. when describing mental health problems).

Topic Guide

Introduction

Thank you for taking the time to be interviewed today. I'm interested in hearing about your views about taking part in the CaFI (Culturally-adapted Family Intervention) research and delivery of the talking therapy. Your feedback will help us to make improvements to the research and the way the therapy is delivered in the future so it is important that you are as honest as possible.

Everything that we talk about today is private. I won't share anything we discuss with other people outside the research team unless I believe that you or anybody else is at risk of harm. Let me know if you need to take a break at any point. Although I am recording the interview, I may also want to jot down a few notes, I hope this is OK.

Have you got any questions about the interview before we make a start?

Experience of taking part in research

First I'm going to ask you about your involvement in the research side of the project, for example being asked to take part in the study, filling in the questionnaires and taking part in interviews for the research.

- **How did you hear about the study?**
 - Who approached you and told you about the study?
 - What made you want to take part?
- **What were your expectations about taking part?**
 - How did you imagine it would be?
 - Did you have any concerns about taking part?
- **What were your views about and experiences of taking part in this study?**

Prompts:

- What were your views about and experiences of...(have copies ready to show):-
 - The way you were contacted and asked if you wanted to take part?
 - The participant information sheet explaining the study?
 - The shorter information sheet summarising the study?
 - The forms asking you to give your consent to take part?
 - The questionnaires you were asked to fill in?
 - The interviews about your experiences?
 - What did you think of the researchers that collected the data?
- **How did you feel about taking part in this study?** Was there anything you liked about taking part? Was there anything you didn't like about taking part?
- **Was there anything that could have been done to improve the way the research was carried out?**

Experience of taking part in intervention

I'm going to move on now to ask you about your experiences taking part in the (Culturally-adapted Family Intervention) therapy and how it was delivered by the therapists.

Content

- **What were your views about and experiences of the therapy generally?**
- **Thinking about the individual sessions, was there anything in particular that you liked? Was there anything you didn't like?**

Prompts:

- What were your views about and experiences of... [go through these examples as reminder if needed but not necessary to report on separate sessions]
 - The initial *assessment* sessions (e.g. where the therapist asked you about your experiences)?
 - The *shared learning* sessions (e.g. where you received information about schizophrenia)?
 - The *communication* sessions (e.g. where you worked with your family on how to talk to each other and to healthcare professionals in positive ways)?
 - The *problem-solving and stress management* sessions (e.g. where you learned how better to deal with stress and problems you were experiencing)?
 - The final sessions (e.g. where you discussed how to stay well and maintain gains from the previous sessions)

Delivery

- **What were your views about and experiences of...**
 - The location of the sessions?

- The time of day the sessions were carried out?
- The length of the sessions?
- The length of time in between sessions?
- The duration of the therapy? The number of 10 sessions?
- **Would you recommend any changes to the way the therapy was delivered?**
 - What do you think could have worked better?
- **What did you think of the therapists?**
 - What did you think of the lead therapist? What did you think of the co-therapist?
 - What did you think about two therapists delivering the therapy (rather than one)?
 - How comfortable did you feel working/ discussing matters with the therapists?
 - How did you find their approach/style?
- **What were your views of the tasks you were asked to complete between sessions?**
 - Were there tasks you found particularly helpful?
 - Were there any tasks you found confusing or did not understand?
 - How did you find completing the tasks in your own time?
 - What did you think about the time it took to complete the tasks?
 - Was there anything that prevented you from completing the tasks?
- **What were your views of the feedback sheets at the end of each session?**
- **What were your views of the information leaflets handed out to you?** (provide copies of information booklet based on *shared learning* sessions)

Prompts:

- Did you find the information useful?
- Did you think any information was missing?
- How did you find the length? What do you think about the layout?
- How did you find the language? Were there any words that you did not understand?

Acceptability (usefulness/ cultural appropriateness)

- **Did the therapy meet your expectations?**
- **Do you think there was anything missing from the therapy?**
 - Would you make any changes?
 - Was there anything that could be improved?
- **Do you think the therapy can meet the needs of African Caribbean people?**
 - Did the sessions actually meet your needs and that of your family?
- **How useful did you find the therapy?**
 - Did you notice any personal benefits?
 - Do you feel more able to cope with any concerns you have?
 - Do you feel more able to manage stress?
 - Do you feel more able to communicate your needs to health professionals/relatives?
 - Do you feel more confident in solving problems in the family?

- Do feel confident about what to do in a crisis?

Explore:

- Familial relationships (environment, communication & interactions)
 - Coping with stress (helpful coping strategies, reductions in stress, toolkit/skills to cope)
 - Quality of life (general wellbeing, daily functioning – work, activities, volunteering)
 - Social functioning (loneliness, social isolation/integration, social network)
 - Self-management (confidence in ability to self-manage and be in control of problems)
 - Knowledge & access (resources, rights, services, ability to engage in care planning/risk management)
- **Have you noticed any changes as a result of taking part in the therapy?**
 - Have there been any changes in your relationships with your family?
 - Have there been any changes in your relationships with staff?
 - Have there been any changes to your mood or the way you have been feeling?
 - Have these been positive/negative?
 - Are there any other changes you've noticed?

- **Would you recommend the therapy to someone you know?**

Additional question for Family Support Member participants:

- **What was your experience of working with the Family Support Member?**
 - How did you initially feel about taking part with the FSM?
 - Could you tell me about any concerns you had about working with the FSM?
 - Was your FSM someone you knew before or were you introduced to them as part of the research?
 - How did you find the process of being matched to a FSM?
 - How comfortable did you feel working with the FSM?
 - How would you describe your relationship with the FSM?
 - Did you experience any problems working with the FSM?
 - Was there anything that particularly worked well? Was there anything that did not work well?
 - Have you met with/heard from the FSM since the sessions ended?

Additional question for MRC START participants:

- **How did you find the flyer (show MRC START flyer)?**

Prompts:

- Do you remember reading the leaflet/ flyer, or being told about it?
- Can you please tell me what your general impression of the leaflet was?
- Did it influence your decision to take part in the study at all? If so, in what way did it influence your decision? [if not already covered]
- What did you think of the fact that African Caribbean patients, carers and community members from had been involved in designing and planning the study? [if not already covered]

- What did you think of the style and content of the leaflet? [if not already covered]

Close

Finally, do you have anything else that you would like to add?

Can you tell me how you have found this interview with me today?

Thank you for taking the time to talk with me today.

As we discussed before, I will go write up this interview and then destroy the recording. I will remove all personal information (such as names and places) from the transcripts so they will be completely anonymised. I will then analyse the information to see how acceptable this therapy is to people who have taken part in the research.

Would you like me to send you a summary of the findings at the end of the study? Is it okay to contact you about this study in the future?

If you have any questions about the study, feel free to contact me [make sure they have the contact details].