

<p>Introduction</p> <ul style="list-style-type: none"> ❖ <i>Researcher explains research, asks if any queries on PIS, and confirms / takes consent.</i> ❖ <i>Ask informant to mark current feelings on Likert distress scale</i>
<p>Background</p> <p>What has it been like for you since you presented at hospital at the time you were recruited to this study?</p> <ul style="list-style-type: none"> ○ <i>Prompt informant on their self-harm history and whether this has changed over the study period</i> ○ <i>Prompt informant on their experience of care since attending A&E department (positive, negative?)</i>
<p>Experience of recruitment</p> <ul style="list-style-type: none"> - How did you feel about being approached to take part in the study <p>Prompts:</p> <ul style="list-style-type: none"> ○ <i>What made you agree?</i> ○ <i>Was there anything that could have been done better?</i>
<p>Experience of telephone contact(s)</p> <ul style="list-style-type: none"> - How did you feel about receiving the telephone contacts? <p>Prompts:</p> <ul style="list-style-type: none"> ○ <i>Timing of contact.</i> ○ <i>Were there any problems with getting the phone calls. Can you give me any specific examples?</i> ○ <i>Could it have been done better? How?</i> ○ <i>What were the positive aspects? Can you give me any specific examples?</i> <ul style="list-style-type: none"> - What did you think about who contacted you? <p>Prompts:</p> <ul style="list-style-type: none"> ○ <i>What were the positive aspects?</i> ○ <i>Did you have any problems with the person who phoned you- what were they?</i> <ul style="list-style-type: none"> - What about what they said ? <p>Prompts:</p> <ul style="list-style-type: none"> ○ <i>In what way was it helpful/unhelpful. Can you give me any specific examples?</i> ○ <i>Could it have been done better? How?</i> ○ <i>Is there anything else you would have liked to have discussed?</i>
<p>Usefulness of the information and advice leaflet</p> <ul style="list-style-type: none"> - How did you feel about receiving the leaflet? <p>Prompts:</p> <ul style="list-style-type: none"> ○ <i>What were the positive aspects? Did you use it? Can you give me any specific examples?</i> ○ <i>Did it add to your knowledge about available support services?</i> ○ <i>Were there any problems with the leaflet? E.g. Information not comprehensive enough; not relevant; difficulty in contacting organisations listed</i> ○ <i>Could it have been done better? How? E.g. appearance (size, colour, layout), content (additional services)</i> ○ <i>Did you keep the leaflet? Why not? Explore possible issues of availability(e.g. did they want to obtain another one)</i>
<p>Experience of letters</p> <ul style="list-style-type: none"> - How did you feel about receiving the letters? <p>Prompts:</p> <ul style="list-style-type: none"> ○ <i>Were they helpful – in what way? E.g. contact / route into help</i> ○ <i>Can you give me any examples of specific occasions where you were pleased / displeased when a letter arrived in the post?</i>

<ul style="list-style-type: none"> ○ <i>What did you do with the letters?</i> - What would have made the letters more useful to you? <p><i>Prompt:</i></p> <ul style="list-style-type: none"> ○ <i>How might we improve the letters?</i>
<p>Format</p> <ul style="list-style-type: none"> - What did you think about the content of the letters? <ul style="list-style-type: none"> ○ <i>Prompts: wording ok; reminder of contact details for main source of support helpful / accurate?</i>
<p>Frequency and duration</p> <ul style="list-style-type: none"> - What did you think about how often the letters came/ how long they came for? <p><i>Prompts:</i></p> <ul style="list-style-type: none"> ○ <i>Are the letters delivered at about the right frequency – too often / not often enough?</i> ○ <i>Did you receive the letters for long enough?</i> ○ <i>Would it have been helpful to have the option to continue to receive them?</i>
<p>Letters and the reduction of self harm</p> <ul style="list-style-type: none"> - Did receiving these telephone calls and letters alter your behaviour at all? <ul style="list-style-type: none"> ○ <i>Probe: influence your decision to make contact with support services?</i> ○ <i>Probe: What might they have done otherwise?</i> - If you were feeling very distressed, could receiving one of these letters encourage you to get in touch with sources of support? <ul style="list-style-type: none"> ○ Why / why not? ○ What about for others? ○ Do you think they might be useful to you or someone else if they were considering harming themselves?
<p>Problems and barriers</p> <ul style="list-style-type: none"> - Was there anything upsetting about receiving these letters? <ul style="list-style-type: none"> ○ <i>Probe: did they make you feel worse?</i> ○ <i>Probe: did they go astray/go to the wrong person</i> - Would it be more useful to some groups than others? Why is that? <ul style="list-style-type: none"> ○ Can you think of any improvements to the intervention?
<p>Other specific issues</p> <ul style="list-style-type: none"> - Which aspect of this service (telephone calls and letters) was most useful to you?
<p>Closure</p> <ul style="list-style-type: none"> - Is there anything else you would like to add? ❖ <i>Ask informant to mark current feelings on Likert distress scale</i> ❖ <i>Thank informant.</i>