

Supplementary Information: Extended version of Box 2. Patient/carer interview guide

The following outline questions will be utilised in an order that best suits the particular patient and situation. The interview will be patient centred, and the patient may find other, more important, areas to discuss.

1. Could you start by telling me about your call to the out-of-hours service?

Aiming to cover:

- the background to the call:
 - the illness/condition
 - main issues more generally
 - knowledge about out-of-hours services
 - any previous contacts with out-of-hours services
 - any advice on what to do out-of-hours
- the decision to make the call:
 - who called?
 - why then?
 - why did they call that out-of-hours service?
 - did they have any hesitations/fears about calling?
 - what did you feel you needed at that point?
 - what did you hope to get/would happen?
 - what were you thinking and feeling at that point?
- what happened during the call?
 - did you know what would happen when you called the service?
 - did things happen as you expected them to?
 - did you have any difficulty getting through to the service?
 - did you have any problems in talking to the receptionist and giving her the information?
 - how long did you have to wait before the doctor or nurse phoned you back?
 - what happened when the doctor or nurse first phoned you back to get more details from you?
 - how did you feel after that conversation?
- what happened after the call?
 - how long did you have to wait for the doctor or nurse to come to your house?
 - how did you feel while you were waiting?
 - what did the doctor or nurse do when he/she came to your house?
 - how did you feel about this?
 - what happened in the end?

2. Comments and suggestions

Can you make any suggestions about how the out-of-hours services might be improved?

- Ease of access
- Continuity of care
- Co-ordination of care
- Quality of service
- Meeting need
- Respect and dignity

3. Are there any other matters you wanted to raise/questions you thought I might ask?