Interview topic guide for English staff and stakeholders

Provide information leaflet and consent form as required. Talk through and answer questions.

Preamble: We are interested in the impact - if any – of the new NHS111 online services on your work/ what you do here in [setting], but perhaps you could begin by telling me a little bit about your role here – what is your work role? What services are provided here?

What is your understanding/knowledge of NHS 111 online? [Probes: what is it for, how does it work, if necessary compare to telephone version, what do you think about the service, any experience of use?]

Are you aware of receiving /seeing people here at [site] who have used NHS 111 online before they arrive here? [Probes: what kinds of cases - same/different to 'usual' attenders]

if yes - What impact has this had on your work/ what you do here in [setting] – if any,

Probes: impacts on workforce, skills required, time and other resources? Has this changed over time? How (Increase/decrease)? Are the impacts felt differently on different days/times?

What do you think are the longer term implications of NHS 111 online / where do you see services heading? [Probes: what are the broader benefits/challenges of the system?]

Is there anything else about NHS 111 you want to mention?

Thank interviewee.

NHS 111 online Case Study Interview Topic Guide V1.0 30.01.2020

Study title: NHS 111 online Study.

IRAS project number: 272729

Chief Investigator: Catherine Pope

REC Reference Number: 20/LO/0294

Interview topic guide for Australian interviews with staff and stakeholders associated with Healthdirect

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Faculty of Medicine, Health and Human Sciences
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Information leaflet and consent form pre-sent - check received/completed and talk through and answer questions.

Preamble: These interviews are part of a larger project in the UK about the new NHS111 online services. We want to understand a little more about Healthdirect and the work you do in relation to Healthdirect, to compare with what we are learning about NHS111.

- What is your current role and organisation?
- Can you start by telling me what made you interested in taking part in this study?
- (For External): What interaction do you/your organisation have with Healthdirect?
- What do you know about Healthdirect? What do they do? What services does Healthdirect offer?
    - [PROBES mention triage components—helpline, Symptom Checker, After Hours GP—what is the goal with a service like that?]
- Can you tell me about the online services offered by Healthdirect? [PROBES what is it for, how does it work, if necessary compare to telephone version/other online systems, what do you think about the service, any experience of use?]
- How do the different Healthdirect triage components connect to one another?
- What does a typical user of Healthdirect look like? What sort of conditions do people commonly use the triage services for?
- In your experience, what happens after people use Healthdirect? *We are trying to get a sense of the care pathways people follow*.
- Do you think what people do with that advice differs depending on whether they'd gotten it from the phoneline (GP or nurse) or online/app (i.e., Symptom Checker)? Why/why not?
- How does service utilisation vary throughout the day and throughout the week in the online and telephone triage services?

- We are interested in the impact of Healthdirect on health services and healthcare work – what impacts are you aware of? [PROBES Where, what kinds of work/ what healthcare staff do; impacts on workforce, skills required, time and other resources; good and bad examples?]
- How does Healthdirect interface with other parts of the healthcare system?
- What are the broader benefits/challenges of the Healthdirect system?
- Had you heard about NHS111 before we contacted you [– if yes –probe perceptions and if any difference you want to mention?]
- Have you got anything further to add about this topic that you don't think we've covered here today?

Wrap up and thanks