

*Figure 1: Summary of interview schedule for patients undergoing procedures*

1. Introduction

“We are investigating ways to best prepare patients and clinicians for the procedure that you recently had. Although clinicians often have a clear picture of what is important from their perspective, patients sometimes see things differently. It would be helpful if we could improve our understanding of what it is like to be a patient undergoing this procedure.” “Not more than 20 minutes and we can stop at any time before that.” “If you have any questions at anytime during the interview, please just ask.”

2. Before the procedure

“What do you think the procedure was for?” “What were you expecting would happen during the procedure?” “Is there anything you would like to have known about the procedure before you had it?” “Were the risks associated with the procedure explained to you? If yes, do you remember what they were?”

3. During the procedure

“Was there anything surprising or unexpected that happened while you had the procedure? Anything else? Did the time seem to pass quickly, slowly...?” Additional prompts – “Equipment..., people...?”

“How did you feel during the procedure? Did your feelings change during the procedure?”

Additional prompts – “Hot, cold, cramps, scared, pain, concentration...”

“Was there anything that the clinician did during the procedure that was especially helpful for you?”

“Many patients have concerns when they undergo procedures? What were your concerns? Anything else?”

“What do you think is the most important thing that a clinician should consider when doing this procedure?”

4. After the procedure

“What happened after the procedure?” “Is that what you were expecting?” “Was it obvious it was over?” “How did you feel then?” “Were you expecting immediate results?” “When did you get them?” “How did that go?”

5. Personal and other relevant information

“How old are you? Where do you live? Who do you live with? Do you work? What as? Do you like it? Have you had any serious illness in the past? Any operations? How would you describe your personality?”

6. Summarise and offer thanks. Check any information that is unclear.