

## *Supplementary File 2*

### *UK-Site 1*

*Service users and carers* – Invitations to participate were sent via email, from a generic trust email address, on the 20<sup>th</sup> Oct 2021 to all service users and carers who had not withheld their consent for contact and on 22<sup>th</sup> Oct 2021 to all mental health clinicians. Emails were sent to 9884 service users, 151 carers and 4963 staff members, only a proportion of which were mental health clinicians. The invitations contained links to the surveys, instructions of who should use which link, and details of the lead researcher (RS) for any queries or further information. Surveys were created on Microsoft Forms with no personally identifiable information requirements. The surveys were closed in January 2022.

### *UK- Site 2*

All service users and carers who had not withheld their consent for contact were approached via the participating trust's service user/ service user and carer texting distribution mail list. Service user verified mobile contact numbers were used to send the relevant survey information via text messages. Service users without mobile number contact details were approached via email. The survey was distributed to 16,122 service users and 1,523 carers on 1<sup>st</sup> Dec 2022. A total of 2,850 eligible clinicians were identified through the Human Resource (HR) department and invited to participate via email. Invitations included the study information sheet, consent form and survey link / QR code. The study was also promoted through clinical services and the Trust intranet. Clinician surveys were distributed between October 2021 and January 2022.

### *Italy*

The clinician survey was e-mailed once to 230 mental health clinicians employed across the two departments on 10<sup>th</sup> December 2021. Given the lack of service user mailing systems in Italy, service user and carer surveys were printed and paper copies made available across the two sites for all those who had contact with the service during the study period (10<sup>th</sup> December 2021 to 28<sup>th</sup> January 2022). All surveys returned were entered onto the online version by members of the Italian research group [Insert Italian team]. Service users who only had remote contact with services during the study period were asked for permission to receive an e-mailed link to the online version. 230 carers were invited to participate. An estimated 1200 service users were invited to participate.

After the final items for the survey were established, one member of the Italian research team (ST) provided translations which were circulated to a small group of service users, clinicians and carers. Minor amendments were made to confirm readability. A bilingual member of the Italian group who had not taken part in the original English drafting of the surveys, provided back translations, which were approved by the English research group. This rigorous methodology was employed to avoid discrepancies in the final survey across the two languages.

#### *Survey cohorts and dates of collection*

In UK Site 1, 9884 service-users, 151 carers and 4963 staff members were emailed the links to the surveys on 20<sup>th</sup> Oct 2021 (service users and carers) and 22<sup>nd</sup> Oct 2021 (clinicians). These surveys remained accessible until January 2022. In UK Site 2, the survey was distributed to 16,122 service-users and 1,523 carers on 1<sup>st</sup> Dec 2022, and to 2,850 clinicians between October 2021 and January 2022. In Italy, 230 clinicians, and approximately 300 carers and 900 service-users were invited to complete the surveys across the two sites. The surveys were released on 10<sup>th</sup> Dec 2021 and remained open until 28<sup>th</sup> January 2022.