

PARENT INTERVIEW SCHEDULE

Preamble

- Check that the interviewee has received the information sheet, has initialled the box stating they are happy to be contacted for an interview on consent form, understands the OPTIMA trial project and his/her role in it.

- Explain that:
 - The aim of the OPTIMA study is to investigate whether a digital parent education programme, STEPS, can help parents to become more confident and effective in managing their children's difficult behaviour.
 - The research team is talking to some of the parents who are taking part in the study to see how they feel about participating in the trial and using the STEPS app.
 - We are interested in individual experiences and thoughts about STEPS, so please give honest responses, as both positive and negative feedback will help us improve the intervention.
 - We will ask questions relating to your expectations of STEPS, its impact on your parenting and on your child.
 - We will combine all our interview responses so that we can provide an overall picture of parents' views about STEPS. Any comments in the study report are attributed very generally, for example, "A parent commented that..." All comments/opinions will be strictly confidential.

Ask: Do you have any initial questions about the project?

Ethics

- The interview will take about 30-45 minutes
- You do not have to answer any questions that you are not comfortable with and there are no 'right' or 'wrong' answers.
- You can turn your camera off, if you prefer.
- You can stop at any time, no explanation needed
- If you need a comfort break, please just say, that's absolutely fine
- If any question doesn't make sense, ask for an explanation.
- You will receive a £20 shopping voucher as a thank you for taking part. A voucher will be emailed to you within the next 5-7 days.

With your permission we are going to audio/video (if you keep your camera on) record the interview so that we can focus on what you are saying. The interviews will be transcribed by a member of our research team. We remove any reference to any places, clinicians/therapists/family members that may give away your (or others) identity during transcription.

The original transcription will be stored in a restricted-access folder on the King's College London (KCL) cloud server, and no one other than immediate members of the research team can access this.

Anonymised quotes from transcripts will be used in written reports, published journal articles and presentations including online. Again, any reference to places/family members/clinicians and so on will be removed.

Ask: Do you have any questions about how we use your comments? Please feel free to ask anything however minor it may seem at this stage or at any time later.

Ask: Is it okay to record the interview?

- If participant not satisfied: answer any questions they have. If they do not want to participate, thank them for their time and finish the interview at this point.

Explain procedure

I will begin the interview with my name, the date, time and the identifying code we have assigned to you and your child - this is just to keep the recordings organised. All your identifying details will be removed when the data is transcribed. The first part will be a little about yourself and your family, followed by general questions about the project such as how you were recruited and your expectations, then moving on to the STEPS programme more specifically and then ending with any recommendations and your overall experience of being involved in OPTIMA.

Ask: Do you have any questions before we start?

Ask: Is it okay for me to start recording now?

State researcher's name, date, time, and identifying code (for data management)

Warm up

Please tell me a bit about your family. Where do you live? How many children do you have?

Can you tell me why you went for an assessment for your child (name). Did you go via school? Did you self-refer? GP?

Thinking about the last three months you have taken part in the trial, have you noticed any changes in your child's behaviour? Types of behaviour? Severity of behaviour? Frequency and so on.

I am now going to ask you some questions about being part of the OPTIMA trial and using the STEPS app.

- 1) Tell me a bit more about your technical experience of using the app
 - How did you feel about the downloading/logging on process?
 - Was it technically easy to use/easy to understand?
 - How did you feel about the way the material was presented? Was it easy to navigate each STEP
 - Did you receive reminders to use the app? If so, how did you feel about these (eg length, regularity)

- 2) Tell me a bit more about what you thought about the content of STEPS
 - What did you think about what was included? (thinking about the videos/text)
 - How did you decide which buddy to choose? Did you change buddies at all while using the app? What did you think about the buddies? (If they did not like the buddies, probe asking what would have made them like them better/what type of buddy would they like to see).
 - If you used the STEPS that included examples with children, what did you think about these examples? (Probe would they have like to see more of the children? If they did not like these examples, why?)
 - Was there any content that you felt worked particularly well? Anything that could have done better?

- 3) Using the app
 - At the time of using the app, what did your life look like? Would you say it was as normal, busier, quieter?
 - Did you go through all the STEPS? If not, which/how many STEPS did you do?
 - If you did not complete all STEPS was there a reason for this? What, if anything, would have made you complete all 8 STEPS?
 - How did you find fitting the recommendations/strategies into everyday life?
 - Were there any times of day in particular that you used the app?
 - Were there any particular places that you used the app? Prompt: At home, car, on school run etc
 - Did you use the STEP in the order it was set out or did you move around within each STEP (eg download resources before watching the film clip).
 - Did you complete a STEP all in one go or did you dip in and out?
 - Did you show the app or talk about it to anyone in your family such as partner or grandparents? Did anyone else interact with the app? If so, how often?

- 4) Implementing the app
 - Did STEPS influence the way you approached your child's behaviour? If yes, in what way. If no, why do you think this was?
 - Did you use any of the strategies in the app? If so which ones? If you did not make any changes to parenting or your thinking, why?

- 5) Expectations and reality of using the app
 - Thinking about your **expectations** of STEPS prior to usage. How effective did you **expect** it to be? Prompt for expected effects
 - Did you expect benefits in any other aspects of life?
 - Thinking about the **reality** of using the STEPS once you had started using it. How effective did you find it to be? Prompt for impact on child's behaviour.
 - Did you find benefits in any other aspects of life?
 - Which aspects of the STEPS programme were particularly helpful/unhelpful?

Follow up question depending on answer: You have mentioned that the programme impacted on X (Follow-up from previous questions). How do you think STEPS influenced that? Was there anything that influenced the impact that STEPS had? If no impacts prompt why?

- 6) Would you change anything about the STEPS intervention?
 - What additional information, if any, should be included?
 - Was anything included that was unnecessary?
- 7) How did you feel about receiving STEPS as a digital intervention?
 - Would you have preferred another format? If so what?

8) Had you received any parent training prior to (or during) being offered STEPS? If no move on to next question. If yes, ask

- What type of parenting training did you receive? When did you receive it?
- Did the other PT change the way you viewed STEPS? Probe: Was it helpful? Different?

Thank you for answering these questions. We only have a few questions left now and these will focus on the future of STEPS:

Future Direction

- 8) If the STEPS programme is found to be effective, are there any changes you can think of that we should make before it is routinely offered to parents seeking help for their child's behavioural difficulties?
- 9) At what point in seeking support from a service do you think it would be most helpful for parents to be given access to STEPS?
 - How should this access be given (e.g. through the school, GP, CAMHS)
 - Would you recommend the STEPS programme to other parents whose children need support?
 - Can you give me a few words that you would use to describe the STEPS app to someone else?

For the final questions I wanted to ask about your experiences of the recruitment process into the OPTIMA trial. The OPTIMA trial is a study where we are testing whether providing support to parents on a service waitlist via a mobile phone app is an effective way of helping them to deal with some parenting challenges.

- 10) How did you feel about the way you were approached to take part? If you remember how long you had been on the waiting list when we contacted you, would you have preferred to be contacted earlier or later on?
- 11) What made you decide to take part in the study? What were your initial thoughts about the OPTIMA study?

- 12) How did you feel when you were told you would be testing the STEPS app?
- What did you hope to get out of testing the app from both you and your child's point of view?
- 13) Finally, what did you think of the online questionnaires such as how long they took, the ease of understanding the questions and getting a voucher as an incentive.

End of questions

That reaches the end of the interview and questions I wanted to ask you.

Thank you so much for giving me your time.

- Do you have anything else you wish to speak about that hasn't been mentioned?
 - Let interviewee talk if they have anything else to add
 - If nothing else – then close interview

If you are okay to end the interview there, I will stop recording now.

Stop recording

Mood Repair

Ask the participant if they have anything nice planned for the rest of the day. If they have any family plans for the weekend (or similar ensuring the participants mood is lifted before you close the interview).

Debriefing

- Ask how they are feeling – whether anything in the interview has troubled them or distressed them or if anything requires clarification
- They can email me if they have any follow up questions
- Thank them again, and ask if they are feeling okay to end interview here.
- Remind about the voucher.

CLINICIAN INTERVIEW SCHEDULE

Preamble

Check that the interviewee has received the information sheet, understands the OPTIMA project and his/her role in it

Explain that:

The aim of the OPTIMA trial was to investigate whether a parenting programme (STEPS) delivered online to parents seeking help from CAMHS for their child's behavioural difficulties was effective in reducing rates of oppositional defiant disorder.

The research team is speaking to parents and clinicians who were involved in the trial.

We are interested in individual experiences and thoughts about the OPTIMA trial so please give honest responses, as both positive and negative feedback will help us improve the intervention. Explain that they will be asked questions relating to their involvement in the OPTIMA, experiences with recruitment, and factors relating to their institution e.g. NHS. However, we combine all the data we collect to provide an overall picture of OPTIMA and its implementation and any comments in the report are attributed very generally, for example, "A clinician commented that..." All comments/opinions will be strictly confidential.

Ask: Do you have any initial questions about the project?

Ethics

Remind interviewee:

- The interview will take about 20 minutes
- You do not have to answer any questions that you are not comfortable with and there are no 'right' or 'wrong' answers
- You can turn your camera off if you wish
- You can stop at any time, no explanation needed
- If you need a comfort break, please just say, that's absolutely fine
- If any question doesn't make sense, ask for an explanation

With your permission we are going to record the interview so that we can focus on what you are saying. This will be transcribed by a member of the research team.

We remove any reference to any places, therapists/family members that may give away yours (or others) identity during transcription.

The original transcription will be stored in a restricted-access folder on the King's College London (KCL) cloud server and no one other than immediate members of the research team can access this.

Ask: Do you have any questions about how we use your comments?

Ask: Is it okay to record the interview?

- If participant not satisfied: answer any questions they have. If they do not want to participate, thank them for their time and finish the interview at this point.

Explain procedure

I will begin the interview with my name, the date, and time - this is just to keep the recordings organised. All your details will be anonymised when the data is transcribed. The first part will be a little about yourself, followed by general questions about the OPTIMA trial, moving on to your views on recruitment, and ending with institutional issues and future direction.

Ask: Do you have any questions before we start?

Ask: Is it okay for me to start recording now?

Start Interview

State researcher's name, date, and time (for data management)

I want to start by asking some questions about you:

Background Questions

Please briefly describe your professional background

Prompt (if not covered)

- What is your job title?
- How long have you worked as a clinician with children/young people?

What treatment recommendations would you normally make for young people with ...

Prompt (if not covered)

- Referral to a specialist therapist?
- Behavioural treatments and/or medication (referred for? Or given by themselves?)

Now I am going to ask you questions about being part of the OPTIMA trial (if Clinician has not heard about the OPTIMA trial, move on to the next question).

Questions about OPTIMA trial

How did you find out about the STEPS intervention?

What were your expectations of the OPTIMA trial?

- Did it sound like something that would be effective?
- Did you expect people to take part?

Thank you for these answers, that's been really helpful. I'd now like to move on and ask about your thoughts on the STEPS intervention (give a brief summary of the STEPS intervention here).

Questions about the STEPS intervention

What do you think about offering parents on the waiting list for assessment child behavioural difficulties the opportunity to take part in the OPTIMA trial and receive STEPS?

Why do you think parents may have agreed to take part?

Why do you think parents may have declined to take part?

Why do you think parents may not have persisted with the STEPS intervention?

How might STEPS impact on child behaviour?

What factors might influence the effectiveness of the STEPS intervention? Prompt parent factors.

Prompt child factors

What might be the barriers to engaging with an online intervention such as STEPS (if not covered) .

How can we better engage parents and families in future work?

Have you received any feedback from parents about the STEPS intervention? If so, what was it?

How do you think online parenting programmes compare to face to face programmes?

Thank you for answering those questions. We only have a few questions left now and these will focus on institutional factors:

Institutional factors

How do you think the NHS could incorporate the STEPS programme into everyday practice?

Prompt

- Feasibility
- Benefits
- Obstacles

Do you think the NHS would be able to/willing to fund such a project?

Prompt

- Costs versus benefits
- Good use of money?

Future Direction

Overall, would you recommend the STEPS intervention to parents?

Prompt

- Why?
- At what point of referral/child age?

End of questions

That reaches the end of the interview and questions I wanted to ask you.

Thank you very much for your time.

- Do you have anything else you wish to speak about that hasn't been mentioned?
 - Let interviewee talk if they have anything else to add
 - If nothing else – then close interview

If you are okay to end the interview there, I will turn the recording off.

Turn recording off

Debriefing

- They can email me if they have any follow up questions/comments
- Thank them again, and ask if they are feeling okay to end interview here.