

## *Appendix 2*

### Interview Topic Guide

Introduction myself as the interviewer.

A reminder to patients and/or caregivers present that there is no obligation to answer any questions during the interview. If they would like to move on from a particular topic they need just say. If they would like to discontinue the conversation entirely, they can simply end the call from their device. There will be no consequences from this, and their clinical care will be in no way affected. However in this instance we will ask the parent Palliative Care team who know them to make contact to check everything is ok.

The Research Team will send a letter to the GP to say the patient has taken part in a research study and the study title, but the nature of their involvement and the answers to the questions are not shared with anyone outside of the Research Team.

A reminder to try and avoid personal identifiable information within their answers, however anything that does accidentally come out will be redacted in the transcription.

A final reminder that the interview is recorded for transcription, and to consult the PIS for the data handling policy.

Opening Question:

- Would you say that you use telephone and video technologies regularly in your day to day life?

Discussion of Consultation Types (Aligned with data gathered from professionals):

- Can you describe the benefits and challenges for you of attending face to face Palliative Care clinic consultations?
- In what situations would you prefer to have the face to face consultations?
- In what situations would you prefer to NOT have the face to face consultations?
  
- Can you describe the benefits and challenges for you of having Palliative Care clinic consultations over the telephone?
- In what situations would you prefer to have the telephone consultations?
- In what situations would you prefer to NOT have the telephone consultations?

- Can you describe the benefits and challenges for you of having Palliative Care clinic consultations via video call?
- In what situations would you prefer to have the video call consultations?
- In what situations would you prefer to NOT have the video call consultations?

Research Questions:

- 'Virtual' appointments are those conducted over telephone or video, when the healthcare professional is in one place, and the patient and their carers are in another. Would you like to see virtual consultations integrated more?
- Following the Covid-19 pandemic, many health services are blending together the use of virtual and face to face appointments, particularly in outpatient clinics. What do you think the benefits and challenges are of blending together the two approaches?
- Who do you think should make the decision about the type of consultation that happens?
- Are there any ways you think the process of booking or attending appointments should change?

Closing Question:

- Do you have any other comments you wish to make on this subject?