

Appendix 2 – Interview Protocol

- Can you please tell me a bit about your role in the UCC?
- Can you please tell me a bit about the patients who come to the UCC? Why do they come here?
- How do you feel/relate about these motives?
- In your perception, to what extent are patients satisfied with the service they get here?
- Can you please describe a usual day in the UCC? What's happening?
- Can you please tell me a bit about your communication with the patients who come here?
- Can you give me some examples of things that helped the model to achieve its goals, and some examples of things hindered the model from achieving its goals?
- Can you please tell me a bit about how working here is related to your professional development as a clinician?
- Can you please tell me a bit about how is it for you to work in the team?
- Can you please tell me a bit about how is it for you to work with the UCC team?
- Can you please tell me a bit about how you think that the community GPs feel about the UCC?
- Do you think the model should be embedded in other hospitals? Is there something that you would change or do differently in the future?