

## Appendix 1 (as supplied by the authors): Semi-structured Interview Guide

1. What is your occupation?
2. How many years have you worked in your current position?
3. May I ask how old you are?
4. How do you know when the team is providing patient-centred care?
  - a. Probe: How do you know when this is happening?
5. Can you talk about access to services? ... Do you have open or advanced access?
  - Probe: How long does it generally take patients to get appointments?
    - i. What about access to different type of providers within the FHT – like a social worker or dietician
    - ii. How does this happen? – informal, formal referral
6. Can you talk about the continuity of care for your patients?
  - a. Probe: How is the care organized across the various providers?
7. Can you talk about whether the care provided at the FHT has any impact on the need for other services?
8. Does the team play any role in assisting patients with transitions of care? For example, patients discharged from hospital back home.