

Appendix 2. Focus group discussion guides used in workshops 3 and 4.

Workshop 3, patient focus group: Experiences of a bad care visit (45 min)

Warm-up question:

How did you prepare for your most recent meeting with health care providers?

Round 1

- Can you tell me about a meeting with health care providers that you experienced as bad? Not because of your health, but because of the way the meeting was handled. A health care provider can be a doctor, nurse, physiotherapist or counselor, for example.

Probing questions to use if necessary:

- What made you think that this was bad?
- Why did you experience that as bad?
- Was there anything more you experienced as bad with that meeting?

Round 2:

- Imagine the same meeting, how could it be done differently to become a better meeting?

Probing questions to use if necessary:

- Would your meeting have been a better meeting then? Or would anything more have been needed?
- Just so I understand, why do you think it would have made your meeting better?
- Would that have been enough?

Invitation questions to the group. Moderator-led discussion: everyone's reflections based on the described meetings:

- What do you think [Name]?
- What about you [Name], would it have been enough for you if [Name]'s meeting would have been a better meeting? Do you have any other suggestions?
- Does anyone else have any suggestion how [Name]'s meeting could be better?

If there is time / need

Round 3:

- Is there any situation that we have mentioned where digital health technology could have improved the meeting?

Round 4:

- How do you know how you feel? Do you use any tools for monitoring your condition?

Workshop 3, health care professional focus group: Experiences of a good care visit (45 min)

Round 1:

- Can you tell me about a meeting with a patient that you experienced as good? Not primarily because of the patient's health but in the way you handled the meeting.

Probing questions to use if necessary:

- What was it that made the meeting good?
- What did you do that worked?
- Why did you feel good about it?

Round 2:

- How could you transfer what you did during that patient care visit to also improve other meetings with patients?

Invitation questions to the group. Moderator-led discussion: everyone's reflections based on the described meetings:

- What do you think [name]?
- What do you think when you hear about [name]'s meeting? Do you see any similarities to your professional role?
- Do you think that what you did could have been supported by a digital system?

Round 3:

- It is not always the case that the patient remembers correctly or wants to tell you how they really follow their treatment.
- What do you do to know if what the patient says does not reflect reality? Can you tell us about a situation when you found out how the patient was really doing?

Probing questions to use if necessary:

- What did you do?
- Why do you think it got the patient to tell you the truth?
- Do you think it would work for others?
- How did you realize that you had to rephrase your question?
- Why did you think it would work?

Invitation questions to the group. Moderator-led discussion: everyone's reflections based on the described meetings:

- Is this something anyone else has tested as well?
- Is there anything that a digital support tool could support you with if you think about what you usually do to get the patient to tell you what their situation is really like?

Workshop 4, patient focus group: Acceptance and perceived usability of the prototype (45 min)

Warm up question:

- Is there anything you would like to look at again?

Round 1 – General impressions:

- What are your spontaneous reactions when seeing this app? How/why?
- Is it easy or difficult to understand? How/why?
- Is there anything that is missing or excessive? How/why?

Round 2 – Acceptance:

- What advantages/disadvantages are there for patients? How/why?
- What barriers of use can you think of? How/why?
- Do you think that this type of app would help you to know that you have got the support you can from the health care system? How/why?

Round 3- Usability:

- Does an app like this seem easy to use?
- How could it be improved?
- Why would the suggested improvement make it easier to use?

Round 4 – Conclusion:

- Who [addressing the participants] would use this app if it were fully functional and available for use today? How/why?

Workshop 4, health care professional focus group: Acceptance and perceived usability of the prototype (45 min)

Warm up question:

- Is there anything you would like to look at again?

Round 1 – General impressions:

- What are your spontaneous reactions when seeing this app? How/why?
- Is it easy or difficult to understand? How/why?
- Is there anything that is missing or excessive? How/why?

Round 2 – Acceptance:

- What advantages/disadvantages are there for patients? How/why?
- What barriers of use can you think of? How/why?
- Do you think that this type of app would support you in getting your patients to feel better? How/why?
- Do you think that this type of app would help you to know that you have got the support you can from the health care system? How/why?

Round 3- Usability:

- Does an app like this seem easy to use?
- How could it be improved?
- Why would the suggested improvement make it easier to use?

Round 4 – Conclusion:

- Who [addressing the participants] would use this app if it were fully functional and available for use today? How/why?