

Semi-Structured Interview Schedule

Initial Question:

How many times have you used Skype to attend appointments in the Paediatric Chronic Fatigue Service?

Depending on Answer, follow the appropriate interview schedule, either 1 or 2

Schedule 1: Does Not Use Skype to Attend Appointments

Question: **What made you decide not to use Skype?**

Prompts:

- Expectations?
- Staff influence?
- Concerns?
- Why telephone or face to face over Skype?
- Location?

Question: **Tell me a bit about your experiences of using Skype in the past?**

Prompts:

- Positives experiences?
- Negative experiences?
- Any difficulties?
- Imagined difficulties of using Skype?
- Best things?
- Worst things?

Question: **Why do you think some young people want to use Skype?**

Prompts:

- Good experiences?
- What would influence their decision?
- Why don't you agree with them?

Question: Do you have any thoughts or suggestions about how Skype appointments could be better?

Prompts:

- Would that make you more likely to use Skype?

Question: Is there anything you would like to add to or expand on regarding Skype appointments and what we have discussed today?

Schedule 2: Initial Used Skype to Attend Appointments. But Then Opted Out

Question: Tell me a bit about your experiences of using Skype

Prompts:

- Positives experiences?
- Negative experiences?
- Any difficulties?
- Imagined difficulties of using Skype?
- Best things?
- Worst things?

Question: What do you think influenced your decision to stop using Skype?

Prompts:

- Expectations?
- Staff influence?
- Concerns?
- Why telephone or face to face over Skype?
- Location?

Question: Why do you think some young people continue to use Skype?

Prompts:

- Good experiences?
- What would influence their decision?
- Do you not agree with them?

Question: Do you have any thoughts or suggestions about how Skype appointments could be better?

Prompts:

- Would you ever use Skype again?
- What would have to change to mean you were more likely to use Skype?

Question: Is there anything you would like to add to or expand on regarding Skype appointments and what we have discussed today?