

Contents

Appendix 1 – Interview schedule for homeless clients engaged with HHPA	2
Appendix 2 - Interview schedule for people who are homeless not engaged with HHPA	4
Appendix 3 – Interview schedule for peer advocates.....	6
Appendix 4 – Interview schedule for Groundswell staff and stakeholders	8
Appendix 5 – interview schedules for new peer advocates in training	10

Appendix 1 – Interview schedule for homeless clients engaged with HHPA

Introductions

Thank you for agreeing to be interviewed. I have some topics and questions I would like to explore around the HHPA programme and your experiences of it, but you should feel free to talk about any related issues or topics that are important for you.

To start, can you tell me how you are feeling today? explore current context
How is your health? – explore current, recent and past health issues
How is your current housing status?

HHPA process and context

Can you tell me what you think of the HHPA programme?
Explore general experiences – what do you like? What don't you like?
(explore for contextual influences – the hostel/day centre, the clinic site, life course)

It is helpful for us to understand the detail of your experience. Can you tell me about your experience today/most recent experience of working with a peer advocate? What happened?
How was it organized?
Talk me through the day – where you met? where you went? what did you talk about?
what did the peer advocate do? What happened after?
(explore for contextual influences – the hostel/day centre, the clinic site, life course)

How does that experience compare to past experiences of working with a peer advocate?

Tell me about your relationship with the peer advocate?
Explore – communication style, communication content, length of relationship, expectations of it

Thinking back to past experiences of health care without a peer advocate, how do those experiences compare?
Explore on interactions with care providers, ease of appointments, whether they attended appointments
Relate this to the health issues raised at the start

HHPA outcomes and context

(following on from above, and referring back to points above if already raised)

In what ways, if any, do you think it has helped you? How?
Explore specific health issues (referring back to health issues just described)
Physical health
Mental health
General well being / happiness
(across these – is it just the peer advocacy that helped? Or did other things or people also help? E.g. your housing help, or welfare?)

Explore on relationships, understandings and experiences of health care systems generally
How you are seen and spoken to by doctors, nurses and receptionists

Explore social impacts

Social support

Housing

(relate back to other issues as raised at the start of the interview)

(across these – is it just the peer advocacy that helped? Or did other things or people also help? E.g. your housing help, or welfare?)

(explore for contextual influences – the hostel/day centre, the clinic site, life course)

In what areas do you think it hasn't helped much?

Explore as above

Thinking about your general experience of homelessness, has peer advocacy helped that at all?

Explore – legal challenges, police, hardship

Broader HHPA impacts

Do you ever see the peer advocates in hostels or day centres?

Explore attending talks

Listening to people talk about it

What do other people say about peer advocates and HHPA?

Do you think peer advocates change anything in hostels or day centres?

Closing questions

Is there anything you think could be done to make HHPA better?

Is there anything else you think could be done to support the health of people who are homeless?

Is there anything you think we should keep in mind when interviewing other clients as part of this project?

I am at the end of my questions now, is there anything else you would like to tell me?

Do you have any questions for me?

Appendix 2 - Interview schedule for people who are homeless not engaged with HHPA

Introductions

Thank you for agreeing to be interviewed. I have some topics and questions I would like to explore around the HHPA programme and your experiences of it, but you should feel free to talk about any related issues or topics that are important for you.

To start, can you tell me how you are feeling today? Explore to understand current context
How is your health? – Explore current, recent and past health issues
How is your current housing status?

Health care access

Can you tell me about your access to health care?
Explore in relation to health issues above
Explore on appointments, attending, relationships with providers

Can you talk me through a recent experience of accessing care? How does that compare to other experiences?

How has this changed?

HHPA

Have you ever used the HHPA programme?
(no – go to 1, yes go to 2)

1 No HHPA experience

Have you heard of HHPA?
No – describe it, do you think that would help you? explore

Yes – what do you think of it? Why are you not using it? explore

2 Past HHPA experiences

what do you think of it?

It is helpful for us to understand the detail of your experience. Can you tell me about your most recent experience of working with a peer advocate? What happened?

How was it organized?
Talk me through the day – where you met? Where you went? What did you talk about?
What did the peer advocate do? What happened after?

How does that experience compare to others' experiences of working with a peer advocate?

In what ways, if any, do you think it has helped you? How?

Explore specific health issues (referring back to health issues just described)
Physical health
Mental health
General well being / happiness
(across these – is it just the peer advocacy that helped? Or did other things or people also help? E.g. your housing help, or welfare?)

Explore on relationships, understandings and experiences of health care systems generally
How you are seen and spoken to by doctors, nurses and receptionists

Explore social impacts

Social support

Housing

(relate back to other issues as raised at the start of the interview)

(across these – is it just the peer advocacy that helped? Or did other things or people also help? E.g. your housing help, or welfare?)

In what areas do you think it hasn't helped much?

Explore as above

Thinking about your general experience of homelessness, has peer advocacy helped that at all?

Explore – legal challenges, police, hardship

Why do you no longer work with a peer advocate?

Explore – communication style, communication content, length of relationship, expectations of it

Thinking back to past experiences of health care without a peer advocate, how do those experiences vary?

Explore on interactions with care providers, ease of appointments, whether they attended appointments

Relate this to the health issues raised at the start

Broader HHPA impacts

Do you ever see the peer advocates in hostels or day centres?

Explore attending talks

Listening to people talk about it

What do other people say about peer advocates and HHPA?

Do you think peer advocates change anything in hostels or day centres?

Closing questions

Is there anything else you think could be done to support the health of people who are homeless?

I am at the end of my questions now, is there anything else you would like to tell me?

Do you have any questions for me?

Appendix 3 – Interview schedule for peer advocates

Introductions

Thank you for agreeing to be interviewed. I have some topics and questions I would like to explore around the HHPA programme and your experiences of it, but you should feel free to talk about any related issues or topics that are important for you.

To start, can you tell me a little bit about your role with Groundswell and how long you have been linked with them?

Our study is focused on understanding the HHPA programme – can you tell me about how you have been involved in the programme?

As peer, and as client?

HHPA

Can you tell me what you think of the HHPA programme?

Explore general experiences – what do you like? What don't you like?

It is helpful for us to understand the detail of your experience. Can you tell me about your experience today/most recent experience of working as a peer advocate? What happened?

How was it organized?

Talk me through the day – where you met? Where you went? What did you talk about?

What happened before the consultation? During? After?

What did the client do?

How does that experience today compare to past experiences of working as a peer advocate?

Tell me about your relationship with the clients?

Explore – communication, length of relationship, expectations of it

Tell me about your relationships and interactions with health care providers?

HHPA outcomes

(following on from above, and referring back to points above if already raised)

In what ways, if any, do you think it has helped clients? How?

Explore specific health issues

Physical health

Mental health

General well being / happiness

(across these – is it just the peer advocacy that helped? Or did other things or people also help? E.g. housing help, or welfare?)

Explore on relationships, understandings and experiences of health care systems generally

How people are spoken to by doctors, nurses and receptionists

Possible impacts on understandings of people who are homeless

Explore social impacts

Social support

Housing

(across these – is it just the peer advocacy that helped? Or did other things or people also help? E.g. housing help, or welfare?)

In what areas do you think it hasn't helped much?

Explore as above

Broader HHPA impacts

Do you ever see the peer advocates in hostels or day centres?

Explore attending talks

Listening to people talk about it

What do other people say about peer advocates and HHPA?

Do you think peer advocates change anything in hostels or day centres?

Impact on peers

How has HHPA impacted on you?

What has changed since becoming a peer advocate? What hasn't really changed?

Explore – health, social connections, employment, housing

In what ways has being an advocate met your expectations? In what ways hasn't it?

What are the benefits of being a peer advocate? What are the challenges?

HHPA management and support

What support do you get as a peer?

What training do you get? How was your original training?

Closing questions

Is there anything you think could be done to make HHPA better?

Is there anything else you think could be done to support the health of people who are homeless?

I am at the end of my questions now, is there anything else you would like to tell me?

Do you have any questions for me?

Appendix 4 – Interview schedule for Groundswell staff and stakeholders

Introductions

Thank you for agreeing to be interviewed. I have some topics and questions I would like to explore around the HHPA programme and your views of it, but you should feel free to talk about any related issues or topics that you think are important.

To start, can you tell me a little bit about your role?

Our study is focused on understanding the HHPA programme – can you tell me about how your role links to the programme?

HHPA

Can you tell me what you think of the HHPA programme?

Explore general experiences – what do you like? What don't you like?

Based on your knowledge of clients and peer experiences, can you describe a recent experience of HHPA?

How was it organized?

What did the client do?

Explore – relationships, trust, interactions in clinics

Is there anything specific that makes somebody a good peer advocate?

HHPA outcomes

(following on from above, and referring back to points above if already raised)

In what ways, if any, do you think it has helped people? How?

Explore specific health issues

Physical health

Mental health

General well being / happiness

(across these – is it just the peer advocacy that helped? Or did other things or people also help? E.g. housing help, or welfare?)

Explore on relationships, understandings and experiences of health care systems generally

How people are spoken to by doctors, nurses and receptionists

Possible impacts on understandings of people who are homeless

Explore social impacts

Social support

Housing

(across these – is it just the peer advocacy that helped? Or did other things or people also help? E.g. housing help, or welfare?)

In what areas do you think it hasn't helped much?

Explore as above

Broader HHPA impacts

Do you ever see the peer advocates in hostels or day centres?

Explore attending talks

Listening to people talk about it

What do other people say about peer advocates and HHPA?

Do you think peer advocates change anything in hostels or day centres?

HHPA support and management

Can you tell me about how peers are trained, managed and supported?

What works well about these?

What doesn't?

Why do some peers volunteer/work for longer than others?

Health system context

How does HHPA fit within the broader health and social care system?

Are things specific to London or the UK that makes the HHPA programme particularly necessary?

Do you think the need for the HHPA programme will become bigger or smaller or different in future?

Closing questions

Is there anything you think could be done to make HHPA better?

Is there anything else you think could be done to support the health of people who are homeless?

I am at the end of my questions now, is there anything else you would like to tell me?

Do you have any questions for me?

Appendix 5 – interview schedules for new peer advocates in training

Introductions

Thank you for agreeing to be interviewed. I have some topics and questions I would like to explore around the HHPA programme and your views of it, but you should feel free to talk about any related issues or topics that you think are important.

For First interview

Can you tell me about why you wanted to be a peer advocate?

What was going on your life at that time – explore life course: housing, health, social connections

Can you tell me about the process of applying and recruitment to be a peer?

How has the training gone so far? What is going well?

For second and follow-up interviews

Can you tell me about your recent training?

How are you feeling about the work?

Anything excited about?

Anything worried about?

Is anything different to what you expected? Anything exactly as you expected?

Has the training and work had any impact on you do you think?

For interviews when beginning work as a peer advocate

How are you feeling about the work?

Anything excited about?

Anything worried about?

Has the training and work had any impact on you do you think?

What successes and challenges have there been so far?