

Interview layout

1. Intro
2. Inform of interview duration, purpose and format.
3. Ask prepared questions - probe
4. Closing questions; risk; trial; summarise main issues – agree, add/subtract
5. Explain next steps; Payment & next batch of main trial questionnaires
6. Thank you.
7. Send debriefing sheet & payment

Phone script

Hello, can I speak to _____ please?

Hi, my name is _____ and I'm calling from the SilverCloud research team. Before I continue would you please confirm your date of birth?

And your address is still _____? We just want to make sure that your payment for this interview is sent to the correct address.

Before I go on to the interview itself, I just want to make you aware that while calls are confidential, there are exceptions to this, such as if I were to feel that you or someone else were at risk in any way then I may have to tell someone to make sure whoever is at risk is safe.

This interview will be exploring your experience of an online intervention. It will take about 30 minutes to an hour and the open-ended questions will provide you with plenty of opportunity to give feedback. For the questions we would ask that you don't think too long on your answers but go with what comes to mind first. There are no right or wrong answers and we would ask that you answer as honestly as possible.

I may interrupt you from time to time to ensure we cover all the questions today and keep to time. Is that okay with you?

The interview is divided into 4 sections and I will let you know as we progress from one stage to the next. The interview is being recorded for transcription purposes and will be held confidentially as outlined in the information sheet you received previously.

This first section is based on technological aspects of the intervention. Let's begin...

Computer literacy

The first section is based on the online platform. Let's begin...

Fatigue

Attitudes

Perceived credibility

Familiarity with content

Beliefs/perceptions

Past experience

Preferences

Scepticism

T1. Do you make use of technology much in your daily life?

T2. Did you welcome the intervention being online, considering that you do/don't use much technology?

Memorability/picking back up

Learnability

Error recovery

Trust in the brand

How did you find navigating around the platform?

Frustration/irritability/tiredness

Concentration

Side effects from platform

Tech or symptom related difficulties?

Privacy on the platform

Stigma

Anxiety around privacy issues

(Paranoia – where info. going)

Trust in the brand

Perceived anonymity/distance

Disinhibition effect

T3. So, we talked a little there about the technical aspects of the platform. With the intervention being online, did you find it to be more private or was there privacy issues that were concerning to you?

Could you always access a computer privately?

Privacy in usage

Access

Did you feel supported in your decision to engage in the programme?

Social support

Motivation

Personal factors

Psychological mindedness

So, now we are going to just talk a little about your own use of the programme...

M1. Can you tell me a little bit about what motivated you to use the intervention in the first place?

Depth of learning in modules done

Why was what done, enough

Any different if F2F

Effort

[If unmentioned] We note that you completed x sessions and x modules, what changed in this motivation?

Priorities

Needed low mood/distress

Exacerbated symptoms

Side effects

Preferences

Not needed/improved – how/why

M2. So, you were committed to using the programme? OR you were more committed to X and Y?

Not needed/not improved – how/why

Exacerbated symptoms

You made it fit into your day?

Side effects

Weekly/sparse

M3. Do you think you were improving by using the intervention or not improving?

Forgetting/reminders

Using when low/distress

Commitment/discipline

M4. When did you typically use SilverCloud?

Commitment

How did you organise your using it?

Priorities

Procrastination

Side effects e.g. overwhelm

Was it for yourself or did you feel like you had to? (Example F2F CBT)

Access/logistics

Preferences

Usage since dropout

Why

What

How

M5. Have you continued to make use of the techniques or content since stopping treatment?

Now, we are going to talk a little about you, your symptoms and the content in the programme...

Locus of control/sense of responsibility

Symptom length/severity

Perceived credibility

C1. BEFORE you began the intervention did you feel that your symptoms were manageable at all?

C2. When you STARTED the intervention did you feel that you would be able to manage your symptoms better by using the programme?

Psychological mindedness

Prior experience

Stigma

Perceived credibility

C3. As you know, the programme is based on Cognitive Behavioural Therapy, what was your understanding of CBT at the time?

Identification with CBT

Agreed upon goals

Support

Familiarity

Did you feel that CBT could help you?

Prior experience with an intervention

C4. Had you engaged in any other psychological treatments before SilverCloud?

Preference

Perceived credibility

Stigma

II or therapy in general

Preference for f2f why

What expect from F2F

Relevance

Symptom length/severity

Comorbidity

Familiarity with content

Preference

Tailoring

Expectations

Side effects e.g. discomfort with
issues raised/overwhelm

Psychological mindedness

Rationale for treatment

Mind-set changed

Difficulty applying strategies, why

Tailoring

Alternative better

Using when low/distressed

Locus of control/sense of
responsibility

Content

Support

Alternatives better, how

C5. Would you have any preference on treatment approach?

C6. And did you feel like the content in the programme was relevant to you?
Why?

How did it feel to work through?

So, you felt/didn't feel like a lot of it addressed ***your***
concerns? Could you tell me a little bit more about that?

C7. Did you feel like you could apply or follow the strategies in your daily life?

C8. Throughout the programme, did you feel that it met your expectations?

With regards the level of work you had to put in?

Mechanisms

Operational

Preferences

Reading/writing capabilities

Expectations around F2F CBT

Side effects

Psychological mindedness

C9. So, we have talked about the content, how did it feel to read content and type or write about your thoughts, feelings and behaviours?

Do much of it?

More opportunity for reflection?

Look back on/future use?

Pros & Cons?

Anonymity/distance

Privacy

Connectedness

Responsiveness

Alliance

S1. As you know, everything that you do on the platform you have the option to share with your supporter, I wonder how did it feel to communicate in this way?

Support quality

Responsiveness

Supporter expertise

Tailoring

Preference

S2. How did you find the contacts/reviews?

What would you have liked it to be like? Or how could it have been better?

Cancellations/rupture

Could tell supporter

Rigid/flexible

How did you find the frequency of the reviews? Did this work with your schedule?

Common understanding of aims

Treatment rationale

Therapist expertise

You felt like your supporter had the same goals in mind for you/had different ideas as to why you signed up?

Alliance/sense of connectedness

Tailoring

Sense of obligation/for self

Did you feel connected to him/her?

Encouraged adherence

Applicability to life

Discipline/commitment

Psychological mindedness

Alliance

S3. [In light of the above – reflect] – did this affect your use of the platform and content?

The end of the supported period....

Alliance

Access

Felt let down

Felt ready to go/empowered

How was that reached?

How did **you feel** about that? Did you get what you needed?

Did you feel like you would be able to ask for something different if you wanted to?

Feel able to go back for further support if you need to?

Disappointing – Self/service/self

How

Why

Were you able to ask for what you needed?
(remember distinction between disappointment between service/SCH/self)

What would have helped?

Expectations

Perceptions

Introduction to treatment

Willingness to engage

Attitude

S5. So, in light of how it went and ended, was this in line with how the programme was introduced at the beginning and were your expectations met?

Delay in TS1
Introduction to programme
Perceptions
Perceived credibility

S6. Did you start treatment immediately?

How did this affect your use of the platform?

Introduction
Therapist expertise

Was the first session helpful in getting you started? Did you feel confident and hopeful in your supporter?

Agreed rationale
Comorbidity
Symptom severity/length
Introduction to programme
Expectations

Did you feel that the approach was right for you at the time?

Barriers
Stigma
Mind-set changed

Did you find that this treatment removed barriers to treatment that you would have met otherwise?

Risk

I can see on your _____ follow-up point, that you mentioned thoughts of ending your life or of harming yourself in some way. This can be a very normal response to feeling down or anxious. Did you find the supports around this sufficient or was the programme helpful for you in this in any way?

Trial

Did participating in the research trial affect your engagement with the treatment?

Summary

We have come to the end of the interview. To summarise, you have mentioned (See 4 sections above).

Would you agree with all of this?

Is there anything you would like to add/subtract?

What would have helped?

Do you have any questions for me before we go?

Thanks again for taking the time to do this interview. As a token of our appreciation we will be sending you a One4All voucher, which you should receive shortly.

Your participation in the main trial will soon be over also. You have _____ batches of questionnaires yet to complete. The next ones will be available to you around _____ and you can complete these online. This will add value to another One4All voucher. Thanks again. Bye.