

## Interview Topic Guide

- Brief introduction and thank you for your time
- Introduce self
- Highlight specific points from the information sheet:
  - o study details/aims
  - o confidentiality and procedure
- Explanations of the use of study data
- Consent to audio-record
- Collect written consent

### **Areas to explore with the alliance leadership team (ALT) members and service leads**

#### **1) Your role?**

Prompts:

- o What is your current role?
- o How long have you been working in your current role?
- o Your role in primary and community care strategy (PCCS) implementation?
- o Can you tell me how did you become involved with the PCCS?
- o Is there a specific initiative (e.g. individual workstreams) that you are involved with?

#### **2) Understanding of PCCS**

Prompts:

- o What do PCCS initiatives mean to you?
- o What were your expectations of the PCCS initiatives?

#### **3) Governance structure and decision making**

- o What has been your experience of working in/with ALT?
- o How are the two organisations—SDHB and WellSouth PHO—working jointly for PCCS implementation?
- o What is the structure of communication and decision making?
- o How well has the vision and goal of PCCS been communicated to frontline staff?
- o Overall, what is working well, and what is not?

#### **4) Implementation of PCCS**

What are the key areas of focus of PCCS at the governance level?

Prompts:

- How are the supporting activities (enabling structure) implemented to help the implementation of individual workstreams/care models?
- How is ALT supporting the implementation of individual workstreams/care models?
- How satisfied are you with the PCCS implementation process? Please describe.
- What are the good and less good things about the PCCS roll-out process?
- How confident you are that the vision of the PCCS will be realised?
- How are the individual workstreams related?
- What are the impacts of Covid-19 on the implementation of the strategy?
- Overall, what is working well, and what is not?

### **5) Equity**

- What has been done for Māori and other high need groups as part of the strategy implementation?
- How is the governance/ALT team monitoring progress towards equity in PCCS goals and outcomes?

### **6) What do you see as the benefit of the PCCS intervention? Please explain.**

Prompts:

- Could you tell me how you think the PCCS has made a difference in coordination and integration?
- What roles did PCCS play in improving patient experience and equity in outcomes?  
How?
- To what extent do you think the above changes are the result of actions taken through the strategy?

### **7) Next step**

- Overall, what do you think of the PCCS?
- What should future PCCS initiatives do differently?
- How could the implementation aspects be improved?

### **Conclusion**

Is there anything more you would like to add? Thank you so much for your participation in the interview. Your opinions are very valuable to the study.