

Interview Guide #1

- I'd like to start by asking about your life generally. Where are you from and do you have any family?
 - Probe: What was life like before you had breast cancer? What did you do?
- I'd like to ask when you first started to notice, or became aware of, changes in your body.
 - Probe (IF CHANGES DETECTED THROUGH SCREENING PROGRAMME): If detection through screening programme – ask what the screening programme was, who was it organised by, what was the women's experience and reflections on the screening process.
 - Probe: Had you noticed any changes before your screening? If yes, what did you think those changes could be.
 - Probe (IF PARTICIPANT DESCRIBES NOTICING CHANGES HERSELF): what was the first thing you noticed?
 - Probe: ask about what woman thought the changes could be (story)
 - Probe: ask about where woman received information (factual or otherwise) about breast health / breast cancer
 - Probe: What were you feeling when you noticed the changes?
- When did you decide your symptoms were serious, and when did you decide to go to see a doctor?
 - Probe: What was your main motive for wanting to speak to a doctor?
 - Were there any reasons that you may have stopped you from going to a doctor after you became aware of your symptoms?
 - Probe: Did you go to any other person or place before or after seeing your doctor?
 - Probe: Can you recount the 'moment' you decided to go to see a doctor?

Over the past few minutes I noted that you've mentioned X, Y, Z about changes you noted, when you became aware of changes in your body, and when you first went to see a doctor. Have I understood you correctly? (wait for corrections). Is there anything I've left out or that you'd like to add to our discussion about this? (wait for additions or indication that participant is ready to move on to next topic.)

- What happened when you went to see the doctor?
 - Probe: Were you provided with an examination?
 - Probe: By whom?
 - Probe: Were you referred to another facility?
 - Probe: Were there any challenges in getting to the facility?
 - Probe: Were you given a diagnosis?
 - Probe: What stage were you diagnosed at?
 - Probe: What was the doctor's communication like (at all levels and points of contact)?
 - Probe: What sort of support were you given when you learned about your diagnosis?

Over the past few minutes I noted that you've mentioned X, Y, Z about when you first saw a doctor and the process of getting a diagnosis. Have I understood you correctly? (wait for corrections). Is there anything I've left out or that you'd like to add to our discussion about this? (wait for additions or indication that participant is ready to move on to next topic.)

- Can you tell me about happened after you were diagnosed?
 - Probe: Did you receive treatment?
 - Probe: Did you have to wait for treatment?
 - Probe: What was the communication like and did you have any worries?
 - Probe: What sort of support did you receive?
 - How did you feel after you received treatment?

Over the past few minutes I noted that you've mentioned X, Y, Z about receiving treatment. Have I understood you correctly? (wait for corrections). Is there anything I've left out or that you'd like to add to our discussion about this? (wait for additions or indication that participant is ready to move on to next topic.)

- Were there any things that made it difficult for you to firstly come for diagnosis, and then secondly to pursue treatment?
 - Probe: Costs. Distance to facilities. Fear. Fear of doctors. Social pressures.
- IF NOT ALREADY ADDRESSED. Were you aware of any screening programmes in your area? Did you participate? What reasons influenced your decision to participate or not?

Over the past few minutes I noted that you've mentioned X, Y, Z about different challenges you experienced in accessing services. Have I understood you correctly? (wait for corrections). Is there anything I've left out or that you'd like to add to our discussion about this? (wait for additions or indication that participant is ready to move on to next topic.)

- Thinking back over everything we've discussed today, is there anything you think we left out or should discuss in more detail?
- Is there anything else you'd like me to know about your experience of breast cancer and using breast cancer services?

Thank you very much for your time today. I know it isn't easy discussing this subject, and thank you for your honesty. I hope this project will help with the planning of services for women with breast cancer, so this has been very useful.

I would like to talk to you again in a couple weeks' time, to make sure I have understood everything correctly, and to talk about some other aspects of your experience.

Interview Guide #2

Thank you for meeting me again. Today I'd like to talk a little bit more about some of the things we discussed last week. And I'd also like to hear your recommendations and ideas for what would have made your experience easier.

As with the previous discussion, I would like to record the interview so that I have an accurate record of the information you provide. As you know from the ethics document you were provided with, if you wish to stop the interview at any time that is ok. Again, we really appreciate your help with this study. Do you have any questions before we begin?

- How do you feel about our discussion last week?
 - Probe: How did you feel after you left our meeting?
 - Probe: Was there anything else you would have wanted to say or talk about?

Read extracts/themes from the transcript from interview #1 identified by the research team. Talk through each theme individually.

- For each theme: Is there anything we didn't understand correctly in our first interview? Would you like to tell us anything more about this part of your experience?
- Ask Probes from analysis of the first interview (allow women to reflect on previous interview before directly asking these probes. Only ask if necessary).
- Thinking back over your whole experience, is there anything else you would like to tell us?
- Have you any recommendations you would make for how to improve breast cancer services? Is there anything that could be done differently that would have made your experience easier?
 - Probe: Ways to tackle barriers or challenges to accessing services?
 - Probe: Communication and support from formal healthcare system?
 - Probe: Wider in society, what could be done to help women with breast cancer?

Thank you again for all your time and help in this project. We really appreciate it. We will be writing our reports over the next few months and will happily share the results with you. If you need or want to speak to any of our research team in the next few weeks, please get in contact without hesitation. Our contact numbers are in the permissions form we provided you with at the start of our discussion.