

Patient/carer interview guide

1 Main question	-Can you describe the type of medical care you receive?
Stimulus question(s)	-Which professionals provide your care? -Are there any treatments that you perform yourself? -Are there any treatments that are carried out by a relative?
2 Main question	-When did this type of regular follow-up begin in this health centre? -Who did you consult first?
Stimulus question(s)	-Have any changes or adjustments occurred during this regular follow-up?
3 Main question	-During the week, when and how often do these appointments take place?
Stimulus question(s)	-Do you have home visits?
4 Main question	- Could you describe your daily medical care procedures? With which appointment do you start? How long does it last? Then what?
Stimulus question(s)	- Would you say that these appointments complement each other?
5 Main question	-Do you receive any financial assistance or other help (such home help, day care, etc.) for these treatments?
6 Main question	-What do you think about the organisation of care?
Stimulus question(s)	-Do you notice coordination between health care professionals? -Do you feel that information is passed on between the health care professionals? Which ones? -Do you feel you understand the purpose of your treatments?
7 Main question	-Do you feel that this organisation has made a difference in the way you deal with your health problems?
Stimulus question(s)	-Do you feel that you understand your health problems? -Do you feel like you are investing in your care? -Do you feel you make decisions with the health care professionals? -Do you have any further comments about this provision of care? Specifically for the carer: -Do you think you have sufficient knowledge of the procedures you have to perform for your loved one's condition (whether they be daily or from time to time)? -Do you feel fully able to help your loved one? How exactly?
8 Main question	-How is your role defined? (talking to the carer) -Do you think your role has been better defined since the patient has been treated in the MPHCC?
9 Main question	-What does quality of care mean to you (both)?
Stimulus question(s)	-Do you think you play a role in this quality or is it independent of you? If yes, why? -Do you trust the different professionals? -Has this trust increased? -Do you speak more to certain professionals?

10 Main question	-Have you ever discussed your treatments or regular follow-up sessions with any of the health care professionals?
Stimulus question(s)	-During treatment sessions or consultations, do you ask questions about the treatment methods for your condition? - Would you say that the way you are cared for here facilitates discussions with the health care professionals?
11 Main question	-Do you sometimes contact the health care professionals involved in your care outside of your consultations (by phone, email, etc.)? If so, why?
Stimulus question(s)	-Do you go via the assistant?
12 Main question	-Do you find that the various consultations or regular follow-up sessions have changed the way you or your loved ones deal with your illness / condition?
Stimulus question(s)	-Have these treatments been the subject of discussions between you?
13 Main question	- Can you think about your care experiences which did not occur at home or in this health centre setting? What difference(s) do you see?
14 Main question	-Has this provision of care affected your care pathway in ways that we have not mentioned?
Stimulus question(s)	-Has this way of working with the health care professionals enabled you to anticipate any flare ups/attacks or any health problems?
15 Main question	-Are there ways the group could function better which would help you more?