

Supplementary File 6. Topic guide for interviews with patients.

Example structure of interviews with patients

Note: The topics below will serve as an outline to guide the interview

Introductions

- Group introductions
- Brief explanation of the interview

Opening questions

- What is your understanding of your shoulder pain (i.e. subacromial pain syndrome)?
- How and why do you think this affects people?
- How can it be treated?
- What treatments have you heard of or been suggested to try?
- What information is important to know about different treatments?
- What would you like to know about the benefits?
- What would you like to know about harms?
- What do you think of surgery as a treatment?

Explain subacromial decompression surgery to patients

- Nature of the procedure
- Theoretical indications
- Benefits and harms

Core questions

If we were designing an education leaflet to help you decide whether to have subacromial decompression surgery or not....

- What information is most important to know? (prompt for views on presenting different treatment options, benefits and harms, recovery time, likelihood of need for revision surgery, details of the procedure, etc.)
- How would you like information to be presented in terms of visual aids, text, tables, pictures, etc.?(example below, but exact topics will depend on what arose from the previous question)
 - Different treatment options
 - Benefits and harms
 - Recovery time
 - Likelihood of need for revision surgery
 - Details of the procedure

When reviewing patient decision aid

Instructions to patients (as an example): The material we want you to review has been developed for patients to improve their knowledge and confidence in making the decision to have shoulder surgery or not. We would like for you to help us better understand your experience of this material – for example, how you find the visual appeal, readability, content, and what are your overall experiences using this material.

To do this, I am going to ask you to think out loud while you read through the material. Just say everything that goes through your mind- if you are finding anything challenging, what your eye is drawn to. If a page is easy, and you understand what to do – just say that. Providing examples is very helpful (e.g. “look at a table”, “look at a page with just text vs with an image”).

Prompt questions as patients are reading through the material:

- How are you finding reading through this section?
- Did you feel like you knew where to look, and what to do next?

- Did you feel like you knew the relevance of this section in your decision?

- How did you find the content of this section?
- Were the instructions clear/helpful?
- How easy was it to understand the section? (readability)
- Was there anything that was unclear or confusing?
- How were the visual aids?
- How was the functionality?
- Is there anything that you would improve in this section?
- What did you like most about this material?
- What did you like least about this material?

General feedback at the end

- Are there any topics that you would like to see in future versions of this tool?
- Do you have any other general feedback, thoughts or comments?