

Supplementary file 1 - Interview Guide

What is the impact of the COVID-19 response on NHS commissioned/delivered health care services for children and young people?

Telephone interviews with a purposive sample of healthcare professionals and managers to explore changes in children/young people's healthcare service delivery, innovations that have been introduced to existing care pathways, and the impact the changes have had on child health services.

Introduction

- Check information sheet has been received. Any questions?
 - Check if consent form has been received. Any objections? How will consent be recorded?
 - Double check consent to record interview.
 - Note that wider issues being raised by our discussion may worry or concern them. They are welcome, at any point, to pause the interview. It can be re-arranged, or they might wish to cancel. (Have to hand a link to mental health support provided by employing organisation).
 - Establish how much time the participant has available. If 30 minutes or less, prioritise questions accordingly.
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Topic Guide

- 1. Can I ask you to tell me a bit about your job?** (if your job has changed since the Covid response, please tell me first about what it was before)
 - a. What is your job title?
 - b. How long have you worked in this post for?
 - c. Which organisation(s) or team(s) are you affiliated to?
 - d. Where do you work? (geographically)
- 2. Can you tell me what changes you have experienced in your role since the start of the Covid response?**
 - a. Any changes in your role, the tasks you do or the way your role is delivered?
 - b. Thinking about the proportion of time you spend in direct face-to-face contact with service users, can you tell me whether and how this has changed?
 - c. Any changes in who you see? (i.e. service users)
 - d. Any changes in who you work with? (i.e. other professionals/organisations)
- 3. Now, can you tell me about any changes in the service you are involved in managing/providing?**
 - a. What routine aspects of the service have stopped or reduced?
 - b. What aspects of the service have increased?
 - c. What aspects of the service have changed and how? (prompt: staffing, service delivery locations, use of IT, criteria, messages/advice targeted at service users; any blurring of traditional boundaries across health or across the wider system?)
 - d. Can you explain the incentives/drivers for these changes?
 - e. Can you tell me anything about how decisions were made related to these changes?

- f. How easy or hard were they to bring about? (prompt – barriers and enablers to change; breakdown of historic barriers?)
 - g. Have any of these changes had to be refined or adapted after being introduced?
- 4. Can you tell me anything about changes in other related services that have had an impact on the way you work? (for instance, services that you refer into)**
- 5. I'd like to hear your thoughts about the impact of these changes. Can you tell me ...**
- a. What do you anticipate might be the negative impact of these changes (e.g. for staff, services, and service users)? (prompt – think about safety and safeguarding, effectiveness, patient-centredness, timeliness, costs and efficiency, equity, integration)
 - b. What do you anticipate might be the positive impact of these changes? (prompt – think about safety and safeguarding, effectiveness, patient-centredness, timeliness, costs and efficiency, equity, integration)
 - c. Do you have any thoughts about how to involve service users in understanding the impact of the changes and making ongoing adaptations?
- 6. Thinking about the future as we progress to a 'new normal' after COVID-19 ...**
- a. From the changes that you are aware of, what do you anticipate we might want to retain in the future? What sort of adaptation and refinement might be required?
 - b. Are there any aspects of the pre-Covid service that you would NOT want to retain in the future?
 - c. What are the emerging issues or areas of uncertainty where you feel more work or data or support is needed to help the system adapt?
- 7. I have reached the end of the questions I would like to ask. Is there anything else you'd like to add? Or do you have any questions you'd like to ask?**

TO FINISH THE INTERVIEW:

- Ask the participant if they would like to see a copy of the interview transcript and make a note if they do.
- Inform participant that we will send them a copy of the findings by email. Check if they want this and make a note if they DON'T want findings to be sent.
- Where relevant (e.g. if they have talked about changes in services that they are aware of but don't know about in detail), ask if they have any recommendations of other potential interviewees.