

## Additional file 2

### Interview guide: patients

#### Introduction

Getting acquainted, organizing materials.

- Ensure to create a narrative climate. Consider:
  - o Safe environment
  - o Being patient, emphatic and curious
  - o Create space for listening and narrating (even when you experience time pressure)
- Connect with the participant by (for example):
  - o Complimenting about their home, interior design or surroundings
  - o Talking about your commute
- Important: sincere intention to listen to the participant's experiences

Transition to the conversation by explaining the order of the conversation. Give the participant the opportunity to ask questions about any vagueness.

#### Introduction to the conversation

*Do you give permission to record this conversation, so I can focus on listening?*

<confirm, sign Informed consent form and start tape recorder>

*Thank you that I can record this conversation. This makes it possible to re-listen and transcribe it. After the transcription has been made, the audio recording will be deleted. In the report, I will use a fictitious name, although your real age will be used. So, your story cannot be traced to you. Please, could you state your age?*

*In this study, we will collect stories on how different people experience physical activity. We want to know more about what motivates people to initiate, maintain, and perhaps obstructs them to be physical active. The results will be used to improve the support of physical activity in primary care. The primary healthcare professionals could be a physical therapist, family doctor or nurse practitioner. I have scheduled an hour for this conversation; does that suit you as well? Everything you tell about your experiences, good or bad, is helpful. I am very curious about your experiences about being physical active.*

*Do you have any questions?*

#### Conversation

##### Introduction question (sensitizing).

*To start, I am very curious to know what you think about being physical active. Please can you tell me something about that?*

<make sure the participant does not merely think about exercising/sports, but about physical activity in a broader context>

<remember being silent to provide enough space for the participant, confirm non-verbally while listening to encourage him or her to go on>

**Narrative questions:** (these are exemplary questions, you need not to ask all the questions. More important is to ask follow-up questions about missing narrative elements)

1. *Could you tell me about a specific situation when you were physical active and thought: 'Right now I really am having fun!'*

2. *Could you tell me about a specific moment you look back on with pride because you succeeded in having enough physical activity? What made you succeed then?*
3. *Could you describe a specific situation in which you thought: 'I don't enjoy being physical active anymore, I quit right now'.*
4. *Could you describe a specific situation in which a person or circumstance really discouraged you to maintain being physical active?*
5. *Do you have an example of a situation when you thought: 'Maintaining being physical active is really difficult, but I still did it! What helped you in that situation?'*
6. *Could you give an example of a situation in the past year when you noticed that a healthcare professional helped or motivated you a lot? What happened, how did that go?*
7. *You participated in a PA promoting program. Could you take me to a specific moment when you felt really motivated to maintain being physical active, also after the program had ended?*
8. *If you could decide what the optimal support program for PA would look like? How would it look like then?*

During the conversation, remember: careful listening, following and confirming non-verbally, falling silent to give opportunity to narrate more. Only ask questions about specific situations linked to a (positive or negative) emotion.

Be aware of stepping stones to a narrative question. For example, if someone says 'that really disappointed me', there is an opportunity to connect by asking a narrative question such as: 'What exactly disappointed you so much? What happened exactly and who was involved? Be aware not to judge, or being positive (compliment). You need not give feedback or a solution. After the answer, thank the participant for telling this.

When a narrative element is missing in the story, you may ask additional questions about:

- Supporters: *'Where there people or things helping you in that situation?'*
- Opponents: *'Where there people or things getting in the way or obstructing you?'*
- Struggle: *'What did you struggle with? What was the main struggle?'*
- (Plot) twist: *'What happened? What was the turning point?'*
- Main character: *'About who is it?'*
- Time, place and person: *'Where exactly did it happen? When was this? Who were involved?'*

## Closing

*Thanks you very much for all the stories about you being physical active. Great that you shared these stories. This provides a valuable contribution to our study. To thank you we have a small gift for you <hand over the gift voucher>*

*Thanks again for sharing the stories about your experiences on being and maintaining physical active.*

<Let the recorder run a bit longer. Sometimes extra relevant information comes up>

## Interview guide: Healthcare professionals

### Introduction

Getting acquainted, organizing materials.

- Ensure to create a narrative climate. Consider:
  - o Safe environment
  - o Being patient, emphatic and curious
  - o Create space for listening and narrating (even when you experience time pressure)
- Connect with the participant by (for example):
  - o Complimenting about their home, interior design or surroundings
  - o Talking about your commute
- Important: sincere intention to listen to the participant's experiences

Transition to the conversation by explaining the order of the conversation. Give the participant the opportunity to ask questions about any vagueness.

### Introduction to the conversation

*Do you give permission to record this conversation, so I can focus on listening?*

<confirm, sign Informed consent form and start tape recorder>

*Thank you that I can record this conversation. This makes it possible to re-listen and transcribe it. After the transcription has been made, the audio recording will be deleted. In the report, I will use a fictitious name, although your real age will be used. So, your story cannot be traced to you. Please, could you state your age? And what is your function/occupation in the work situation? In this study we will collect stories about healthcare professionals' experiences supporting patients to sustain physical activity. Besides, we collect stories about how healthcare professionals motivate their patients to be and maintain physical active and what barriers they experience. We would like to know what drives people to start being physical active, what it takes to maintain it and what obstructs them. By collecting stories of healthcare professionals we could, in the end, develop an effective method to increase sustained physical activity.*

*I have scheduled an hour for this conversation, does that suit you as well? Everything you have experienced and narrate, good or bad, is helpful. We are curious about your experiences of physical activity of your patients and your strategies to keep them physical active.*

*Do you have any questions?*

### Conversation

#### Introduction question (sensitizing).

*To start, I am very curious what you think about supporting sustained PA, in for example <name intervention they were involved in>. What did you experience? Please could you tell something about that? What moment impacted the most?*

<Remember: we want to know about what the healthcare professionals do themselves, not what patients do>

<Remember being silent to provide enough space, confirm non-verbally while listening to encourage the participant to continue narrating>

Narrative questions: (these are exemplary questions, you need not ask all the questions. More important is to ask follow-up questions about missing narrative elements)

1. *Could you tell me about a specific situation of a client in which you thought: 'in that moment I really helped a patient, I was really happy about that, I wish every time it would go like that?'*

2. *Could you tell me about a specific event you regard as: ‘this is why I enjoy to work with this patient group so much?’*  
 <try to invite a specific example of one patient. When the narrator states to really have added something, ask: could you give an example?>
3. *Could you describe a specific moment when you thought: ‘It is really difficult to motivate this client’? What made it difficult for you? What did you do? Who were involved?*
4. *Could you describe a specific situation in which you were concerned about permanent effects of the PA promoting program and your support within this program? What made you being concerned?*
5. *Do you have an example of a situation when the support of a patient to sustained PA was frustrating or even unwanted?*
6. *Could you tell your dream image/nightmare in supporting sustained PA? Please be as specific as possible.*
7. *Could you tell about a situation that represents what you stand for concerning sustained PA? Please be as specific as possible. What happened exactly, who were involved?*
8. *Could you tell about a situation during the PA promoting program when you thought: ‘That’s really frustrating; if we keep working like this we will not improve.’*
9. *Could you take me to a moment when you were proud of yourself when supporting sustained physical activity?*

During the conversation, remember: careful listening, following and confirming non-verbally, falling silent to give opportunity to narrate more. Only ask questions about specific situations linked to a (positive or negative) emotion.

Be aware of stepping stones to a narrative question. For example, if someone says ‘that really disappointed me’, there is an opportunity to connect by asking a narrative question such as: ‘What exactly disappointed you so much? What happened exactly and who was involved? Be aware not to judge, or being positive (compliment). You need not give feedback or a solution. After the answer, thank the participant for telling this.

When a narrative element is missing in the story, you may ask additional questions about:

- Supporters: ‘Where there people or things helping you in that situation?’
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- Struggle: ‘What did you struggle with? What was the main struggle?’
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- Main character: ‘About who is it?’
- Time, place and person: ‘Where exactly did it happen? When was this? Who were involved?’

## Closing

*Thanks you very much for all the stories about you being physical active. Great that you shared these stories. This provides a valuable contribution to our study. To thank you we have a small gift for you <hand over the gift voucher>*

*Thanks again for sharing the stories about your experiences on being and maintaining physical active.*

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