

Topic Guide for Interviews*

Living with Pain

Tell me about how and when your pain started?

Has it affected your life in anyway?

Please explain how it has affected your life. (Explore the impact on various aspects of life)

Experience with pain management services

In general, how has been your experience with healthcare professionals in relation to pain management?

- Explore in particular experiences with GPs, physiotherapists and consultants.

How helpful did you find pain services?

Have you faced any issues/problems with these pain management services?

- Explore these issues further.

Expectations

What were your expectations from the pain clinic?

Have these changed now?

Has the care provided by NPMPC met your expectations? Disappointed?

Expectations of prognosis

Is this different from before?

Efficacy

Did it help?

What was the most helpful part?

How did it help?

Did they help you to manage problems with your pain medication?

Understanding and Self-management

Did it help you to understand your problem?

Was the information provided adequate?

Do you feel you have control over problem?

Do you think you can now manage your problem better on your own?

Interaction with Nurse and Pharmacist

Did they communicate well? Listened to your problem?

Did they encourage you to be active and self manage?

Did they give you enough time?

Have you had any problems in following their instructions?

Could they have done any better?

Anything particularly good or bad about the service?

Do you agree with their pain management approach?

* This topic guide was used for the larger-mixed methods study not particular for the findings reported in this paper. Other findings have been reported elsewhere (e.g. Reference 13)

Overall Satisfaction

Any other issues?

How do you think care could have been improved?

How do you compare it with other treatments?