

## Appendix 1. Topic guide

- Initial questions
- Probes

### 1. Introduction

Purpose of study/consent/approval for audio recording

### 2. Health history

- When did you first begin to think that something was wrong with your health?
- When were you diagnosed with COPD/HF? What was it like to receive the diagnosis?
- What were major health events/care episodes from the moment of diagnosis until now?
- How is your life different now after your diagnosis compared to before your diagnosis?
- Do you feel satisfied with the way things are going now?

### 3. Impact of illness on daily life

- How did COPD/HF change your daily life/routines?
  - Physical health/complaints
  - Daily functioning
  - Social life/contacts/participation
  - Mental health (mood, feelings, stress, memory, etc.)
- What is the most challenging part of having COPD/HF?

### 4. Coping experiences with disease/ care needs

- How does an average day for you look like (what are specific routines/habits)?
  - Self-care (e.g. washing, cooking, shopping, medication intake)
  - Use of medical and social care
  - Informal support
  - Social activities
- What makes a day a good day for you? What do you hope for at the start of a new day?
- What helps in taking care of yourself/your health condition? What have been helpful 'tips'?
  - Self-regulation (e.g. positive attitudes, knowledge, functioning, reciprocity)
  - Social embeddedness (e.g. peer support, social support, reciprocity)
  - Living conditions (e.g. housing, work, hobbies, financial situation)
  - Societal embeddedness (e.g. access to medical and social services, patient-centeredness, continuity of care)

### 5. Barriers and facilitators for accessing/using needed services or support

- In the questionnaire, you mentioned the need for care/support on...:  
Mention one or more of the following needs (based on positive answers on the needs items):
  - Physical health/complaints
  - Daily functioning
  - Mental health
  - Social services (mobility aids, social benefits, legal support, etc.)
  - Social life
  - Safety
  - Living situation
- Do you receive the necessary care or support for these needs? Why (not)?
  - Financial barriers
  - Not knowing where to ask/apply for a service
  - Shame
- What kind of services/support do you receive that we haven't talked about? Satisfied? Why (not)?

### 6. Patient perceptions on co-producing services

- How would you describe your relationship with your main healthcare provider(s)
  - Attention for your personal life, needs and preferences
  - Involving you in decisions on treatment
  - Way of communicating/ trust/ respect
- How does this relationship facilitate or hinder you in pursuing better health?
- What could be improved in your relationship with healthcare providers?