

## **APPENDIX A: Guideline Interview Questions (Semi-structured; allow for discussion around the question)**

*Part 1: Your understanding of the information you use for making a referral (30 min)*

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### **Scope for referrals**

- What age range does “child and adolescent” mean to you?
- Who refers to you? As a GP, are you referred patients? If so by whom?
- Does the age range affect where you refer to?
- How often do you get such a case? (how many in the last 3, 6, 12 months?)

### **Deciding on the need for referral**

- What presenting issues (complaints/symptoms) would you consider as requiring a mental health consultation? and what would not?
- How would you know the patient’s condition is beyond your area of expertise? (How do you know that you need to refer?)
- When children experience a range of “emotional difficulties”, would you refer to more than one service?
- To whom do you refer your children and adolescent patients who need a mental health consultation?
- What do you use for making these decisions? (training, experience, software, tool, checklist)

### **Recording referral notes and feedback**

- What are your expectations of feedback (from the referral organisation/individual) once the patient has been referred?
- How do you communicate with the organisation you’ve referred to?
- What type of notes do you keep/in what format?
- What type of information do you keep in your notes? Does this include information from after you have referred?

### **Deciding on referral direction**

- Think about the last case you have had for making a referral. How did you make decisions about where to send patients/ where to refer them?
- Do you have a pathway drawn out for each case? (did you have one in that case?)
- Do you have a checklist to follow? Have you already got a drawing of what happens?

*Part 2: Steps taken in making a referral (30 min)*

### **Diagramming the referral process**

- Please draw out what happens when you see a patient that requires referral. Start at the moment they are referred to you, and end with the feedback part.
- Describe the steps that you take when you are doing a referral of a child or adolescent into mental health services.

### **Using current referral process diagrams (communication diagram)**

- This diagram shows one of the ways you might interact with the different services. Please comment on the diagram in terms of usefulness.
- If you had to have a diagram on the wall for your own use, what information would it have that would be useful to you?

**Evaluating current referral process diagrams (CPFT)**

- Are you familiar with this diagram?
- Do you feel it is accurate reflection of what happens in practice?
- Do you feel it is an accurate reflection of what should happen in practice?
- What would you improve/change in the process?
- What would you improve/change in the diagram?

**Evaluating current referral process diagrams (Tiered referrals)**

This diagram shows the types of people that can refer into the different services. Which organisations have you interacted with? Which organisations could you interact with? Are you familiar with all of these organisations?

**APPENDIX B: Diagrams used to initiate discussions about referral choices**

Note that this was presented to GPs as an empty template and was hence populated during interview.

