

Appendix 1: Interview Schedule for parents and children

1. Welcome and introduction
2. Confirm understanding of study, participation & recording, confidentiality issues & consent
3. I'd like to talk to you about your experience (and that of your child) from the very first time you became aware that something wasn't quite right. So looking right back at the beginning can you tell me in your own words, your story of what has happened?
4. Can you describe the symptom(s) a bit more?
[Prompts: location, duration, severity, ever had this before?]
5. Who noticed the symptom(s) first?
[Prompts: them/child/parent/someone else/school?]
6. When you first become aware of/noticed the symptom(s) what did you think was causing them? How did it make you feel? Did you continue to think /feel this?
[If any change in appraisal /emotions– why?/ at what point(s)?]
7. Did you discuss the symptoms or your thoughts with anyone?
[Prompts: Who were they? What did they say? Did you tell anyone else? Did they react in the same way? Did they encourage/discourage you to seek medical advice?]
8. Please could you help me try and record the number and timing of each symptom?
[Prompt: Use the Calendar landmarking tool]
9. When did you first see a doctor about the symptoms?
[Prompt: Was it the GP? If not, why not?]
10. What was it that made you decide to see a doctor?
[Prompt: What was the trigger?]
11. After you had first considered seeing a doctor, was there anything that put you off making an appointment / going?
[Prompt: Had you waited for any reason?]
12. Were you able to be seen by your doctor as soon as you wanted to?
[Prompt: explore accessibility issues]
13. When you went to see the doctor about the symptoms, did you have any thoughts about what might have been wrong?
[Prompt: do you remember why you felt that?]
14. What happened at your visit to your doctor? How did you feel about the outcome of the consultation?
[Prompt: did you feel you were taken seriously by the GP? What did they tell you?]
15. What happened after that visit to your doctor?
[Prompt: If GP, referral to hospital? Experience of hospital. If hospital, admission, education etc..?]
16. When did you next see a doctor and why? (If not diagnosed/referred)

17. What happened at that visit to your doctor? How did you feel about the outcome of the consultation?
[Prompt: did you feel you were taken seriously by the GP? What did they tell you?]
18. What happened after that visit to your doctor?
[Prompt: If GP, referral to hospital? If hospital, admission, education etc..?]
19. Who told you that you/your child have/has diabetes?
20. What were your initial thoughts?
[Prompt: Surprise / fear / grief / anger...?]
21. How do you feel now?
22. In your opinion, do you feel there was anything that prolonged you finding out that you/your child has diabetes?
[Prompts: information about the symptoms associated with serious conditions, difficulty in getting an appointment, time stresses from work/family etc., medical staff attitudes etc.]
23. Have you had any thoughts about why your child developed diabetes?
[Prompt: Were they usually well up until this episode? Explore PMH if relevant. Where did those ideas come from?]
24. Thinking back to before you noticed any of the symptoms...had you heard of diabetes?
25. What are your previous experiences?
[Prompts: family history/ friends/relatives/self?]
26. What would you have expected the signs and symptoms of diabetes to be?
27. Is there anything you know now that you think would have been helpful to know before you/your child were/was diagnosed?
[Prompts: non-specific symptoms / existence of simple quick test]
28. We've been through a lot today but is there anything else you'd like to discuss?
29. Thanks, confirmation of consent and confidentiality.