

Supplementary Materials

Appendix 1 - Interview Topic Guide

Patient experiences in OST in primary care

Introduction:

As you know, I want to hear from patients how it feels to be in treatment for substance use at this service. I will not ask for your experience about any particular aspect of your treatment, so you are free to mention whatever you want to. All data will be anonymised.

Contextual component:

1. *As a way of getting started, perhaps you could tell me a little bit about what brought you to treatment.*

Prompt: *What is your treatment plan at the moment?*

Prompt: *Which professionals do you see at this practice to manage your substance use? How often do you see them?*

Critical incidents component:

Thinking back in time from when you started your treatment at this service until now, can you tell me...

2. *What has helped you the most in your treatment?*

2.1 *What do you mean by that?*

2.2 *How did that make you feel?*

Prompt: *What kind of things have made it easier for you to be in treatment?*

3. *What has made it more difficult for you to be in treatment?*

3.1 *What do you mean by that?*

3.2 *How did that make you feel?*

Prompt: *What kind of things have made it harder for you to be in treatment?*

Alternative prompts to discuss helpful/non-helpful aspects of treatment: *If you had to tell a friend to come to this service for treatment, what would you say about it? From the perspective of a patient in substance use treatment, what are the good things that this service provides? Is there anything missing?*

4. *Is there anything else you would like to add about your treatment experience?*

Appendix 2 - Data analysis process and team members involved

Step	Aim	Team members involved						
		PA	FS	SM	NP	AW	CF	PPI*
1. Reading interview transcripts	Familiarisation	✓		✓				
2. Generating initial codes for first 10 interviews	Coding	✓						
3. Independent coding of 2 randomly selected interviews	Credibility checks			✓				
4. Team discussion & refinement of codes	Credibility checks	✓		✓	✓			
5. Generating codes for the next group of 10 interviews	Coding	✓						
6. Independent coding of 2 additional randomly selected interviews	Credibility checks			✓				
7. Team discussion & refinement of codes	Credibility checks	✓		✓	✓			
8. Reviewing of original transcripts & coding remaining interviews	Coding	✓						
9. Generating themes & sub-themes	Searching for themes	✓						
10. Creating initial thematic map	Searching for themes	✓						
11. Feedback of initial thematic map	Credibility checks		✓	✓	✓	✓	✓	✓
12. Preparing final thematic map	Naming themes	✓						
13. Ranking ordering themes by importance for treatment	Rank ordering themes							✓

*PPI = Public and patient involvement advisors, which, for this study, refers to male and female patients, aged 18+ years old and receiving OST treatment in primary care services.