

**Appendix One: Semi-structured interview questions**

- 1) Are you the person involved in the incident or a representative or family member?**
- 2) Can you tell me a bit about the NHS response to the patient safety event either you or your family member was involved in? Thinking about the event, can you tell me what helped and what could have been better in the response.**
- 3) Did you feel listened to and included? Were you asked about what was important to you? Were you given the chance to talk about how you felt about the safety event and how it affected you? What helped and what didn't?**
- 4) What about the explanation you received from the NHS regarding the event, how would you describe this? Was it in a format that was accessible to you/ written in plain English? How was the information shared – e mail, letter, face to face What helped and any improvements you think could be made? Were all your questions answered?**
- 5) In what ways were the medical and nursing staff involved in the process? Did they speak to you, was this or would this have been helpful?**
- 6) What about the communication or apology you received? How would you describe this? What helped or did not?**
- 7) Which parts of the response/actions taken by the NHS help with your emotional healing and reconciliation? Are there any other organisations/support groups you would recommend which were helpful to you?**
- 8) Did you get the opportunity to contribute or comment on the learning from the event? What form did this take? Were you able to share how you felt and how this event had affected you? Was this helpful? Would this have been helpful?**
- 9) Is there anything else we have not spoken about that you feel would be helpful for me to know?**