**Background:**

* Firstly, can I talk to you briefly about your experience of OCD, so we can have an understanding of your personal circumstances?
* How old were you when you first noticed symptoms of OCD?
* When did it begin to significantly impact your life?
* Could you tell me about your previous treatment before using the service we will be talking about today?
  + Did you receive any treatment at all?
  + At what ages?
  + Did you find it helpful?
* What type of OCD do you have? Have you received a diagnosis?
* The service we will be talking about today - why did you seek this type of service?

**Information on coach/organisation**

* What was the name of the coach or organisation who provided the service we are talking about today?
* How did you find out about this service?
* Did you do any prior research into them before? Such as online reviews or speaking to others who had used them?
* What was it about the service that seemed promising to you at the time?
* Do you know where they were based?
* What was the title or qualifications the coach said they had - or what did you think they were?
* Did you know what theoretical models or treatment methods they said they would be using?
  + Was their rationale explained to you? - The process such as learning to tolerate feelings, what were the expected outcomes?
* Were you offered remote or in person treatment?
* Did the coach have lived experience of OCD?
  + Do you think that having lived experience of OCD benefits a coaching process?

**Coach promotion:**

* How did the coach promote themselves/where did you see them promoting themselves?
* Was it something about the coach specifically that interested you in their service?
* What impression did you get of the coach from their online presence?
  + Did this impression change over time?
* Were you asked to promote the coach in any way during your time with them?
  + Was this ever given as a promotion, such as leaving feedback online or creating content such as videos or blogs in exchange for a free or reduced cost session from the coach?
* Did others who worked with the coach contact you promoting or discussing them?

**Length of treatment:**

* Roughly how long were you using the service/working with the coach for?
* How frequently did you attend/see them?
* How was treatment delivered?
  + What was a typical session like?
* How long was each session?
* Did you have a preconceived idea of how long you would be working with them?
  + If so, how did that manifest?
  + Were you told there was a set amount of sessions or a standard length of treatment?
  + Was this stuck by?
* Did you discuss any treatment goals in your initial meetings that were to be worked towards?
* Was there any written documentation that tracked your progress, or discussion of goals other than those made in initial meetings?
* Was there any discussion of what may have been maintaining your OCD?
* Were you in any other treatment at the time?

**Cost of treatment:**

* How much was the cost of this service? Was it per session?
* Was there an agreement or terms and conditions provided?
* Did they stick to what they said they would provide?
* Was there any other additional help, such as books, text support, access to exclusive content, offered at an additional cost?
* Were they aware of or did they ever ask about your financial situation?

**Client experience:**

* What were your expectations from the service provided?
* Did the coach focus solely on helping with your OCD, or were there other aspects of the therapy?
  + If so, was this pre-discussed and was it helpful?
* What was your first impression of the coach/service?
  + Did this change over time?
* Could you describe the character of the coach?
* How would you describe the dynamic of your interpersonal relationship with them?
  + Was this a dynamic you felt familiar with or had experienced before?
  + Did you recognise this?  - You do not need to go into any detail if you don't want to.
* Were you involved in any groups with other people working with the coach/organisation, such as WhatsApp groups or social media groups?
  + What was the nature and purpose of these groups?
  + Were they private without the coach, or were they facilitated by a coach?
  + If they were private, were conversations relayed back to the coach?
  + Or were you asked by the coach privately to post messages into groups?
* Are there any message conversations between you and the coach (not involving other clients) that you would like to share with us anonymously?
* What was your overall experience with the service?
  + Could you explain these further?
  + Were your expectations met?
  + Did the techniques used help with your OCD at the time?
* When did you realise you were unhappy with the service?
* For what reasons did you continue to work with the coach?
* How did the coaching eventually end?
* How did you feel after the service ended, compared to how you felt prior to the coaching?
* Did working with the coach affect your self-esteem?
  + How was this prior to the therapy and after?
* If someone you knew was thinking of working with this coach, what would you say?
  + Would you recommend this service to someone else? - Please elaborate.
* How would you like to see this type of coaching regulated?

**At the end:**

* Is there anything you feel would be important to add?
* Is there anything I’ve missed that you feel is pertinent/important to add to our understanding of your experience?
* Would you like a copy of the transcript?
* Thank them for their time - tell them you will now finish recording - give debrief and check on distress

**Debrief**