**Appendix 1. Staff and Client Interview Schedules**

**Lambeth Talking Therapies**

**Homeworking/virtual therapy audit June 2020**

**Staff interview**

**Introduction**

The service is trying to learn as much as possible about therapist and client experiences of homeworking and virtual therapy to help think about how we provide our service in future. We are doing these semi-structured interviews with a number of staff to pick up issues and themes, and we will then use those for the basis of a detailed questionnaire for all staff. The findings will then be used to plan our next steps.

This interview is confidential, and the findings will be anonymised, with any details that might link them to you removed. I would like your consent to record the interview. The consent form gives you details of how the recording and analysis will be safely stored. If you decide at any stage, during the interview or later, that you are not happy for your interview to be included in our study then you are completely free to withdraw.

Before we start, do you have any questions or concerns?

**Demographic and role details – job role, how long in role/service, gender, age & ethnicity [these details won’t be linked to specific comments in the report]**

**I’m going to start with the overall issue of homeworking and then focus more specifically on delivering therapy virtually.**

1. How are you finding working from home?
   * What is your home set-up? (space, who else is at home)
   * What arrangements have you made to be able to work? (space, negotiating time with partners, access to wifi etc) Have you made any changes over time?
   * Any practical difficulties that you have had – IT, office furniture, wifi etc?
   * What is going well?
   * Anything that you are finding more difficult?
   * Have you experienced any specific health problems that you connect to working from home?
   * How has homeworking impacted on how you feel? (mood, motivation, energy levels)
   * Did you find any challenges that are specific to the lockdown?
   * What job roles have had an easy transition & which have been harder to adapt to homeworking (Management/Supervision/Training/TFing/triage/client treatment/Admin)?
   * How supported by the service have you felt working from home? What has helped most?
   * How connected to the team have you felt working from home? What has helped most?
   * Have you connected with newer staff, for example the March PWP trainee cohort?
2. In future, when things are safe, what level of long term homeworking would work best for you?
   * What would be the main challenges? (e.g. l/t office set up, confidentiality, sharing space with flatmates, childcare)
   * Anything that would need to be in place to better support you to work from home?
   * How many days would you want to work from home?
   * Are there some things that you want to come into the office for?
   * If you were asked to come back to the office some of the time, would you have any concerns?

**The next section is going to be about treating clients over Teams or similar, we’ll ask later about telephone working.**

1. What were your expectations of Virtual therapy?
   * Was this your first experience?
   * What challenges did you foresee?
2. In practice, how have you found virtual therapy?
   * How much of your client work is virtual?
   * What was helpful/What went well?
   * What was unhelpful/ What did not go well?
   * How did you find delivering interventions virtually?
   * How would you describe the therapeutic relationship in virtual therapy? How does this compare to FTF and telephone?
   * What similarities and differences have you noticed between virtual and F2F?
   * How did you find the IT aspect of Virtual therapy (Skills and equipment)?
   * Did any particular client group struggle/thrive?
   * Overall would you say this has been a positive or negative experience?
   * What could improve your experience?
3. How confident and competent do you feel now in delivering therapy virtually?
   * Any aspects that you feel more or less competent in?
   * How do you find the technical aspects – getting clients set up, sharing documents, using the whiteboard, recording etc
   * Any things that you used to do face to face that are more difficult now? Anything that is easier?
   * What would you recommend to client’s in future/ If you had a free choice, what would you choose/ Would you recommend virtual therapy going forward?
4. Phone working. Have you increased the amount that you are doing, and how has that been?
   * Good things/bad things about it?
   * How does telephone working compare to F2F and virtual (Teams) sessions?
5. If you were choosing a way of receiving therapy for yourself, what would you choose?
6. Anything we have not talked about you feel is important to add?

**Client acceptability of Phone/Virtual Therapy**

**Client Interview July 2020**

**Introduction**

Thank you very much for agreeing to speak to me. The service is trying to learn as much as possible about client experiences of virtual therapy to help us think about how we provide our service in future. We are doing these semi-structured interviews with a number of clients to pick up issues and themes, and we will then use those for the basis of a detailed questionnaire for a larger group of clients. The findings will then be used to plan our next steps.

This interview is confidential, and the findings will be anonymised, with any details that might link them to you removed. I would like your consent to audio-record the interview. The audit information form gives you details of how the recording and analysis will be safely stored. If you decide at any stage, during the interview or later, that you are not happy for your interview to be included in our study then you are completely free to withdraw.

Before we start, do you have any questions or concerns?

**Interview**

Can I confirm some demographic details - what is your age? Your gender? How would you describe your ethnicity?

* Firstly, what type of treatment did you receive?

*(Guided Self Help or 1:1 CBT, telephone, virtual over video, face to face in the same room (give more details if client is not clear) – did it start with one approach and move to another?)*

* What you first learned that you were going to have therapy in this way (phone/video), before the therapy actually started, how did you feel about it?
  + Any concerns? Doubts? Questions?
  + Was this how you expected therapy to be?
* How was virtual/ telephone treatment in practice?
  + What do you think about the treatment that you received?
  + What worked well during treatment?
  + What didn’t go well/ wasn’t helpful during treatment?
  + How would you compare virtual/ telephone appointments to meeting face to face?
* How would you describe the working relationship that you formed with your therapist?
  + How good was your personal connection with your therapist?
  + If you became distressed in the session, did the therapist notice and respond?
  + How much did you feel that you were working together with your therapist like a team?
  + Did you do active things during the sessions e.g. experiments (making a prediction about how something would go and then trying it out), role-plays (practicising a conversation or situation with your therapist), thought records (looking at the evidence for and against a negative thought)
* What was the impact of lockdown on your treatment?
  + How did lockdown affect your motivation for treatment?
  + Did lockdown make it more or less likely that you would attend sessions?
  + Did lockdown affect how much you were able to put ideas from the sessions into practice as homework? Did the clinician adapt the treatment to allow for lockdown?

*(eg: adaptations to BA, graded exposure)*

* + Did you experience any difficulties or issues specifically related to lockdown that affected your treatment?
* Did you experience any practical difficulties during the treatment?
* Did you have the right equipment?
* Did you do the sessions over a laptop/computer or a phone?
* Did you experience any technical issues during treatment?

*eg: difficulty understanding information over phone, poor signal*

* + Any problems in getting a confidential space at home to do the therapy?
* Overall, how did you find the treatment that you received?
* How was it compared to what you expected?
* Was the therapy a helpful experience?
* What aspects of it were most helpful?
* What did you like/dislike about the therapy?
* What could be done to improve the treatment?
* If you had the choice would you accept treatment by phone/video again in the future?
* Would you recommend the treatment by phone/video to others?
* Do you have any last comments?