

Begginig of the interview

- Have a cup of tea
- Introduce yourself and your team
- Ask for consent (signed form)
- Explain what the interview is going to be about
- Explain that participation is voluntary and that can withdraw consent at any time

During the interview

- Build a relationship with the participant but remain neutral
- Use the conversation guide as a guide but not as a questionnaire
- Ask open-ended questions
- Ask about recent experiences
- Ask about actions, not opinions
- Ask Why? 5 times
- Take verbatim notes and quotes
- Observe behaviours and note workarounds

End of the interview

- Thank participants for their time
- Ask participants if they have any questions
- Ask participants if they'd like to be involved in further research activities
- Explain next steps and how they will receive compensation (if agreed)