**Relatives Interview Topic Guide**

**Opening:**

(**Establish Rapport**) [*Shake hands*] My name is [ ] and I am the lead RA for the North / South of England IMPART study, I am interested in understanding your experiences of being a relative of someone with a mental health problem, and specifically the kind of support you have received from the clinical team.

**IF USED REACT**

You have been chosen for interview because you have experience of using the REACT toolkit. I would like to ask you several questions regarding your background, experience and perspectives in relation to your use of the REACT toolkit, the ways the toolkit might be improved, what aspects of the toolkit worked well and any other comments you might want to make about the toolkit.

**(Motivation)** I hope to use your comments to understand ways to improve health services and support for people with mental health issues. It is hoped that this research will guide the development of a model aimed at improving the implementation of online support interventions.

**(Time Line)** I anticipate that the interview should take around 45-60 minutes. If you have less time available, please let me know and I will adjust the interview to suit you.

**Questions**

The interview will be conducted flexibly, using language familiar to the participant, and therefore specific questions are not preset. However, the following key topic area will be explored

-Their experiences of supporting someone with a mental health problem (briefly for context only).

-Their thoughts about current support available to relatives within the Trusts

-Their knowledge, experience and views regarding the REACT toolkit

How they first heard about it / how easy it was to access / how easy to use?/ what were barriers to use?/ what helped use?/ ……a walk-through of what happened from first hearing about REACT to now, exploring expectations, emotional reactions, thoughts etc

What impact (if any) has REACT had on them / other family or friends.

What advice would they give to someone designing this toolkit?

Their knowledge, experience and views regarding use of the internet in general – and specifically any other online interventions they are aware or have used in the NHS (or in other settings)

Their general views on the use of online interventions to deliver healthcare support

**If NOT USED REACT**

You have been chosen for interview because you are receiving support from the Early Intervention in XXXX Trust.

I would like to ask you some questions regarding the kind of support you have received. I am also interested in your views about online support and how this could be used to support relatives.

I hope to use your comments to understand ways to improve health services and support for people with mental health issues.

**(Time Line)** I anticipate that the interview should take around 45-60 minutes. If you have less time available, please let me know and I will adjust the interview to suit you.

**Questions**

The interview will be conducted flexibly, and therefore specific questions are not preset. However, the following key topic area will be explored

-Their experiences of supporting someone with a mental health problem (briefly for context only).

-Their thoughts about current support available to relatives within the Trusts

Are they aware of REACT? Have they received an email about REACT? If so, was there a decision made not to use REACT? (Explore this rationale).

-Their knowledge, experience and views regarding online support

Have they ever used anything online?/ if not – why not? / How they first heard about it / how easy it was to access / how easy to use?/ what were barriers to use?/ what helped use?/ ……a walk-through of what happened from first hearing about an online resource to now, exploring expectations, emotional reactions, thoughts etc

What impact (if any) has online support had on them / other family or friends?

What advice would they give to someone designing online support for relatives?

Their knowledge, experience and views regarding use of the internet in general – and specifically any other online interventions they are aware or have used in the NHS (or in other settings)

Their general views on the use of online interventions to deliver healthcare support

**Ending**

*Well it has been a pleasure to talk to you today, and your views are really helpful to our research. Is there anything that you would like to add or feel that we have not discussed and should?*

*I would like to thank you for your time, your comments will be very useful for my research and I will be in touch shortly with the emerging themes from the interviews – Do you have any questions? –*

*I should have all the information I need, would it be ok to contact you on the number or email address provided if I need to clarify any points? –*

*Thanks again and do not hesitate to contact me with any questions that you may have regarding the research.*