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| **Aim of Questioning** | **Possible questions and prompts** |
| Can you tell me whether you have had to shield/self-isolate during the COVID-19 pandemic? |  |
| Understanding and experiences of managing your health conditions – particularly HF during the COVID-19 pandemic  | It would be helpful if you could talk me through your experiences of managing your health since the onset of the COVID-19 pandemic.***Possible prompts****:* *Can you tell me a bit about things that have affected how you manage your health/heart condition during this time (e.g. made more difficult/easier)?**Can you tell me a bit about how you are managing your** *Medication (ordering prescriptions; getting medication) and medication review*
* *Activity/Exercise/ diet*
* *Routine check-ups – potential to explore treatment avoidance due to fear of the virus*
* *Contact with general practice (explore what contacts person normally has)*
* *Contact with other services (eg social prescribing)*
* *Have you accessed any resources to help you during this time?*

*Can you tell me how prepared you felt to manage your HF/health during this time (exploring issues around control/uncertainty/agency)?**What (if any) has been the main challenge for you during this time?**Can you tell me whether you have had any support from family/friends to manage your health?* |
| Perceptions of care/service delivery during a pandemic | Can you tell me about how health professionals have been involved in treating/managing your health/heart condition since the onset of the COVID-19 pandemic?***Possible prompts*** ***Who has been involved? How?*** *Access and/or willingness to attend general practice/ HF services/outpatient appointments* *Views & experiences of telehealth or telephone consultations / video consultations**Experiences of on-line contact with practices**Explore concerns/preferences compared to face-to-face consultations**Explore safety netting measures- what action would you take if health deteriorates (may avoid hospital due to fear of infection, explore what steps are in place?) – any experience of emergency services?** *Do you have an action plan? (If yes)Can you tell me about it?*
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| Perceptions on coping/ psycho-social impact of managing long-term health conditions during a pandemic | Can you tell me about any particular concerns you have had since the onset of the pandemic (e.g. financial, social, and emotional)?***Possible prompts****Is there anything that you have found helpful/unhelpful in keeping your spirits up? (e.g. support from family/ other networks/Pumping Marvellous/internet resources)**Can you tell me a bit about any information you have received or resources you have accessed about managing your health during the pandemic? How helpful have these been?* |
| Perceptions on the expected consequences of the pandemic and preferences/needs for a future return to ‘normal.’ | Are there any things that have worked well for you/ or not worked well during this pandemic?*(include all health services and formal and informal support networks)****Possible prompts*** ***What will you do differently going forward?****Are there any changes to services that would have been beneficial to you during the pandemic* *Are there any changes that you would like to see in the future as a result of this pandemic?**Are there any changes that may occur as a result of the pandemic that you are concerned about or happy about? Can you tell me a bit about these?* |
| ***If lockdown is over when interview is conducted:***What is your care like now? How does it differ from before pandemic? | **Possible prompts:**Can you tell me about…* *Medication (ordering prescriptions; getting medication) and medication review*
* *Activity/Exercise/ diet*
* *Routine check-ups – potential to explore treatment avoidance due to fear of the virus*
* *Contact with general practice*
* *Contact with hospital services*
* *Contact with other services (e.g. social prescribing)*
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| **Final question** | Is there anything else you want to share about your experience of managing your health during this pandemic, which we haven’t talked about already? |