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| **Aim of Questioning** | **Possible questions and prompts** |
| Can you tell me a little bit about yourself and your service? | Role / Job Title  Practice/Service Name  Practice/Service Location  Practice/Service size  Prior to COVID-19, on average how many weekly face to face/telephone/online appointments did you do?  Any on-line access for patients?  Use of video consultations? |
| Can you tell me how things have changed for you and your service since the outbreak of COVID-19 | Since COVID-19 how have things changed?  Use of video consultations  Online access  Have you suspended face-to-face appointments for routine monitoring/management for patients with long-term conditions; how have you communicated this to patients?  Availability of phlebotomy, XR, ECHO facilities |
| Can we talk about your patients with heart failure, how have they specifically been affected? | Monitoring (who does it)  Routine care (who does it- any change?)  Specialist input |
| How effective do you think non face-to-face methods of follow-up are? | What methods have you used?  Have you liked them?  What’s good/bad about this? |
| When the lockdown and social distancing ends what do you think will happen to your practice? | Return to previous service configuration?  Or ‘new normal’ – what will this look like?  If changes, what changes? |
| What is needed to make remote or virtual consultations successful in this patient group? | And what are barriers? |
| What do you think is the ideal system of following up patients with HF including HFpEF once COVID-19 pandemic lockdown ends? |  |
| What do you think will be most pressing needs of patients with HF following the lockdown? |  |
| What changes in services are needed once the pandemic crisis is over? [increased rehabilitation for patients who may have been deconditioned; rapid access clinics; etc…. ] |  |

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| Do you think that patients with HF are likely to have higher mortality and morbidity (non COVID-19) following the lockdown than would otherwise have happened? |  |
| If you think mortality and morbidity will be higher please indicate your reason(s): |  |
| Have you experienced any changes with how you interact with secondary care services, if so, please describe: |  |
| Have you had to make or take a difficult decision, if so, please describe: |  |
| Have you had informal discussions about changes in your service, is so,, can you share these? | Moving away from QOF style screening/checking and managing the ‘worried well’?  More time for holistic reviews? |
| What patient factors do you think have been important in whether a patient contacts you during COVID-19? | What are your experiences?  Can you think of any cases?  Which patients are you particularly worried bout? |