**Interview prompts for WP3**

Introductions;

Will be asking them to draw upon their experiences of giving support; for examples and stories of experience…please keep these anonymous/ be assured that we will;

Ensure participant is comfortable with anonymity/confidentiality issues: give option to talk about synthesised examples and recurring scenarios…

Give participant time to peruse/review the info sheet & for them to ask questions about it;

Obtain informed consent – both participant and interviewer should sign it

Frame: ‘We’re going to be talking about your role, about your experiences of giving support, some issues about [burial/disposal] and a little about memory-making’

START RECORDING x2

**Role /Job**

In your own words, how would you describe the purpose of [organisation]?

Tell me about your role at [agency] (ensure we capture how long they have worked in this field; paid or volunteer?)

Range of people you/organisation supports? Diversity?

Number of calls taken a day/week or how many in support group?

*For follow-ups use*: *Can you tell me more about …..?* *Could you talk me through an example of…?*

**Support and communication (language use)**

Can you tell me more about how you work to support clients/members…?

[new media] For those who work on email, in an online forum or use SM to support people:-

* What are some of the ways/media through which your agency offers support?
* *Could you tell me something about the different opportunities the different media - forums, SM etc offer to communicate with people?*
* *How would you characterise the tone of the forum (or FB, or other SM if relevant)?*
* *How do people interact? What types of stories do they share?*
* *What do you feel are the limits of online communication?*

What type of training and support have you received to help you talk to clients?

*Or,* what type of training do you give to volunteers?

In your experience, what are the things you say to clients in person that you find are most effective?

*If person struggles, prompt them to think about the last 2 months*

What kinds of advice do you give clients to help them deal with the emotional effects of the pregnancy loss? / Death of a baby?/ decision-making [NB use term suitable to interviewee’s role]

Please could you talk me through an example from your own experience of support work when you feel that you did a good job of communicating with a client?

*Follow up: How did you know it was going well? How did it make you feel?*

What kinds of things might you say to a client to show that you understand?

What kinds of things do you say to a client to help them deal with distress?

Please can you describe an experience that shows how challenging it can be sometimes to find the right words?

*…follow up: How did you know it wasn’t going well? How did it make you feel?*

Imagine you are talking to a new colleague (or volunteer), what story would you tell them to alleviate their concerns about communicating with [recently bereaved women]? [NB. This can be a tricky one: allow people time; mirror back a phrase or change to ‘advice’ if they really struggle]

**Options around disposal of pregnancy remains/cremation & burial**

[NB this is a section where not all the questions will be relevant – aim is to get some examples/stories]

Do your clients/members ask about this/how does it come up?

How do you tell clients about the options available to them…?

Can you describe an experience of talking people through their options (for disposal/burial/cremation)?

Could you describe some of the reactions you have witnessed?

What are some of the experiences people have shared around the options/choices they were/were not offered?

Do you feel that people understand their options? What strategies do you use when you feel that they don’t?

*Possible follow ups: How does it feel when….? What strategies do you use when…?*

**Memorialisation**

Could you tell me about your agency any opportunities or suggestions that [agency] offersabout how women/families might mark the loss of their baby?

Are there particular images or objects that you mention to clients? Examples?

Can you describe any particular images or objects that clients come up with themselves?

What do you feel is the role of sharing of personal stories [on the website/in pamphlets/via group members]?

Coming out/rounding off

Thinking about your experiences of supporting women and their families, are there any further examples or stories that you would share to illustrate why this work matters?

Do you have any questions for me/about our project?

What would you like to see come out of it? How might our research support your work in the future?

**Check consent signed; explain about what happens with transcript and transcript review etc.**

**Afterwards: write up some reflective notes**