**Interview Guide**

Introduce yourself

We’re working on a project about what it has been like for people on probation to access healthcare during the pandemic.

Can you just confirm that you have seen the information sheet, and you understand that we would like to record the interview, so that we can type it out and use what you say in the findings for the project, but we will not use your name, and we will replace things like place names to disguise your identity. The data that we collect will also be placed in a repository so that other researchers can use it if they want to, but it won’t contain your name, so they won’t know that you took part.

You don’t need to share anything too personal or upsetting, we just want to understand what things have been like during the pandemic, so that we can learn about the best ways of providing healthcare to people in the future. If you said anything that indicated that you are a risk to yourself or someone else then we would need to share this with probation. If you don’t want to answer a question that’s fine, and taking part is completely voluntary.

Confirm they still want to take part.

**Start recording.**

1. **We’re interested in what it has been like to access healthcare during the pandemic. Do you normally get any support from probation to improve your health or access healthcare? (e.g. Community Sentence Treatment Requirement (MHTR/DRR/ATR) or healthcare staff coming into a hostel)**
   1. Has that carried on as normal during the pandemic, or have there been any changes (e.g. support has stopped, or you have to access it online or by phone)?
   2. What has that been like? (Harder to access because of problems with public transport or not having technology? Detrimental to health? Better access e.g. don’t have to travel, or been given accommodation so not homeless?)
   3. Do you usually feel like you can talk honestly to probation about your health? Has this changed during the pandemic (for better or worse)? (Are people at a stage where they want help from probation or are they trying to hide things like drug use?)
2. **Do you feel like probation are doing enough to help you to stay in touch with them?**
   1. How would you prefer to access probation? (Face-to-face, phone, online)
   2. Have you been given any choice about how you keep in touch with them?
   3. Do you feel like the amount of communication and type of communication with probation works for you?
   4. What have they done that’s helpful?
   5. What else could they do? (e.g. peer support/choice of how you communicate)
3. **What are probation doing to help you to access the healthcare that you need?**
   1. What kinds of help have they offered?
   2. Do you feel like you can plan the type of care that you have together?
   3. If you’re living in an AP (hostel), are you still able to access healthcare as usual?
4. **Do you normally get health support from anywhere else (e.g. mental health team, GP, drug and alcohol service, pharmacy – no involvement from probation)**
   1. Has that carried on as normal during the pandemic, or have there been any changes (e.g. support has stopped, or you have to access it online or by phone instead of attending groups or 1 to 1 appointments, can you still access therapy or medication as usual)?
   2. What has that been like? (Harder to access because of problems with public transport or not having technology? Detrimental to health? Better access?)
   3. Do you feel like you can plan the type of care that you have together?
   4. Are you registered with a GP? Have you had any support from probation to access a GP?
   5. How would you prefer to access health services? (Will depend on what sort of healthcare someone needs. Face-to-face, phone, online)
   6. What has the healthcare service done that’s helped you to get the care that you need?
   7. What else could they do?
5. **How do you feel about the changes that have happened during the pandemic?**
   1. Have there been any positive changes that we should try to keep?
   2. Have there been any negative changes that we should try to avoid in the future?
6. **Were you released from prison onto probation? When you left prison, did you experience any issues in accessing healthcare services (e.g. GP, mental health services, substance misuse services)?**
   1. If yes, what were these? How could these issues have been avoided?
   2. If no, was there anything that supported you to access these services on your release?
7. **If you were speaking to someone from Probation, and you had the time to tell them one thing that could make accessing healthcare better, what would you tell them?**