

Interview scenario - Communicating serious news in a pandemic

Thank you very much for your willingness to share your experience. I remind you that our aim is to look at how healthcare professionals delivered serious news during the COVID-19 pandemic and related issues in patients who were very seriously ill. The interview will be conducted anonymously and if you do not like any of the questions, you do not have to answer and we can stop the interview at any time.

1. In the last two years, have you lost ...? Can I ask what relationship you were in (if it's not clear) and when it happened?

2. How do you recall communicating with your doctors during that last period?

3. How did you actually find out about ... being seriously ill in this way?

4. Do you have any positive experiences regarding how the doctors communicated information about his/her health status to you ?

5. On the other hand, do you have any negative experience regarding how the doctors communicated information about the health of ... ?

6. Have you had any experience of using video conferencing or other technology in communicating with doctors? How did this affect you?

7. What was it like for you to communicate with staff who had to use protective equipment?

8. If you were to make any recommendations to physicians in the future about delivering serious news in similar settings, what would they be?

Is there anything else you can think of that would be important?