

Online Appendix 4. Interview guide

1. INTRODUCTION

Tell me a little about yourself (age, professional category, years of experience, ...)

2. IMPACT OF THE PANDEMIC ON PATIENT SAFETY AT THE HEALTH CENTER

How did the pandemic affect patient safety at your health centre?

Prompts:

- Has communication between professionals at the centre been affected?
- Has communication with patients been affected?
- Have diagnoses been affected? delays, diagnostic errors, etc.
- Has the follow-up of chronic patients been affected?
- And the follow-up of paediatric patients?
- What is the general feeling regarding safety incidents during the pandemic? Have they changed?

3. GENERAL ASSESSMENT OF THE SINERGIAPS INTERVENTION

What has been your role in the implementation of the SinergiAPS intervention at your health centre?

How has your participation in the SinergiAPS project been?

What have you done over the past year? Have you been able to do what was initially planned?

Prompts:

- Distinction between two stages: first 3 months pre-pandemic and the rest of the months.
- Discussion/reflection with the rest of the work team: how, where, with whom, when, what happened, how was the session?
- Action plan: was a plan developed? was it recorded through the tool?
- Barriers and facilitators of the discussion to create the action plan.
- Overall acceptability: what reactions have there been from the Health Centre team?
- In case the initial plans were not followed, why not? what barriers did you encounter?

I will now ask you a series of questions about specific aspects of the SinergiAPS tool. As you know, patient opinions were collected at the health centre through the PREOS-PC questionnaire. What do you think about the need to collect patient experiences on potential safety issues to use this tool?

Prompts:

- Disadvantages and advantages.
- Personal experience of administering the PREOS-PC in your centre
- Opinions from other colleagues
- Any changes resulting from it? Examples (patients have commented on it, have been more complainant, etc.)

What did you think about the feedback report?

Prompts:

- Predictable/unpredictable
- Any unexpected results? Did anything catch your attention...
- Usefulness of having information from your patients

Recommendations document. What is your opinion of it?

Prompts:

- Was it reviewed? Was it useful?
- Was it reviewed by the work team?
- Suggestions for improvement

Action plans: what is your opinion in relation to the template available in the SinergiAPS too to record your action plan proposals?

Prompts:

- Usefulness of the action plan and Recommendations.
- Ease of access to the template
- Acceptability: what reactions have there been regarding the use of this template?

In general terms, what do you think of the SinergiAPS tool?

Prompts:

- What aspects do you value most positively and what aspects do you value most negatively?
- What would you improve about the tool?

Do you think this intervention has somehow improved patient safety at your health centre? If so, what aspects have improved?

Prompts:

- Is patient safety (PS) discussed at your centre? Examples...
- Has knowledge about PS improved since the intervention?
- Have the structures of your health centre improved?
- Have the clinical processes and/or the organization of care you carry out improved?
- Have the health outcomes of your patients improved?
- If not, why do you think the intervention has not been useful at your centre?

Now thinking about the possible large-scale implementation of this tool/intervention. What is your opinion of it?

Prompts:

- What aspects do you think could help promote the use of SinergiAPS by health centres?
- What aspects do you think hinder the use of SinergiAPS by health centres?

MOSPSC= Spanish version of the Medical Office Survey on Patient Safety Culture; PREOS-PC= Patient Reported Experience and Outcomes of Safety in Primary Care