



# City Research Online

## City St George's, University of London

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## **Appendix 1**

### **Interview topic guide**

#### **Patient Interviews**

##### **Introduction**

“My name is \_\_\_\_\_, a researcher at City, University of London. The main purpose of this interview is to understand your experiences using eyedrops in glaucoma.”

“I will also be interviewing eye care practitioners to understand their experiences of eyedrop compliance in practice and how they manage it. I plan to use the information gained from these interviews to help me develop some form of technology-based solution to help patients use their eyedrops correctly. ”

“Have you read the participant information sheet that you have been provided with?”

“I will just re-cap some information. The interview should last about 45 minutes. Everything you say will be kept strictly confidential. You are free to stop participating at any time with no consequences. You do not need to answer any questions that you do not wish to. I will be audio recording the interview so that I don't have to take too many notes and can listen to what you are saying. After the interview any identifiable information, such as your name, will be removed.”

“Please feel free to be open and honest about your experiences using eyedrops. There are no right or wrong answers, we are keen to learn from your experiences both positive and negative.”

“Are you happy to take part in this interview? Before we start do you have any questions?”

##### **Complete consent form.**

“I'm going to start recording now.”

##### **Demographic Information**

“I'd like to ask some questions about yourself first. This information will be used to describe the people who took part in our study, all your responses will be combined so you will not be identified.”

Please can you confirm:

- your gender, ethnicity, where you live in the country – first part of your postcode
- what age range you fall into (18-30, 31-45, 46-60, 61-74, 76-90, 91+)
- what is your highest level of education (e.g. school/college -up to 18 yrs. old, graduate, postgraduate)
- your employment status
- if you live alone/with family members (if yes ask which members)
- what type of glaucoma do you have (if known)
- how long approximately have you been using eyedrops for glaucoma
- is this the first type of eyedrop you have used/have you been changed to a different type? If yes do you know how many times they been changed?
- what drops are you currently taking – how many times a day do they go in? Don't worry if you don't remember the names of the drops
- do you instil your eyedrops yourself/family member/carer?
- do you pay for your prescriptions?
- how often do you have check-ups for your glaucoma?
- you have no visual difficulties/have visual difficulties but not formally registered as sight impaired/registered as sight impaired/registered severely sight impaired

### **Questions aligned with domains of Theoretical Domains Framework (TDF)**

1. Do you know why you take your eyedrops? (**Knowledge domain**)

Prompts – explore understanding of glaucoma and rationale for using eyedrops and possibility of losing vision

2. On a daily basis do you have any problems putting your eyedrops in? (**Skills domain**)

Prompts – if yes explore why, maybe have problems with opening bottle due to arthritis in hands/unable to see to put your drops in/drops keep running down cheek

3. If answer yes to above question– even though you have some difficulties putting your drops in, how confident are you that you can continue using your

drops as prescribed (i.e. once/twice a day) on a long-term basis? **(Beliefs about capabilities)**

If answer no to above question – as you don't experience any difficulties putting your drops in on a daily basis, how confident are you that you can continue to use your drops as prescribed (i.e. once/twice a day) on a long-term basis? **(Beliefs about capabilities)**

4. Is it important to you to use your eyedrops as instructed? **(Goals domain)**

Prompt – explore why

5. What do you think the benefits of using your eyedrops correctly are?

What do you think the disadvantages of not using your eyedrops correctly are?

**(Beliefs about consequences)**

6. Who do you think is responsible for making sure your eyedrops are used correctly every day? **(Social/professional role and identity domain)**

Prompt – your eye practitioner, your GP, you, your family/carer

7. Is there anything/anyone that would make you more likely to use/not use your eyedrops as you should? **(Reinforcement domain)**

Prompt – praise from your eyecare practitioner/family or receiving negative feedback from your practitioner

8. If you use your eyedrops correctly, how likely do you think it is that this will help you maintain your vision/stop your glaucoma from getting worse? **(Optimism domain)**

9. If you think about how you use your eyedrops each day, is there anything that makes it easier for you, anything that makes it harder? **(Environmental context and resources domain)**

Prompts- being away on holiday, being dependant on a carer/family member to instil drops/ not obtaining repeat prescriptions from pharmacy/GP in time

10. Is there anything that you do/or could do to overcome these problems? (**Behavioural regulation domain**)

Prompt – habits/techniques or practical strategies employed

11. Does anyone else influence your decision to take your eyedrops? (**Social influences domain**)

Prompt – family members/carers/support groups/healthcare professionals (HCPs)

12. Do you ever forget or deliberately not use your eyedrops? If yes how often have you not used your eyedrops? Is there any reason that would lead to this decision? Have you forgotten to use your eyedrops in the past month? (**Memory, attention and decision processes domain**)

Prompt – forgetting when go away on holiday, side effects using drops so purposefully don't use

“Thank you for your time today, I really appreciate you sharing your views and experiences. Is there anything else you would like to add that I haven't covered? Do you have any questions?”

## **Eye Care Practitioner Interviews**

### **Introduction**

“My name is \_\_\_\_\_, a researcher at City, University of London. The main purpose of this interview is to hear about your experiences managing glaucoma medication adherence in practice.”

“I will also be interviewing patients to learn about their experiences with glaucoma medication. We will use the information from both practitioner and patient interviews to guide the development of a potential intervention to help with glaucoma medication adherence.”

“Have you read the participant information sheet that you have been provided with?”

“I will just re-cap some information. The interview should last about 45 minutes. Everything you say will be kept strictly confidential. You are free to stop participating at any time with no consequences. You do not need to answer any questions that you do not wish to. I will be audio recording the interview so that I don’t have to take too many notes and can listen to what you are saying. After the interview any identifiable information, such as your name, will be removed.”

“Please feel free to be open and honest about how you feel. There are no right or wrong answers, we are keen to hear your views and learn from your experiences both positive and negative.”

“Are you happy to take part in this interview? Before we start do you have any questions?”

### **Complete consent form.**

“I’m going to start recording now.”

### **Demographic Information**

“I’d like to ask some questions about yourself first. This information will be used to describe the people who took part in our study, all your responses will be combined so you will not be identified.”

Please can you confirm:

- your gender, ethnicity, where you practise in the country – first part of postcode
- what age range you fall into (18-30, 31-45, 46-60, 61-74, 76-90, 91+)
- your job title and role within glaucoma care
- how long have you been qualified as an eye care practitioner? How long have you been involved in glaucoma care?
- do you work in hospital, community practice or both?
- on average how many glaucoma sessional clinics a week are you involved in?
- only for non-ophthalmologists - do you issue prescriptions to glaucoma patients? Are you an independent prescriber or do you issue by other means e.g. PGD?

### **Questions aligned with domains of Theoretical Domains Framework (TDF)**

1. In practice how do you usually assess whether a patient is taking their eyedrops as prescribed? **(Skills domain)**

Prompt – subjectively ask patient/family member about adherence, what questions would you ask, use a questionnaire, what questionnaire would you use?

Do you provide education regarding glaucoma/treatment/ adherence/advice on how to instil eyedrops? How do you do this?

2. How do you classify a patient as nonadherent? Do you think nonadherence is a problem in your clinic? Why? **(Knowledge domain)**

Prompt – is missing once/twice a week/month etc nonadherent

3. Whose role do you think it is to ensure patients comply with their treatment? Why do you think this? **(Social/professional role and identity)**
4. How important do you feel it is to actively manage patient adherence to treatment? What influences your approach? What are the main outcomes you aim for when supporting a patient's adherence? **(Beliefs about consequences)**
5. How confident do you feel in your ability to identify if a patient is adherent or nonadherent to their medication? Why do you feel that? **(Beliefs about capabilities)**
6. When a patient is having difficulty using their eyedrops correctly, how do you determine the most appropriate adjustments to their treatment or select an alternative approach? **(Memory, Attention and decision processes domain)**

Prompt – if developing side effects how do you manage, do you consider SLT or surgical intervention as an alternative, if patient struggling with dosing regimen due to hectic lifestyle how do you amend treatment to suit patient?

7. In clinic, are there any resources, tools, or colleagues that make it easier for you to manage non-adherence? Conversely, are there any factors that make it more challenging to support patients who struggle to adhere to their treatment? **(Environmental context and resources domain)**

Prompt - dedicated glaucoma nurses, dedicated adherence clinics, educational resources, not enough time, too many patients to see, not enough staff to support smooth running of clinic

8. How do you keep up to date/remain consistently aware of glaucoma medication adherence and its management? (**Behavioural regulation domain**)

Prompt – use of guidelines/recommendations, CPD, courses, conferences

9. When it comes to managing patient adherence what are your main goals or priorities in clinic? How do these goals guide your actions or interactions with patients? (**Goals**)

“Thank you for your time today, I really appreciate you sharing your views and experiences. Is there anything else you would like to add that I haven’t covered? Do you have any questions?”