Appendix: 1:1 Interview questions

Appendix 1

Discussion guide (One to one interviews)

Questionnaire for 'Proxy' Patients

[For interviewer only] Participant identification
- o Date of interview:
- o Time of interview:
- o Where did you recruit this participant? Please be as specific as possible – this question will be used to help identify low-income participants (name of charity; borough; community within borough; etc.)
- o Please assign a unique identifier for the participant.
  This should be: Your initials_Date_Time_P/C (choose 'P' if you are interviewing a patient and 'C' if you are interviewing a carer). For example, if Alyssa were doing an interview with a patient on 31 October at 12:34pm, the unique identifier would be: ACV_31Oct_1234_P
- o Are you interviewing a patient / carer pair?
- o If yes, what is the unique identifier of the other participant in the pair?

Eligibility and background questions

1.A virtual ward, also known as a hospital at home, is used to bring extra staff support and monitoring to people where they live, specifically to help prevent them from going to hospital, or to help them leave the hospital sooner than they otherwise would. It may involve using technology to ensure that people remain stable and to alert providers when their conditions get worse.

Have you ever been offered to use a virtual ward or hospital at home, and if yes, when?*
- • Yes, I have used a virtual ward [Study ends]
- • Yes, I have been offered (but ultimately refused) a virtual ward within the past and reside in Croydon, Kingston, Merton, Richmond, Sutton, or Wandsworth[Use lived experience questionnaires]
- • Don't know [Continue]
- • No [Continue]

2. Which borough do you live in?*
- • Croydon
- • Merton [Continue]
- • Wandsworth [Continue]
- • Other [Study ends]

2a. In which part of the borough do you live? (not required)

If the response above is Croydon, the choices are:
Addington
Addiscombe
Ashburton
Beddington
Broad Green
Coombe
Coulsdon
Croydon
Crystal Palace
Forestdale
Hamsey Green
Kenley
Monks Orchard
New Addington
Norbury
Norwood New Town
Old Coulsdon
Pollards Hill
Purley
Purley Oaks
Roundshaw
Sanderstead
Selhurst
Selsdon
Shirley
South Croydon
South Norwood
Thornton Heath
Upper Norwood
Upper Shirley
Waddon
Woodcote
Woodside
Whyteleafe
Not sure
Other___

If above is Merton, the choices are:
Bushey Mead
Colliers Wood
Copse Hill
Cottenham Park

Crooked Billet
Lower Mordern
Merton Park
Mitcham
Mitcham Common
Morden
Morden Park
Motspur Park
New Malden
Norbury
Pollards Hill
Raynes Park
St. Helier
South Wimbledon
Summerstown
Wimbledon
Wimbledon Park
Not sure
Other___

If above is Wandsworth, the choices are:
Balham
Battersea
East Putney
Falconbrook
Furzedown
Lavender
Nine Elms
Northcote
Roehampton
Shaftesbury and Queenstown
South Balham
Southfields
St Mary's
Thamesfield
Toting Bec
Tooting Broadway
Trinity
Wandle
Wandsworth Common
Wandsworth Town
West Hill
West Putney
Not sure
Other___

[In all cases, continue to question 3 regardless of whether participant

responded to question 2a].

3. Do you have a chronic physical condition that has ever required hospitalisation?*
- Yes [Continue]
- No [Continue]

3a Do you have a physical or mental disability? (not required)
- Yes
- No
- Prefer not to say

[Continue to 3b]

3b Which of the following long-term conditions do you have, if any? (not required)
- *Prefer not to say*
- *I do not have any long-term conditions.*
- *Asthma, COPD or respiratory condition*
- *Blindness or severe visual impairment*
- *Cancer*
- *Cardiovascular condition (including stroke)*
- *Chronic kidney disease*
- *Deafness or severe hearing impairment*
- *Dementia*
- *Diabetes*
- *Epilepsy*
- *Hypertension (high blood pressure)*
- *Learning disability*
- *Mental health condition*
- *Musculoskeletal condition*
- *Other (please specify)*

[Continue to 4]

4. Do you experience age-related mobility issues, falls, and/or increased dependency on others to complete day-to-day tasks?*
- *Yes [Continue to semi-structured questions; person is eligible]*
- *No [If the response to question 3 is 'yes,' continue to semi-structured questions; person is eligible. Otherwise study ends.]*

Semi-structured questions, Part A
All questions are optional

1. From reading the leaflet describing what virtual wards are, what do you think of the idea?

2. Do you think the term 'virtual ward' clearly explains the idea? If no, what might make it clearer?

3. How do you think virtual wards could help you?

4. How do you think virtual wards may not be helpful for you?

5. Sometimes people who are in hospital can go home early and use a virtual ward.

   What would influence your decision about whether you would decide to leave a hospital early?

6. Sometimes people who are already at home use a virtual ward instead of going to hospital when they get sick. This helps them avoid using the hospital completely.

   What would influence your decision about whether to use a virtual ward instead of going into hospital at all?

7. Is there anything else that would influence your decision about whether to use a virtual ward?

8. **[Ask only if person said that they have a disability]:** Findings form a UK survey on virtual wards completed this year found that support for virtual wards is higher among disabled people. Why do you think that might be?

9. **[Ask from all people – but analyse result only if from a CORE20 area. If area of residence is not answered, analyse if the participant was recruited from an event in a CORE20 area]:** Findings from a UK survey found that individuals with less free spending money were less likely to support virtual wards. Why do you think that might be?

10. The survey also found that support for virtual wards is higher among people with a carer.

    Do you have a carer who supports you in day-to-day living or specifically with your health?
    - No, I do not have a carer.
    - Yes, I have a full-time professional (paid) carer.
    - Yes, I have a family member or friend who supports me with day-to-day care every day or most days.
    - I have friends or a paid carer who supports me >10 hours per week.
    - Other_____
    - Prefer not to say

10a. **[If person has a carer, either paid or non-paid]**: Why do you think people living with a carer might be more supportive of virtual wards?

Questions about the participant

We are going to ask you some questions about yourself. Remember that all questions are completely voluntary.

11. Have you been hospitalised in the past year for any reason?
    o Yes
    o No
    o Not sure

12. *What age group are you in?*
    o *12 and under*
    o *13 to 15 years*
    o *16 to 17 years*
    o *18 to 24 years*
    o *25 to 49 years*
    o *50 to 64 years*
    o *65 to 79 years*
    o *80+ years*
    o *Prefer not to say*

13. *Are you?*
    o *A woman*
    o *A man*
    o *Non-binary*
    o *Prefer not to say*
    o *Prefer to self describe*

14. *Is your gender identity the same as your sex recorded at birth?*
    o *Yes*
    o *No*
    o *Prefer not to say*

15. *How would you describe your ethnic group?*
    o *Arab*
    o *Asian / Asian British: Bangladeshi*
    o *Asian / Asian British: Chinese*
    o *Asian / Asian British: Indian*
    o *Asian / Asian British: Pakistani*
    o *Asian / Asian British: Any other Asian / Asian British background (please specify)*
    o *Black / Black British: African*

- *Black / Black British: Caribbean*
- *Black / Black British: Any other Black / Black British, or Caribbean background (please specify)*
- *Mixed / Multiple ethnic groups: Asian and White*
- *Mixed / Multiple ethnic groups: Black African and White*
- *Mixed / Multiple ethnic groups: Black Caribbean and White*
- *Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (please specify)*
- *White: British / English / Northern Irish / Scottish / Welsh*
- *White: Irish*
- *White: Gypsy, Traveller, or Irish Traveller*
- *White: Roma*
- *White: Any other White background (please specify)*
- *Any other ethnic group (please specify)*
- *Prefer not to say*

Wrapping Up and Feedback

16. Are there any other thoughts about virtual wards that you wish to share with us?

17. Have you heard about Healthwatch [which HW you are representing] before today?
    - Yes
    - No
    - Don't know

18. If yes, has interacting with Healthwatch made a difference to you or someone you know?
    - Yes
    - No
    - Don't know

<u>*=question requires response</u>

<u>[For interviewer only] Participant identification</u>
- o   Date of interview:
- o   Time of interview:
- o   Where did you recruit this participant? Please be as specific as possible – this question will be used to help identify low-income participants (name of charity; borough; community within borough; etc.)
- o   Please assign a unique identifier for the participant.
  This should be: Your initials_Date_Time_P/C (choose 'P' if you are interviewing a patient and 'C' if you are interviewing a carer). For example, if Alyssa were doing an interview with a patient on 31 October at 12:34pm, the unique identifier would be: ACV_31Oct_1234_P
- o   Are you interviewing a patient / carer pair?
- o   If yes, what is the unique identifier of the other participant in the pair?

<u>Eligibility and background questions</u>

1.A virtual ward, also known as a hospital at home, is used to bring extra staff support and monitoring to people where they live, specifically to help prevent them from going to hospital, or to help them leave the hospital sooner than they otherwise would. It may involve using technology to ensure that people remain stable and to alert providers when their conditions get worse.

Has the person you cared for ever used a virtual ward or hospital at home, and if yes, when?*
- Yes, I have cared for someone who has used a virtual ward [Study ends]
- Yes, the person I care for has been offered (but ultimately refused) a virtual ward in Croydon, Kingston, Merton, Richmond, Sutton, or Wandsworth[Use lived experience questionnaires]
- Don't know [Continue]
- No [Continue]

2. In which borough does the person you care for live?*
- Merton [Continue]
- Wandsworth [Continue]

- Croydon [Continue]
- Other [Study ends]

2a. In which part of the borough do they live? (Not required)
If the response above is Croydon, the choices are:
Addington
Addiscombe
Ashburton
Beddington
Broad Green
Coombe
Coulsdon
Croydon
Crystal Palace
Forestdale
Hamsey Green
Kenley
Monks Orchard
New Addington
Norbury
Norwood New Town
Old Coulsdon
Pollards Hill
Purley
Purley Oaks
Roundshaw
Sanderstead
Selhurst
Selsdon
Shirley
South Croydon
South Norwood
Thornton Heath
Upper Norwood
Upper Shirley
Waddon
Woodcote
Woodside
Whyteleafe
Not sure
Other___

If above is Merton, the choices are:
Bushey Mead
Colliers Wood
Copse Hill
Cottenham Park

Crooked Billet
Lower Mordern
Merton Park
Mitcham
Mitcham Common
Morden
Morden Park
Motspur Park
New Malden
Norbury
Pollards Hill
Raynes Park
St. Helier
South Wimbledon
Summerstown
Wimbledon
Wimbledon Park
Not sure
Other___

If above is Wandsworth, the choices are:
Balham
Battersea
East Putney
Falconbrook
Furzedown
Lavender
Nine Elms
Northcote
Roehampton
Shaftesbury and Queenstown
South Balham
Southfields
St Mary's
Thamesfield
Toting Bec
Tooting Broadway
Trinity
Wandle
Wandsworth Common
Wandsworth Town
West Hill
West Putney
Not sure
Other___

[In all cases, continue to question 3 regardless of whether participant

responded to question 2a].

3. Does the person you care for have a chronic physical condition that has ever required hospitalisation?*
- Yes [Continue]
- No [Continue]

3a. Does the person you care have a physical or mental disability? (Not required)
- Yes [Continue]
- No [Continue]
- Prefer not to say

3b. Which of the following long-term conditions does the person you care for have? (Not required)
- *I do not have any long-term conditions.*
- *Asthma, COPD or respiratory condition*
- *Blindness or severe visual impairment*
- *Cancer*
- *Cardiovascular condition (including stroke)*
- *Chronic kidney disease*
- *Deafness or severe hearing impairment*
- *Dementia*
- *Diabetes*
- *Epilepsy*
- *Hypertension (high blood pressure)*
- *Learning disability*
- *Mental health condition*
- *Musculoskeletal condition*
- *Other (please specify)*
- *Prefer not to say*

3c. Has the person you cared for been hospitalised in the past year for any reason? (Not required)
- *Yes*
- *No*
- *Not sure*

4. *Does the person you care for experience age-related mobility issues, falls, and/or increased dependency on others to complete day-to-day tasks?*
- *Yes [Continue to semi-structured questions; person is eligible]*
- *No [If the response to question 3 is 'yes,' continue to semi-structured questions; person is eligible. Otherwise study ends.]*

Semi-structured questions, Part A:
Responding to all questions is optional

5. From reading the leaflet [describing what virtual wards] are, what do you think of the idea?

6. Do you think the term 'virtual ward' clearly explains the idea? If no, what might make it clearer?

7. Do you think that if the person you care for was in a virtual ward, it would make your job caring for them any different?

   Prompt
   - What parts of your job would be easier?

   - What parts would be harder?

8. For the parts that are difficult, how do you think the NHS could make these easier?

9. How do you think virtual wards could help the person you care for?

10. How do you think they might make things worse for the person you care for?

11. What might affect whether you encouraged or discouraged the person you are caring for to use a virtual ward?

    Prompt: These might be personal, such as financial circumstance or flare-up of a chronic condition, related to the condition of the person you care for, or something else.

Questions about the participant

We are going to ask you some questions about yourself. Remember that all questions are completely voluntary.

12. What is your relationship with the person you care for?
    - Spouse / partner
    - Parent
    - Child
    - Sibling
    - Other family
    - Friend
    - Other_____

13. Do you have a mental or physical disability? (You do not need to tell us what it is)

- o Yes
- o No
- o Prefer not to say

14. What age group are you in?
    - o *12 and under*
    - o *13 to 15 years*
    - o *16 to 17 years*
    - o *18 to 24 years*
    - o *25 to 49 years*
    - o *50 to 64 years*
    - o *65 to 79 years*
    - o *80+ years*
    - o *Prefer not to say*

15. *Are you?*
    - o *A woman*
    - o *A man*
    - o *Non-binary*
    - o *Prefer not to say*
    - o *Prefer to self describe*

16. *Is your gender identity the same as your sex recorded at birth?*
    - o *Yes*
    - o *No*
    - o *Prefer not to say*

17. *How would you describe your ethnic group?*
    - o *Arab*
    - o *Asian / Asian British: Bangladeshi*
    - o *Asian / Asian British: Chinese*
    - o *Asian / Asian British: Indian*
    - o *Asian / Asian British: Pakistani*
    - o *Asian / Asian British: Any other Asian / Asian British background (please specify)*
    - o *Black / Black British: African*
    - o *Black / Black British: Caribbean*
    - o *Black / Black British: Any other Black / Black British, or Caribbean background (please specify)*
    - o *Mixed / Multiple ethnic groups: Asian and White*
    - o *Mixed / Multiple ethnic groups: Black African and White*
    - o *Mixed / Multiple ethnic groups: Black Caribbean and White*
    - o *Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (please specify)*
    - o *White: British / English / Northern Irish / Scottish / Welsh*
    - o *White: Irish*

- *White: Gypsy, Traveller, or Irish Traveller*
- *White: Roma*
- *White: Any other White background (please specify)*
- *Any other ethnic group (please specify)*
- *Prefer not to say*

Wrapping Up and Feedback
Responding to all questions is optional

18. Are there any other thoughts about virtual wards that you wish to share with us?

19. Have you heard about Healthwatch [which HW you are representing] before today?
    - Yes
    - No
    - Don't know

20. If yes, has interacting with Healthwatch made a difference to you or someone you know?
    - Yes
    - No
    - Don't know

[For interviewer only] Participant identification
- Date of interview:
- Time of interview:
- Place of interview:
- [If person identified at a community event or anywhere outside of ward]: Please provide details about from where you recruited them.
- Please assign a unique identifier for the participant.
  This should be: Your initials_Date_Time_P/C (choose 'P' if you are interviewing a patient and 'C' if you are interviewing a carer). For example, if Alyssa were doing an interview with a patient on 31 October at 12:34pm, the unique identifier would be: ACV_31Oct_1234_P
- Are you interviewing a patient / carer pair?
- If yes, what is the unique identifier of the other participant in the pair?
- From which hospital has the patient been offered a virtual ward?

[If patient was recruited from a ward, please work with hospital staff to complete the three questions just below.

If the patient is recruited in the community, you will need to administer these questions to them. You will likely need to clarify some of the terminology used.]

- **Patient was offered:**
  - Step-up care (to prevent them from going into the hospital)
  - Step-down care (to help them get them home from hospital more quickly)

- **Patient was offered:**
  - Tech-enabled ward
  - Non tech enabled

- **Which virtual ward was patient admitted to:**
  - Heart failure
  - Chronic respiratory condition
  - Frailty
  - Other_____

Semi-structured questions, Part A:
Responding to all questions is optional

1. Why did you turn down care in a virtual ward?

2. How did hospital staff communicate with you about virtual wards?
     Prompt:
     - Who did you speak with about virtual wards?
     - Were any written materials shared with you? [If yes – ask patient / carer if you can see these and take a photo or ask hospital staff for a copy after the interview].

3. How clear was the information you received?
   [Options: Very clear, clear, not clear]

4. What changes could be made to how hospital staff share information about virtual wards?

5. If your situation was different, would you have used a virtual ward? Please tell us what would need to be different.

6. What are some of the positive thoughts you have towards the virtual wards idea?

7. What changes do you think the NHS should make to virtual wards?

8. **[Ask all participants, but only analyse if they are from Core20 area]:** A UK survey shows that people with less money are less likely to support virtual wards. Why do you think this might be?

Questions about the participant

We are going to ask you some questions about yourself. Remember that all questions are completely voluntary.

9. Which borough do you live in?
   - Croydon
   - Merton
   - Wandsworth
   - Other___ (fill in)

9a. Which part of [borough above] do you live in?

If the response above is Other, ask participant to specify district and borough.

If the response above is Croydon, the choices are:
Addington
Addiscombe
Ashburton
Beddington

Broad Green
Coombe
Coulsdon
Croydon
Crystal Palace
Forestdale
Hamsey Green
Kenley
Monks Orchard
New Addington
Norbury
Norwood New Town
Old Coulsdon
Pollards Hill
Purley
Purley Oaks
Roundshaw
Sanderstead
Selhurst
Selsdon
Shirley
South Croydon
South Norwood
Thornton Heath
Upper Norwood
Upper Shirley
Waddon
Woodcote
Woodside
Whyteleafe
Not sure
Other___

If above is Merton, the choices are:
Bushey Mead
Colliers Wood
Copse Hill
Cottenham Park
Crooked Billet
Lower Mordern
Merton Park
Mitcham
Mitcham Common
Morden
Morden Park
Motspur Park
New Malden

Norbury
Pollards Hill
Raynes Park
St. Helier
South Wimbledon
Summerstown
Wimbledon
Wimbledon Park
Not sure
Other___

If above is Wandsworth, the choices are:
Balham
Battersea
East Putney
Falconbrook
Furzedown
Lavender
Nine Elms
Northcote
Roehampton
Shaftesbury and Queenstown
South Balham
Southfields
St Mary's
Thamesfield
Toting Bec
Tooting Broadway
Trinity
Wandle
Wandsworth Common
Wandsworth Town
West Hill
West Putney
Not sure
Other___

10. Do you have a carer who supports you in day-to-day living or specifically with your health?
    o No, I do not have a carer.
    o Yes, I have a full-time professional (paid) carer.
    o Yes, I have a family member or friend who supports me with day-to-day care every day or most days.
    o I have friends or a paid carer who supports me >10 hours per week.
    o Other____

o Prefer not to say

11. **[Ask only if person said that they have a carer].** A UK survey showed that support for virtual wards is higher among people with a carer. Why do you think that might be?

12. Do you have a mental or physical disability? (You do not need to tell us what it is)
    o Yes
    o No
    o Prefer not to say

13. Which of the following long-term conditions do you have (again, this is optional!)?
    o *I do not have any long-term conditions.*
    o *Asthma, COPD or respiratory condition*
    o *Blindness or severe visual impairment*
    o *Cancer*
    o *Cardiovascular condition (including stroke)*
    o *Chronic kidney disease*
    o *Deafness or severe hearing impairment*
    o *Dementia*
    o *Diabetes*
    o *Epilepsy*
    o *Hypertension (high blood pressure)*
    o *Learning disability*
    o *Mental health condition*
    o *Musculoskeletal condition*
    o *Other (please specify)*
    o *Prefer not to say*

14. **[Ask only if person said that they have a disability]:** Findings form a UK survey told on virtual wards completed this year found that support for virtual wards is higher among disabled people. Why do you think that might be?

15. What age group are you in?
    o *12 and under*
    o *13 to 15 years*
    o *16 to 17 years*
    o *18 to 24 years*
    o *25 to 49 years*
    o *50 to 64 years*
    o *65 to 79 years*
    o *80+ years*

      o *Prefer not to say*

16. *Are you?*
      o *A woman*
      o *A man*
      o *Non-binary*
      o *Prefer not to say*
      o *Prefer to self describe*

17. *Is your gender identity the same as your sex recorded at birth?*
      o *Yes*
      o *No*
      o *Prefer not to say*

18. *How would you describe your ethnic group?*
      o *Arab*
      o *Asian / Asian British: Bangladeshi*
      o *Asian / Asian British: Chinese*
      o *Asian / Asian British: Indian*
      o *Asian / Asian British: Pakistani*
      o *Asian / Asian British: Any other Asian / Asian British background (please specify)*
      o *Black / Black British: African*
      o *Black / Black British: Caribbean*
      o *Black / Black British: Any other Black / Black British, or Caribbean background (please specify)*
      o *Mixed / Multiple ethnic groups: Asian and White*
      o *Mixed / Multiple ethnic groups: Black African and White*
      o *Mixed / Multiple ethnic groups: Black Caribbean and White*
      o *Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (please specify)*
      o *White: British / English / Northern Irish / Scottish / Welsh*
      o *White: Irish*
      o *White: Gypsy, Traveller, or Irish Traveller*
      o *White: Roma*
      o *White: Any other White background (please specify)*
      o *Any other ethnic group (please specify)*
      o *Prefer not to say*
      o *Other_____*

Wrapping Up and Feedback
Responding to all questions is optional

19. Are there any other thoughts about virtual wards that you wish to share with us?

20. Will you do anything differently as a result of our conversation today?

21. Have you heard about Healthwatch [which HW you are representing] before today?
- o Yes
- o No
- o Don't know

22. If yes, has interacting with Healthwatch made a difference to you or someone you know?
- o Yes
- o No
- o Don't know

[For interviewer only] Participant identification
- Date of interview:
- Time of interview:
- Place of interview:
- From which hospital has the patient been offered a virtual ward?
- [If person identified at a community event or anywhere outside of ward]: Please provide details about from where you recruited them
- Please assign a unique identifier for the participant.
  This should be: Your initials_Date_Time_P/C (choose 'P' if you are interviewing a patient and 'C' if you are interviewing a carer). For example, if Alyssa were doing an interview with a patient on 31 October at 12:34pm, the unique identifier would be: ACV_31Oct_1234_P
- Are you interviewing a patient / carer pair?
- If yes, what is the unique identifier of the other participant in the pair?

[If a carer was recruited from a ward, please work with hospital staff to complete the three questions just below.

If the carer is recruited in the community, you will need to administer these questions to them. You will likely need to clarify some of the terminology used.]

- **Patient was offered:**
  - Step-up care (to prevent them from going into the hospital)
  - Step-down care (to help them get them home from hospital more quickly)

- **Patient was offered:**
  - Tech-enabled ward
  - Non tech enabled

- **Which virtual ward was patient admitted to:**
  - Heart failure
  - Chronic respiratory condition
  - Frailty
  - Other_____

Semi-structured questions, Part A:
Responding to all questions is optional

1. Can you please tell us the first name of the person you care for?

2. Can you please tell us whether you agree with [patient name]'s decision not to use a virtual ward? Why or why not?

3. Did you encourage or discourage [patient name] to accept the virtual ward? Why?

4. What might affect whether you encouraged or discouraged the person you are caring for to use a virtual ward?

5. Were you present when the hospital explained virtual wards to [patient name]?

   [If no, skip questions 6-8].

6. Can you please describe the process of how hospital staff explained virtual wards to you?

   - Who did you speak with about the placement?
   - Were any written materials shared with you? [If yes – ask if you can see these and take a photo or ask hospital staff for a copy after the interview].

7. How clear was the information about virtual wards?
   [Very clear, clear, unclear]

8. What changes could be made to how information about virtual wards is shared with carers?

9. Do you think that if the person you care for was in a virtual ward, it would make your job caring for them any different?

   Prompt
   - What parts of your job would be easier?

   - What parts would be harder?

10. How do you think the NHS could make it easier to carers to support people while they are in virtual wards?

Questions about the person you care for
Skip the questions in this section if you have already, or plan to speak to the person that the person cares for.

1. Does the person you care have a physical or mental disability? (Not required)

- Yes [Continue]
- No [Continue]
- Prefer not to say

2. Which of the following long-term conditions does the person you care for have? (Not required)
  - *I do not have any long-term conditions.*
  - *Asthma, COPD or respiratory condition*
  - *Blindness or severe visual impairment*
  - *Cancer*
  - *Cardiovascular condition (including stroke)*
  - *Chronic kidney disease*
  - *Deafness or severe hearing impairment*
  - *Dementia*
  - *Diabetes*
  - *Epilepsy*
  - *Hypertension (high blood pressure)*
  - *Learning disability*
  - *Mental health condition*
  - *Musculoskeletal condition*
  - *Other (please specify)*
  - *Prefer not to say*

3.Where does [patient name] live?

- Merton [Continue]
- Wandsworth [Continue]
- Croydon [Continue]
- Other __specify district and borough

3a. In which part of the borough do they live? (Not required)
If the response above is Croydon, the choices are:
Addington
Addiscombe
Ashburton
Beddington
Broad Green
Coombe
Coulsdon
Croydon
Crystal Palace
Forestdale
Hamsey Green
Kenley
Monks Orchard
New Addington
Norbury

Norwood New Town
Old Coulsdon
Pollards Hill
Purley
Purley Oaks
Roundshaw
Sanderstead
Selhurst
Selsdon
Shirley
South Croydon
South Norwood
Thornton Heath
Upper Norwood
Upper Shirley
Waddon
Woodcote
Woodside
Whyteleafe
Not sure
Other___

3b. *If above is Merton, the choices are:*
Bushey Mead
Colliers Wood
Copse Hill
Cottenham Park
Crooked Billet
Lower Mordern
Merton Park
Mitcham
Mitcham Common
Morden
Morden Park
Motspur Park
New Malden
Norbury
Pollards Hill
Raynes Park
St. Helier
South Wimbledon
Summerstown
Wimbledon
Wimbledon Park
Not sure
Other___

3c. *If above is Wandsworth, the choices are:*
Balham
Battersea
East Putney
Falconbrook
Furzedown
Lavender
Nine Elms
Northcote
Roehampton
Shaftesbury and Queenstown
South Balham
Southfields
St Mary's
Thamesfield
Toting Bec
Tooting Broadway
Trinity
Wandle
Wandsworth Common
Wandsworth Town
West Hill
West Putney
Not sure
Other___

Questions about the carer

We are going to ask you some questions about yourself. Remember that all questions are completely voluntary.

11. What is your relationship with the person you care for?
    o Spouse / partner
    o Parent
    o Child
    o Sibling
    o Other family
    o Friend
    o Other_____

12. Do you have a mental or physical disability? (You do not need to tell us what it is)
    o Yes
    o No
    o Prefer not to say

13. What age group are you in?

- *12 and under*
- *13 to 15 years*
- *16 to 17 years*
- *18 to 24 years*
- *25 to 49 years*
- *50 to 64 years*
- *65 to 79 years*
- *80+ years*
- *Prefer not to say*

14. *Are you?*
- *A woman*
- *A man*
- *Non-binary*
- *Prefer not to say*
- *Prefer to self describe*

15. *Is your gender identity the same as your sex recorded at birth?*
- *Yes*
- *No*
- *Prefer not to say*

16. *How would you describe your ethnic group?*
- *Arab*
- *Asian / Asian British: Bangladeshi*
- *Asian / Asian British: Chinese*
- *Asian / Asian British: Indian*
- *Asian / Asian British: Pakistani*
- *Asian / Asian British: Any other Asian / Asian British background (please specify)*
- *Black / Black British: African*
- *Black / Black British: Caribbean*
- *Black / Black British: Any other Black / Black British, or Caribbean background (please specify)*
- *Mixed / Multiple ethnic groups: Asian and White*
- *Mixed / Multiple ethnic groups: Black African and White*
- *Mixed / Multiple ethnic groups: Black Caribbean and White*
- *Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (please specify)*
- *White: British / English / Northern Irish / Scottish / Welsh*
- *White: Irish*
- *White: Gypsy, Traveller, or Irish Traveller*
- *White: Roma*
- *White: Any other White background (please specify)*
- *Any other ethnic group (please specify)*
- *Prefer not to say*

Wrapping Up and Feedback

21. Are there any other thoughts about virtual wards that you wish to share with us?

22. Will you do anything differently as a result of our conversation today?

23. Have you heard about Healthwatch [which HW you are representing] before today?
    o Yes
    o No
    o Don't know

24. If yes, has interacting with Healthwatch made a difference to you or someone you know?
    o Yes
    o No
    o Don't know