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| **Patient questions** |
| Can you tell me a bit about what was happening before you were given an indwelling urinary catheter?  At the time that you first had the catheter inserted, what health and social care staff supported you? How long ago was this?  Can you remember what sort of advice you were given? Who provided you with information?  Now that you have had your catheter for a while can you tell me how you feel about living with a catheter?  Can you think of a time when you felt that you were really managing your catheter well, for example once you got used to managing it yourself and began to feel more confident’?  What was it that made you feel better?  Can you think of a time when you were having difficulty with your catheter?  Can you tell me a bit more about the staff that support you?  Can you tell me about your experience of contacting the ‘Out Of Hours’ service? |
| **Relative/Carer questions** |
| Can you tell me a bit about what was happening before your relative was given an indwelling urinary catheter?  At the time that the catheter was inserted, what health and social care staff supported you and your relative? How long ago was this?  Can you remember what sort of advice you were given? Who provided you with information?  Now that you have been supporting your relative with their catheter for a while can you tell me how you feel about your role?  Can you think of a time when you felt that you were really managing to support your relative to manage their catheter well, for example once you got used to providing support and began to feel more confident’.  What was it that made you feel better?  Can you think of a time when you were having difficulty supporting your relative to manage their catheter?  Can you tell me a bit more about the staff that support you?  Can you tell me about your experience of contacting the ‘Out Of Hours’ service? |
| **Staff questions** |
| Can you tell me what your role is?  How long have you been in this post?  How much contact do you have with patients living with an indwelling urinary catheter in the community?  What is the general nature of this contact?  How many people? How often? Do they normally have relatives supporting them? If so what contact do you have with the relatives?  Are you involved in providing out of hours care?  Can you think of a time when you felt that you were really managing to support someone living in the community to manage their catheter well?  What was it that made you feel that you were managing well?  Can you think of a time when you were having difficulty supporting someone to manage their catheter?  Can you tell me about your experience of providing ‘Out Of Hours’ support?  Can you tell me about the education and training that you have undertaken relating to supporting people with catheters in the community?  Do you think the education training that you have undertaken is adequate, and do you feel that you are well equipped to deal with all types of difficulties?  What sort of information and advice is provided for patients and their relatives?  Who gives them the information?  Do you think that education and training relating to the management of catheters in the community could be improved?  If so in what way? |

**Table 1:** Questions asked of patients, carers and healthcare professionals during semi-structured interviews