**Interview guide**

Introduction from researcher, explain the purpose of the interview – to discuss their recent health service experience, with a few questions about this experience, and further questions about text/documents they encountered. Does the participant have any questions before the interview starts?

* Please tell me about your recent experience of using health care services
* What did you think was done well?
* Can you think of a time during this example when you felt respected? Could you elaborate on that?
* Can you think of a time when you felt empowered? Would you tell me more about that?
* Did you feel like you were involved in the decision making for your care? Can you tell me a bit about how you were involved and what influenced your decision making?
* What changes do you think could have been made to improve your care?
* What have you had to do to fit this process into your life?

*Regarding any texts mentioned by the participant: (ask to see text if they have a copy)*

* Would you please explain to me what you think the purpose of this [text] is?
* How do you think this [text] contributed to the care you received?