Supplementary File 2: Interview schedule

[Questions may be omitted to suit time constraints or the flow of the discussion.]

Thank you for agreeing to this interview. The purpose of this is to talk about the new model of eye care being delivered at the XX Hospital through the Centre For Eye Health clinic, to discuss how the clinic is operating and consider anything that concerns you.

The interview will be audio-recorded, but please speak freely. Your answers will not be linked to you specifically but "Participant #1, 2 etc"

1.   Can you tell us a bit about yourself? (prompts: profession, qualifications, number of years working in your field, role within the hospital, time in the organisation)

2.   Could you please explain your understanding of how the new eye clinic works?

3   How does their care vary from how they would have been seen prior to the establishment of the clinic?

4   What patients are most suited to the new clinic and how are they referred?

5   Do you anticipate any risks or problems associated with the new model of care? (Prompt: are roles and scopes of practice clearly enough defined? Does the hospital e-health record support information sharing between referrer and clinic? Is expertise of clinic staff and channels for interdisciplinary support sufficient?)

6   What is the benefit for patients using this new model of care? (Prompt: waiting times, cost, adherence to monitoring regime?)

7.   With whom do you have contact at the clinic? What are the channels of communication and at what times in the patient journey?

8.   What are your expectations for the new clinic and how it may change over time?

9.   What do you anticipate may threaten the success of the model? (Prompt: Are there any risks you can foresee?)