

Supplementary File 1

Table 1: Topic guide for semi-structured interviews

FRAC clinic	<p><i>To start I'd like you to think about your visit to the falls clinic here in XXX...</i></p> <ul style="list-style-type: none"> – When did you attend the clinic? Did you go on your own? – Why did you attend the clinic? <ul style="list-style-type: none"> ○ Did you want to go? – Who referred you to the clinic? <ul style="list-style-type: none"> ○ Did you receive an appointment? Did you speak to anyone on the phone before attending the clinic? ○
Assessment	<p>So when you turned up for your appointment ...</p> <ul style="list-style-type: none"> – Who did you meet? – What happened after that... – Did someone explain to you <ul style="list-style-type: none"> ○ Why you were there? ○ What the assessment involved? ○ What your results were? How did you feel about that? – Did you understand what the visit would involve? <ul style="list-style-type: none"> ○ How did you feel during the visit?
Outcome	<ul style="list-style-type: none"> – What kind of information were you told during your assessment? <ul style="list-style-type: none"> ○ How did that make you feel? ○ Were you given an advice/recommendations? Why do you think you were told that? ○ Was there any follow-up required? If so where/to who? – Has anything changed since you attended the clinic? <ul style="list-style-type: none"> ○ Attended follow-up appointments, changed behaviour, feel motivated, reassured, empowered
Acceptability	<ul style="list-style-type: none"> – Was it what you expected? – How satisfied/comfortable were you with the delivery of the clinic? <ul style="list-style-type: none"> ○ The content of the risk assessment (prompt: the various tests that were carried out) ○ the way the assessment was carried out?
Barriers & Facilitators	<ul style="list-style-type: none"> – What did you think of the service? – Do you think this service met your needs? In what way... <ul style="list-style-type: none"> ○ Why/why not? – What were there any problems for you: <ul style="list-style-type: none"> ○ Attending the clinic ○ During/after the assessment – Were there any aspects of the clinic visit that you would change? Why? – Is there anything that would have made it easier/more likely for you to attend?
Appropriateness	<ul style="list-style-type: none"> – Do you think the visit/assessment was valuable for you? Why or why not? – Was the information you received relevant to you?
Additional relevant information	<ul style="list-style-type: none"> – Is the FRAC clinic an appropriate service for you? (<i>appropriateness</i>) – Do you think the visit/assessment was useful for you? Why or why not? (– Would you recommend <i>this clinic</i> to other people? Why or why not? – Do you have any specific suggestions to improve the FRAC clinics? <ul style="list-style-type: none"> ○ Is there anything that should be done differently?