Appendix 1

Semi-structured interviews

1. Could you tell me about your experience with this problem? What causes do you attribute to it?
2. What role do you see your family having with respect to this problem and its management?
3. Could you tell me about your experience with the treatment that your family member has been receiving?
4. According to your point of view and experience, what objectives should the service pursue in order to improve the path of patient care?