

During online/telephone interviews it is important to be aware of indications of distress (e.g. crying, anger, difficulty responding to questions, participant indicating feeling emotional/distressed).

Advance care planning can be sensitive in nature and some individuals may find the topic upsetting. In the case that a participant becomes distressed or upset, the following process should be followed.

Stage 1: Response

1

1. Stop the conversation.
2. Offer support - try to put the participant at ease and follow process consent.
3. Assess the situation:
 - Tell me how your feeling discussing this topic?
 - Would you like to continue?
4. Remind the participant they can change their mind and withdraw, and their decision will be respected.
5. Depending on their response and your review of the situation consider with the participant which of the following options is most appropriate:
 - To continue
 - Reschedule
 - To continue after a break
 - Withdraw
6. Next steps:
 - 6a. If the participant feels able to carry on - continue with the interview.
 - 6b. If the participant wishes to continue but remains distressed, the interview should be drawn to an end. If the participant would like to end the interview or continuing is not appropriate, the steps in stage 2 & 3 should be followed.

Stage 2: Response

2

7. Terminate the interview but stay connected with the participant via video or phone.
8. Offer support - provide information on support organisations - see support pack.
9. Encourage participant to contact their GP or health care provider, if needed.
10. Ascertain if the participant would like to talk to the PI (Professor Kevin Brazil) who is a specialise in palliative care
11. Ensure the participant has contact details for the PI and encourage the participant to call if they have anything they would like to discuss or experience distress following the discussion.

Stage 3: Review

3

12. Follow up with the participant by phone within 24 hrs.
13. Debrief with the PI and reflect on the interview within 24 hrs.
14. Record the incident and the procedures followed.