

Appendix 3.11 Interview guide for service users

Participants provided written informed consent prior to the start of data collection. Informed consent and data collection were undertaken in Spanish.

Introduction: *Thank you for agreeing to participate in this interview. Before we start, I would like to remind you that your participation in this interview is voluntary and you may stop participating whenever you wish to do so. Your decision of whether to participate or not will not impact the services you receive at the clinic, for mental health and otherwise. This discussion is private and confidential; therefore, I will not share or discuss any of what is talked about here with anyone outside my research team. That said also be reminded that all information shared will be anonymised. Also, please note that this discussion will be recorded to facilitate its analysis.*

This interview is about the mental health services that you receive from the clinic. I would like to learn about your experience with these services, whether positive or negative. Your honesty and cooperation will be really helpful to improve the mental health services at the clinic.

Research question: What are the barriers and facilitators to service user engagement with mental health services?

Areas to explore: Needs, beliefs, knowledge, preferences, motivation and behaviour

First contact with mental health services	Why did you start receiving mental health treatment? Before receiving services from this clinic, did you look for help with other doctors or health providers? Explore. For how long were you feeling unwell before seeking services? What motivated you to ask for help? Did you ask for help for depression or anxiety or was it offered to you?
Current services	What is the main reason for which you visit the clinic? Does it ever happen that you miss your appointments at the clinics? What are the reasons behind this? Are there times when certain things are more important than your appointments? Which things?
Services accessed	Have you been offered to have a CHW? If you have why did you accept/not accept having one? Are you aware of the psychoeducation course? Who invited you to participate in this course? In what way where you invited? (e.g. verbally, heard in an announcement, home visit)
Expectations	What do you expect to obtain from the treatment at the clinic? For example, do you think it will change something in your life? Why?

	What general impact would you like to observe from treatment in your life?
Functionality, quality of life and symptoms	<p><i>Functionality</i></p> <ul style="list-style-type: none"> • What do you do in a normal day? • Is there something you could do before that you can no longer do? • Could you tell me more about this? Why do you think this is the case? <p><i>Quality of life</i></p> <ul style="list-style-type: none"> • In general, how satisfied are you with your life? • Why? <p><i>Symptoms</i></p> <ul style="list-style-type: none"> • What are the reasons you engage in treatment? • What symptoms would you like to see changed? • What is depression/anxiety for you? • How would you describe depression/anxiety? • What happens when you feel depressed/anxious?
Satisfaction with services	<p>What do you think of the treatment available at the clinic?</p> <p>To what extent you feel you get the help you seek from the clinic?</p> <p>What type of treatment do you prefer?</p> <p>What treatment do you find the most helpful? Why?</p> <p>Is there something you feel is not very useful?</p> <p>How do you feel about taking medication?</p> <p>What impact do you think it has on you?</p> <p>How do you feel about the MD at the clinic?</p> <p>What do you think motivates you to carry on receiving treatment?</p> <p>What do you think that could be changed from the clinic/services?</p>