

### Appendix 3.10 Interview guide for nurses

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. 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 programme that is being implemented in the clinic. I would like to learn about your experience with this program. For example, your opinion of the training, the guidelines, your thoughts on your own skills and knowledge to implement it, and how much support and resources you feel you can access to provide mental health services. Your honesty and cooperation will be really helpful to improve this programme.*

Topic	Questions
<b>Initial exploration</b> <b>Purpose:</b> corroborate the participant is familiar with the programme	Please describe your activities in the clinic. Did you receive training to provide mental health services? What are the mental health services you are supposed to provide/are providing? To what extent was the training useful to provide mental health services? What are the mental health services available at the clinic? What do you think about your workload?
<b>Guideline/intervention acceptability, appropriateness and feasibility</b>	How familiarized are you with the mental health programme? What are your views about the mental health programme and the treatments available through the programme?
<b>Individual health professional capacity and willingness to deliver mental health services</b>	How much contact have you had with service users with mental illness? How do you feel about providing treatments for service users with mental health problems? How confident do you feel to provide these treatments? To what extent would you like to participate more in the delivery of mental health services?
<b>Inner setting - readiness within the organisation to implement the programme</b>	To what extent do you feel the programme is a priority in the organisation? What do you think about the leadership of the programme? How able are you to express your opinion or concerns in the organisation? To what extent do you feel able to request more support? What do you think are the necessary resources to implement the programme? To what extent do you feel these are available? To what extent do you feel you have sufficient support/assistance?
<b>Outer setting - links to other services and target population characteristics</b>	What are there referral systems in place? What has been your experience using these systems? How do the characteristics of the service users have an impact on the programme implementation?

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	<p>What are the characteristics of service users that affect the delivery of services?</p> <p>What are common complaints among service users?</p>
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