

Participant details for staff semi-structured interviews.

	Date	ID	Role	Length of experience in ED	Time at this ED	Ethnic origin	M/F	Recorded	Length of interview
1	14/08/14	03S1	Nurse consultant	17 years	17 years	WB	F	Yes	42m30
2	02/09/14	03S2	F2	1 month	1 month	WB	M	Yes	22m42
3	02/09/14	03S3	F2	7 months	1 month	WB	F	Yes	18m15
4	02/09/14	03S4	Registrar	3 years	7 months	WB	M	Yes	26m46
5	18/11/14	03S5	Consultant	6 years as consultant	3 years	WB	M	Yes	53m20
6	18/11/14	03S6*	F2	3.5 months	3.5 months	WB	F	No. Partial	10m
7	27/11/14	03S7	Nurse	9 years	9 years	WB	F	No. Partial	10m
9	13/1/15	01S1	Consultant	4 years	4 years	WB	M	Yes	51m46
10	13/1/15	01S2*	Nurse	N/R	N/R	WB	F	No. Partial	15m
11	13/1/15	01S3*	Locum cons	N/R	Locum	WB	M	No. Partial	15m
12	14/1/15	01S4*	Nurse (bank, cardio)	N/R	Bank	WB	F	No. Partial	15m
13	01/02/15	01S5	Registrar	6 years	6 years	WB	M	No. Full	35m
14	01/02/15	01S6	Consultant	20 years	20 years	A	M	Yes	50m
15	01/02/15	01S7	Nurse (NR)	2 years	2 years	WB	F	No. Full	15m
16	16/04/15	01S9	Sister (AFC6)	17 years	17 years	WB	F	Yes	40m56
17	16/04/15	01S10	ENP	>20 years	>20 years	WB	F	Yes	25m26
18	16/04/15	01S11	F2	1 year	1 year	WB	F	Yes	29m10
19	17/04/15	01S12	Staff nurse	11 years	11 years	WB	M	Yes	37m33
20	17/04/15	01S13	HCA (AFC2)	6 years	6 years	WB	F	Yes	26m18
21	06/05/15	01S14	Clinical lead	15 years	12 years	WB	M	Yes (Tel)	42m10
22	23/04/15	01S15	Registrar	3 years	8 months	WB	F	Yes (Tel)	34m17
23	21/04/15	01S16	F2	2 weeks	2 weeks	WB	F	Yes (Tel)	25m33

24	07/09/15	02S1	Consultant	8 years	8 years	WB	M	Yes	32m30
25	08/09/15	02S5	Consultant	14 years	14 years	A	M	Yes	31m33
26	17/9/15	02S3	F2	2 months	2 months	A	F	Yes (tel)	19m24
27	22/09/15	02S6	Consultant	14 years	5.5 years	WB	M	Yes (tel)	71m25
28	19/11/15	02S4	FY3	4 months	4 months	A	M	Yes	14m44
29	19/11/15	02S7	ENP	20+ years	20+ years	WB	F	Yes	45m57
30	20/11/15	02S8	FY3	2 months	2 months	A	M	Yes	14m11
31	19/11/15	02S9	Staff nurse	2 months	2 months	WB	M	Yes	17m15
32	13/03/16	02S15	ANP	17 years	3 years (+prev)	WB	M	Yes	53m11
33	05/04/16	02S16	Staff nurse	3 years	3 years	WB	F	Yes (Tel)	33m44
34	29/03/16	02S18	Registrar	7 years	5 years	W, E	F	Yes (Tel)	56m04
8	27/04/16	03S8	ENP	N/R	8 months	WB	F	No	30**
	07/7/16	03S9	Charge nurse			WB	M	Yes (Tel)	28m52
	13/07/16	03S10	Staff nurse			WB	M	Yes (Tel)	39m19
Non-recruited staff (consented initially but did not take part)									
		02S17	HCA						
		02S10	Nurse (agency)						
		02S11	F2						
		02S12	Senior sister						
		02S13	Senior sister						
		02S14	Nurse						

- Not full interview. Not recorded
- Interview took place over 2 hours, but included several long interruptions. Total interview time estimated at less than 30 minutes.

Participant details for patient semi-structured interviews.

Date	ID	Age	Gender	Ethnic origin	Condition	Length of time since ED visit	Duration
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10/12/14	S3P1	N/R	M	WB	Back pain	13 days	17m54
28/1/15	S1P3	58	M	WB	Foot injury	14 days	8m58
12/2/15	S1P5	N/R	M	WB	Fall on ice. Chest/muscular pain	11 days	25m16
12/2/15	S1P4	68	M	WB	Fall on ribs. Rib pain	11 days	14m32
21/04/15	S1P11	69	F	WB	Broken ankle, WiC	3 days	8m18
23/04/15	S1P8	N/R	F	WB	Sciatic pain	5 days	25m52
23/04/15	S1P12	N/R	F	WB	Abdominal pain	7 days	12m49
28/04/15	S1P6	47	F	WB	Ovarian cyst/abdo pain	12 days	17m19
22/09/15	S2P2	49	F	WB	Trauma	14 days	25m28
18/12/15	S2 P11	50	M	WB	Fall/back pain	28 days	8m56
14/03/16	S2P24	41	M	WB	Abdominal pain	9 days	10m58
20/04/16 (int)	S2P20	60	F	WB	Gallbladder/abdo	36 days	17m19
23/05/16	S3P4	30	M	B	Shoulder pain	0 days	11m39
08/06/16	S3P6	27	F	WB	Foot injury	17 days	13m51
29/06/16	S3P7	44	F	WB	Back pain	2 months	15m55
13/7/16	S1P20	66	F	WB	Rib pain	23 days	13m58
13/7/16	S2P33	55	F	WB	Fractured humerus	2 days	20m56
19/7/16	S3P8	20	M	WB	Cracked ribs/ collapsed lung	20 days	22m23
20/07/16	S3P9	M	66	WB	Hip fracture	20 days	25m30

Non-recruited patients for interview. The following patients expressed an interest in taking part in an interview but did not respond within 3 attempts to arrange an interview.

Date recruited	ID	Age	Gender	Ethnic origin	Condition
10/12/14	S3P2		F	A	Back pain
13/01/15	S1P1	83	F	WB	#NOF
14/01/15	S1P2	30	F	WB	Abdominal pain
14/01/15	S1P7	22	F	WB	Injury

14/01/15	S1P9	33	F	WB	Abdominal pain
07/09/15	S2P1	68	M	WB	Limb problems/pain
08/09/15	S2P3	24	F	WB	Pregnant abdo pain
08/09/15	S2P4	61	M	WB	Abdo pain
19/11/15	S2P5	73	M	WB	Abdo pain
19/11/15	S2P6	62	M	WB	Pain right hip, other pain conds.
19/11/15	S2P7	68	F	WB	Abdo pain
20/11/15	S2P8	33	F	WB	Gallstones
20/11/15	S2P9	70	F	WB	Kidney stones
20/11/15	S2P10	46	F	WB	Abdo pain
20/11/15	S2P12	66	F	WB	Right flank pain
20/11/15	S2P13	55	F	WB	Abdo pain
13/03/16	S2P20	60s	F		Abdo pain
14/03/16	S2P21	40s	F		?Appendicitis
14/03/16	S2P22		M		?Appendicitis
14/03/16	S2P23	62	F	WB	Abdo pain
14/03/16	S2P26	30	F	WB	Kidney pain
14/03/16	S2P27	36	F	WB	Locked knee
14/03/16	S2P28	25	F		Acute on chronic pain
14/03/16	S2P29	86	F	WB	Back pain
27/04/16	S3P3	58	F	WB	Back pain
23/05/16	S3P5	82	F	WB	Hip pain/fracture
21/6/16	S1P21	18	M	WB	Shoulder pain
01/07/16	S1P25	M	77	WB	Severe right wrist pain
30/06/16	S3P10	F	48	WB	Leg pain
11/7/16	S2P34	F	28	WB	Ovarian/abdo pain
12/7/16	S2P30	F	20	WB	Dislocated knee
12/7/16	S2P31	F	38	WB	# ankle

