

Topic guide

Reasons for choosing referral method	How did you get referred to the CHOICES services?	Self referral: tell me about how you <u>chose</u> to self refer instead of going to your gp or another clinic?	
		Did you consider other methods?	
		How did you find out about self referral?	
Impact of using self referral	How did you find the process of self referring/getting referred by ___?	What did you think about self referral?	
		Other referral: did you know you could self refer?	Yes: how did you find out about self referral?
			What did you think about this service?
		How did you choose between these different methods of referral?	
		No: self referral was introduced here last year. Patients can just call up themselves to make an appointment here.	
		What do you think about this service?	
		Which method of referral would you have chosen if you knew about self referral?	
		Self referral: what do you think was good about the service?	Do you think this service should be recommended for women requesting an abortion?
		What could have made the process	Why?

Barriers to using self referral	How did it make a difference to your entire experience leading up to today?	of getting an appointment easier/quicker? Did you have any hesitation calling up for an appointment?	
Areas of improvement		Other referral: what would make you consider or prefer self referral? Did you have any hesitation going to ___ for a referral?	
Ending the interview	Is there anything else regarding self referral/referral we haven't talked about?		

Demographic information: age