

**Appendices****Appendix 1 Final****coding tree**

## Original Post codes

Code	Subcode
Confused and anxious	Seeking reassurance/adverse symptoms/ Struggling to access health care
Concerns with clinical care	Have others had the same experience? I need more information
Unsure whether to access clinical care	Inconvenient/embarrassing/this is about someone else/is it necessary?
What is normal?	Contextualising experience
Seeking support	Seeking empathy/seeking support/seeking solutions
Seeking information	What is normal/need technical advice
I need help urgently	Urgent help needed when other forms of help unavailable

## Response codes

Code	Subcode
Response category	Question answered with own experience Question answered with emotional support Question not answered Unhelpful/critical or judgmental response question answered with technical advice
Generating support	Recognition of distress Sharing personal experience Providing technical advice No support or inappropriate support
Original poster engagement with responses	Values response Moderates and directs thread Engages with a specific user Searches for additional information
Action taken following advice	OP continues as originally planned/OP Changes intentions/OP seeks further Information/No response

Why are responders motivated to engage?	Experiencing similar problem/has relevant knowledge
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