Supplementary File 1

English Language Interview Guide

Introduction for participants

Objective: We are contacting healthcare professionals involved in the Matter programme to gather their views and experiences of using the platform, so that we can improve aspects of the referral process.

We need only 15 minutes of your time. You may stop the interview at any point without any adverse consequences. Your responses will be anonymous, and the information you share will remain confidential. There are no right or wrong answers; we are genuinely interested in hearing your views.

[If the participant agrees to take part: Do you consent to audio recording? The recording will be used solely for transcription and will subsequently be deleted.]

1. Referral process

We will begin by focusing on the Matter programme referral process.

For the purposes of this interview, the referral process refers to the stage before using the platform and entering the patient's data.

What do you consider to be the benefits of referring patients to this programme?

How does this programme affect your practice, or how might it affect your practice in the future?

Do you frequently provide care to pregnant patients?

Have you initiated any referral process and patient pathway?

At what point during the consultation do you usually refer the patient to the programme?

Are there any difficulties in this process, even before entering data into the platform?

Prompt: Forgetting; workload; difficulties with the process; patient characteristics; limited willingness on the part of the patient.

Approximately how long does the referral process take?

Probe: Does it take a long time, or is it relatively quick?

Thinking about it spontaneously, would you say that the period between referring the patient and receiving the result on the platform is usually short or long?

Have you received any feedback from patients whom you referred to the Matter programme?

Prompt: For example, what motivates them to participate and what their needs are.

Has any patient declined to participate? If so, why?

Before discussing the use of the platform itself, and considering this preliminary stage:

Is there any aspect of the referral process that you think could be improved?

2. Platform usability and patient pathway

Variables under study: frequency of use; ease of use; perceived behavioural control; perceived usefulness; social norms; attitudes towards the platform; changes in use over time.

We will now focus on the use of the platform to refer pregnant women to the Matter programme and on the subsequent patient pathway.

Frequency of use

Approximately how long have you been using the platform?

How frequently do you use the platform?

Now think about using the platform from the moment you select the option to enter the Matter programme, through all the steps and data entered, until you leave the programme page.

Thinking about it spontaneously, what is the greatest difficulty or most frequent obstacle you encounter when using the platform?

Interviewer note: Explore in greater depth the main issue raised by the participant.

Explore the following aspects, adapting the wording to the participant's previous response:

Is your interaction with the platform clear and understandable?

Is it easy for you to become proficient in using the platform?

Do you consider the platform easy to use?

Learning and support ease of use and perceived usefulness

Are there any barriers to using the platform that relate to pre-existing difficulties in using digital technologies in general?

Prompt: Explore whether the participant feels comfortable with, or has difficulties using, digital technologies in general.

What was the process of learning to use the platform like?

Prompt: Explore whether the participant considers that the process was or has been straightforward, time-consuming, or complex.

Has using the platform changed the way you work?

Prompts: For example, does the participant consider that:

This platform is useful for their work?

Using this platform enables them to complete tasks more quickly and increases their productivity?

Perceived behavioural control

Do you consider that the conditions in your work environment facilitate the use of this platform?

Prompt: Do you consider that you have everything you need to access the platform and make the referral?

Is there anything that makes the platform easier for you to use?

Do you receive technical support whenever you experience problems using this platform? Are you satisfied with that support?

Do you consider that the programme has provided or continues to provide sufficient training and support for you to use this platform effectively and with little effort?

Social norms

Within your healthcare unit and team, what is your colleagues' overall view of, and opinion about, the implementation and use of new digital tools to improve the delivery of primary healthcare?

Now focusing specifically on the Matter programme, what is your colleagues' overall view of, and opinion about, the Matter platform within your healthcare unit and team?

To what extent do you agree or disagree with your colleagues' views?

Prompt: Is use of the platform valued by your professional colleagues or team?

Do your colleagues use the platform as frequently as you do, Dr [insert interviewee's name]?

Do your supervisors or healthcare managers actively encourage the use of this platform and similar initiatives?

Attitudes towards the platform

Overall, do you consider that the current platform adequately reflects the realities of the referral process and the patient pathway? In other words, do you consider use of the Matter platform beneficial for care delivery and patient management?

After receiving a patient's result on the platform, suggested therapeutic action protocols are presented to you.

How do these suggestions influence your decision-making?

Prompt: Are they useful or informative? Do they facilitate the healthcare support process or enable faster decision-making?

Changes in use over time

At the beginning, you told me that you started using the platform [insert information]. From then until now, have you noticed any changes in how easy it is to use?

Prompt: Does it feel equally easy or difficult now, or has it become easier?

Behavioural intention

Do you think you will continue to use the platform?

Whenever possible, do you think you will use the Matter referral process frequently in the care and management of your patients?

3. Demographic information

Before concluding, ask only the following questions. Do not ask these questions if this is a repeat interview.

How many years have you been practising?

What is your year of birth?

4. Closing section

Is there anything else that we have not discussed that you consider important and would like to add?

Inform the participant that they will be contacted the following year to explore changes over time.