**Supplementary File 1 – research documents**

Structured observation guide

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| ***Topic*** | ***Notes*** |
| **Steps involved in patient progression along their clinical pathway / journey, using verbal accounts to fill in detail about steps that occurred pre-observation e.g. in primary care**  *(thinking about similarities and variations in patient journeys compared to the maps created)* |  |
| **Handovers between:**  - healthcare facilities  - healthcare teams (same facility)  along all sections of the pathway |  |
| **Factors acting as barriers to care or to good quality care** |  |
| **Factors enabling access to care / good quality care** |  |
| **Staff views in relation to the pathway**  *(noting how these might vary by professional group)* |  |
| **Brief contextual details for each area where time was spent observing e.g. in the ED, on the surgical ward**  *(considering things like staff workload, flow of patients, numbers of patients, general atmosphere etc)* |  |
| **General comments, including gaps identified that require further enquiry** |  |

# Rapid appraisal procedure sheet – for data collation

**RAP Sheet for [procedure]**

Data collated from: Pathway mapping sessions (staff), (observations) and interviews patients (+/- staff) at [sites]

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| ***Topics*** | ***Summary of main findings*** |
| **Pathway structure**   1. *Most common pathway* 2. *Deviations from common pathway* 3. *Main handovers/transfers?* |  |
| **History of the pathway/changes through time** |  |
| **Elements that work well** |  |
| **Areas that need to be improved**   1. *Bottlenecks* 2. *Challenges* 3. *Drivers / causes for challenges and bottlenecks* | . |
| **Types of patients receiving care** |  |
| **Plans to make changes in the near future** |  |
| **Patient needs**  *Were these met?* |  |
| **Additional comments**   1. *Differences between different staff perspectives* 2. *Differences between staff and patient perspectives* 3. *Differences between observations and patient interviews* |  |