**Case Study Discussion Guides: Former See Me Volunteers**

**Both**

**Pre-call communication**

* Email prior outlining what will be discussed, data protection, consent.
* Suggest that before the interview starts that they:
  + Find a space where they have good internet access and feel safe and comfortable.
  + If they will have background noise, suggest a headset if they have access to one.
  + Remind them that this interview is on their terms, there is no pressure to answer every question and that they can stop at any time.
  + Suggest that they have a refreshment for during the interview, especially if this will make them feel more comfortable.

**Introduction**

* Personal introduction and appreciation for taking part.
* Reiterate information from email sent prior and get verbal confirmation of consent.
* Safeguarding – if the volunteer needs to leave abruptly at any point they do not need to explain why. Let them know that this is ok, and if it happens, we will follow up with a check-in email to figure out the next steps. They can leave the interview at any time.
* Outline why the interviews are taking place and what will be discussed.
* Inform them of how the information will be used and how it will be recorded (video, notes?).
* Remind them that they can ask questions at any time.

**Questions/Discussion Points**

**Motivations**

1. What motivated you to volunteer with See Me?

* To improve my own mental health / the mental health of others
* To challenge stigma and discrimination
* To feel part of something bigger
* To meet new people
* Other

**Mechanisms of change**

2. How important to you is it that See Me volunteers have lived experience of mental health problems? (Social contact)

* What difference does this make and why?
* What do you want other people to know about mental health stigma and discrimination?

3. Did your volunteer training prepare you well for the work of a See Me volunteer?

4. What role do you think activism plays in the See Me volunteer journey?

* Do you have experience of being involved in activism to make a difference?
* Is this important and why?

**Confidence**

5. How confident do you currently feel in talking about mental health stigma and discrimination?

* Not at all / a bit / not sure / quite confidence / very confident
* How confident do you feel talking about your own experiences?
* How confident do you feel talking about the experiences of others?

6. How confident do you feel to challenge mental health stigma and discrimination if you see it?

* Not at all / a bit / not sure / quite confidence / very confident
* Can you tell me a bit more about this?
* Has your time as a See Me volunteer impacted this?

**Volunteering activities**

7. What activities have you done to challenge mental health stigma and discrimination in everyday life?

* Can you give me some examples?
* Has your involvement with See Me impacted this?
* Where do you feel most confident to challenge and why?
* Where do you feel least confident to challenge and why?

**Support**

8. Would you have benefitted from more / other types of support from See Me?

* What support has worked well?
* What other types of support would you benefit from?
* What would that help you to achieve?

**Successes and challenges**

9. What was the highlight of your journey with See Me?

10. What was the most challenging part of your journey with See Me?

11. Why did you decide to leave See Me as a volunteer?

12. What advice would you give to new See Me volunteers or those thinking about getting involved?