**Service user coding/theme matrix**

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| **NPT Domain** | **Questions** | **Barrier codes** | **Enabler codes** | **Themes** |
| **COHERENCE** (making sense of the intervention) | Can you describe what you understand about the role of Peer Support Workers in your care?  What do you understand to be the main purpose of having peer support workers in the Early Intervention Psychosis service?  What benefits do you think Peer Support Workers bring to the Early Intervention in Psychosis services? |  **PSW role ambiguity** – Lack of initial understanding of what PSWs do.   **Unclear PSW boundaries** – Confusion about scope of support and confidentiality.   **Professionalism concerns** – Doubts about PSW credibility within the service.   **Identity confusion** – PSWs initially mistaken for other staff roles. |  **PSWs as role models** – Lived experience fosters hope and relatability.   **Bridging clinical & social support** – PSWs complement clinical care with practical recovery support.   **Non-clinical engagement** – PSWs are perceived as more approachable than clinicians.   **Recovery reinforcement** – PSWs normalise recovery by sharing lived experience. | Potential theme: **Uncertainty Around Role and Boundaries**  Potential theme: **Relatability and the Value of Lived Experience** |
| **COGNITIVE PARTICIPATION** (engagement with the intervention) | How did you first become involved with a peer support worker?  How did you feel about engaging with a Peer Support Worker initially?  What influenced your decision to participate in peer support services?  In what ways do you engage with peer support services?  Were your expectations of working with a Peer Support Workers met? How so? |  **Engagement hesitancy** – Fear of judgment or uncertainty about PSW purpose.   **Over-sharing concerns** – PSWs sometimes focus too much on their own experience.   **Variable PSW quality** – Service user experiences inconsistent across PSWs.   **Friendship ambiguity** – Informality of PSW relationships sometimes feels unclear. |  **Trust-building informality** – Casual, non-clinical interactions encourage service user engagement.   **Peer endorsement** – Positive word-of-mouth increases service user confidence in PSWs.   **Validation through shared experience** – PSWs provide emotional reassurance.   **Accessibility** – PSWs are easy to approach for support. | Potential theme: **Hesitation and Apprehension in Early Engagement**  Potential theme: **Building Trust Through Informal Relationships**  Potential theme: **Navigating Relational Boundaries** |
| **COLLECTIVE ACTION** (enacting the intervention) | Can you describe how the Peer Support Workers interact with you and the rest of the healthcare team?  How does working with a peer support worker differ from your interactions with other healthcare professionals?  What kind of activities or support do/did you receive from Peer Support Workers?  How were these integrated into your overall care plan? |  **PSW availability gaps** – Part-time roles limit access.   **Integration challenges** – PSW support not always aligned with care plans.   **Role differentiation** – Unclear distinction between PSW and clinical roles.   **Gender representation issues** – Some service users prefer PSWs of the same gender. |  **Community re-engagement** – PSWs support social outings and confidence-building.   **Collaborative referrals** – Stronger integration with care coordinators improves access.   **Person-centred flexibility** – PSWs tailor support based on service user needs.   **Restoring normalcy** – PSWs help service users rebuild daily structure. | Potential theme: **Limited and Unequal Access to Peer Support**  Potential theme: **Supporting Daily Structure and Social Participation**  Potential theme: **Integration with Care Coordination** |
| **REFLEXIVE MONITORING** (appraising the intervention): | Have you provided feedback about the Peer Support Services?  Were there any changes or improvements made based on your feedback?  In your opinion, what makes peer support work well in this service?  Are there any ways it could be improved?  How has working with a Peer Support Workers impacted your recovery journey? Can you share any specific examples?  What aspects of peer support have you found most helpful or challenging? |  **Lack of formal evaluation** – No structured PSW impact assessment.   **PSW service continuity concerns** – Service users worry about PSW role sustainability.   **Outcome visibility** – Unclear tracking of service user progress. |  **Spontaneous positive feedback** – Service users report high satisfaction.   **Recovery milestones** – PSWs help service users recognise small progress steps.   **Social confidence gains** – Observable improvements in engagement and daily functioning. | Potential theme: **Evaluation and Outcome Tracking**  Potential theme: **Encouraging Hope and Progress Recognition**  Potential theme: **Sustainability and Continuity** |

**PSW coding/theme matrix**

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| **NPT Domain** | **Questions** | **Barrier codes** | **Enabler codes** | **Themes** |
| **COHERENCE** (making sense of the intervention) | How do you understand your role as a Peer Support Worker within the Early Intervention Psychosis Service?  How do you think your role is perceived by service users and other staff members?  Did you receive any training in preparing you for your role? If so, what?  What aspects were most helpful? |  **Role uncertainty among staff** – Initial scepticism about PSW purpose.   **Professional overlap fears** – Concerns PSWs encroach on clinical responsibilities.   **Inconsistent team integration** – Variable clarity on PSW function across teams. |  **Distinct value recognition** – Staff acknowledge PSWs as non-clinical but essential.   **Complementary role clarity** – PSWs are seen as bridging professional and lived experience.   **Increased legitimacy** – Growing acceptance of PSWs within services. | Potential theme: **Role Uncertainty and Misunderstanding from Staff**  Potential theme: **Recognition of PSWs as Complementary and Distinct** |
| **COGNITIVE PARTICIPATION** (engagement with the intervention) | How were you introduced and integrated into the Early Intervention Psychosis Service team?  What factors do you think contribute to successful peer support integration?  Can you describe your collaboration with other healthcare professionals? What helps or hinders this collaboration? |  **Staff hesitancy** – Some teams slow to integrate PSWs.   **Need for role advocacy** – PSWs must prove value before receiving referrals.   **Experience-sharing imbalance** – Some PSWs struggle with appropriate disclosure. |  **Trust-building through presence** – Informal office interactions improve collaboration.   **User-driven validation** – Service user feedback enhances PSW credibility.   **Approachability** – PSWs perceive they are easy to engage with. | Potential theme: **Staff Hesitancy and Role Legitimisation Challenges**  Potential theme: **Informal Presence Builds Trust and Collaboration**  Potential theme: **Managing Disclosure in Peer Practice** |
| **COLLECTIVE ACTION** (enacting the intervention) | Can you walk me through a typical day or week in your role as a Peer Support Worker?  How do this fit within the broader Early Intervention Psychosis Service?  What challenges have you faced in your role? How have you overcome these? |  **Limited workforce capacity** – PSW availability does not meet demand.   **Training gaps** – Some PSWs feel unprepared for complex cases.   **Structural integration issues** – Lack of standard onboarding for PSWs.   **Remote work barriers** – PSWs not based in offices struggle with team visibility. |  **Co-location benefits** – Office-based PSWs gain more referrals and visibility.   **Social inclusion facilitation** – PSWs support real-world recovery engagement.   **Effective case collaboration** – Stronger integration with clinicians enhances service delivery. | Potential theme: **Barriers to Visibility and Workforce Capacity**  Potential theme: **Enabling Social Inclusion and Everyday Recovery**  Potential theme: **Effective Case Collaboration Enhances Impact** |
| **REFLEXIVE MONITORING** (appraising the intervention): | How do you evaluate the effectiveness of your work with service users?  What impact do you think you're having?  How is your performance as a Peer Support Worker evaluated? What metrics or feedback mechanisms are in place?  Have you noticed any changes in your role or responsibilities over time? What prompted these changes?  What changes or improvements would you suggest to enhance the peer support program? |  **Lack of formal impact measures** – No structured assessment of PSW outcomes.   **Job insecurity** – Temporary contracts cause instability.   **Limited staff awareness of PSW impact** – Hard to quantify success.  **Concerns about grade / career progression** – PSWs feel that Band 2 does not reflect skills/emotional burden of role. |  **Service user progress observation** – Clinicians note PSW contributions to recovery.   **Self-recognition of progress** – PSWs help service users acknowledge improvements.   **Increased hope and confidence** – PSWs encourage recovery motivation. | Potential theme: **Absence of Structured Evaluation and Recognition**  Potential theme: **Observing Service User Progress as a Marker of Impact**  Potential theme: **Job Insecurity and Lack of Progression Pathways** |

**Health professional coding/theme matrix**

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| **NPT Domain** | **Questions** | **Barrier codes** | **Enabler codes** | **Themes** |
| **COHERENCE** (making sense of the intervention) | What is your understanding of the Peer Support Worker role within the Early Intervention Psychosis Service?  How does the peer support role align with the overall goals of the Early Intervention Psychosis service?  How do you perceive the value added by Peer Support Workers to the Early Intervention Psychosis service? |  **Initial uncertainty about the PSW role** – Lack of clarity around PSW function, leading to hesitation in referrals.   **Concerns** **about professional overlap** – Some staff initially feared that PSWs would encroach on clinical responsibilities.   **Hesitancy in referral due to unclear boundaries** – Uncertainty about what PSWs can and cannot do within service user care. |  **Recognition of PSWs as complementary rather than a replacement** – Over time, staff acknowledged PSWs as enhancing rather than duplicating clinical work.   **Understanding the importance of lived experience in engaging service users** – Staff saw value in PSWs’ unique ability to foster trust and relatability.   **Seeing PSWs as a bridge between clinical care and everyday life** – PSWs provided non-clinical, holistic support to service users. | Potential theme: **Uncertainty About PSW Function and Purpose**  Potential theme: **Growing Recognition of PSW Value and Uniqueness** |
| **COGNITIVE PARTICIPATION** (engagement with the intervention) | How were peer support workers initially introduced to your team?  In what ways do you interact or collaborate with peer support workers?  How did you initially feel about integrating Peer Support Workers into your team? Did you have any concerns or expectations?  How has your involvement with Peer Support Workers evolved over time?  What kind of training or support did you receive to help integrate Peer Support Workers into your team? |  I**nitial hesitancy in involving PSWs** – Some staff were unsure how to incorporate PSWs into service user care.   **Concerns that PSWs might share too much personal experience** – Risk of PSWs shifting focus away from service user needs.   **Unclear expectations about PSW contributions** – Lack of understanding about the structure and purpose of PSW interventions. |  **Positive feedback from service users reinforcing the PSW role** – Service users’ positive experiences increased staff confidence in PSWs.   **Building trust through informal interactions** – Regular presence of PSWs in office settings improved collaboration with staff.   **PSWs being visible and engaged in the office environment** – The ability to directly communicate with PSWs encouraged teamwork and referrals. | Potential theme: **Initial Hesitancy and Unclear Expectations**  Potential theme: **Informal Contact Builds Confidence and Collaboration**  Potential theme: **Concerns Around Disclosure and Role Boundaries**  Potential theme: **Visibility and proximity enhances collaboration** |
| **COLLECTIVE ACTION** (enacting the intervention) | How has the integration of peer support workers affected your daily work routines and the overall service delivery?  How do Peer Support Workers fit into the team dynamics?  Can you provide examples of effective collaboration?  What organisational changes, if any, were made to accommodate peer support workers?  What operational challenges have you encountered with the integration of Peer Support Workers, and how have these been addressed?  In your view, what are the key factors for successful integration of peer support workers? |  **Lack of formal staff training on integrating PSWs** – Some staff felt unprepared to work alongside PSWs.   **Concerns over PSW availability and workload** – Limited PSW numbers affected their accessibility.   **Variability in PSW knowledge of psychosis** – Some staff felt PSWs lacked training specific to early intervention psychosis. |  **Collaboration between PSWs and care coordinators** – Effective teamwork strengthened alignment between peer support and clinical care.   **PSWs facilitating social reintegration** – Service users benefited from PSWs’ support in engaging with social and community activities.   **PSWs providing an additional support layer for staff** – PSWs enhanced service user engagement and continuity of care. | Potential theme: **Gaps in Training and Preparedness for Integration**  Potential theme: **Workforce Limitations Impacting Integration**  Potential theme: **Collaborative Working Strengthens Support** |
| **REFLEXIVE MONITORING** (appraising the intervention): | How do you monitor and assess the outcomes of the Peer Support Worker service?  What indicators do you use to assess the impact of peer support workers on service user outcomes?  What benefits or challenges have you observed since the introduction of peer support workers?  Based on your experience, what improvements would you suggest for the better integration of Peer Support Workers into Early Intervention Psychosis services? |  **Lack of structured evaluation methods** – No formal system existed for assessing the impact of PSWs on service user outcomes.   **Uncertainty about long-term sustainability** – Concerns about emotional strain and lack of structure for PSWs.   **Limited visibility of PSW outcomes** – Difficulty in quantifying the benefits of PSW contributions to service users’ recovery. |  **Service users expressing spontaneous positive feedback** – Informal but consistent reports highlighted the value of PSWs.   **Staff observing improved service user engagement** – Clinicians noticed increased confidence and participation in recovery activities.   **PSWs reinforcing motivation and hope** – Service users benefited from seeing recovery as an achievable, ongoing process. | Potential theme: **Absence of Formal Evaluation Mechanisms**  Potential theme: **Observed but Difficult-to-Measure Benefits**  Potential theme: **Concerns About Sustainability and Role Stability** |

**Merged data**

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| **NPT Domain** | **Questions** | **Service User Themes** | **PSW Themes** | **Staff Themes** | **Integrated Themes** |
| **COHERENCE** (making sense of the intervention) | What is your understanding of the Peer Support Worker role within the Early Intervention Psychosis Service?  How does the peer support role align with the overall goals of the Early Intervention Psychosis service?  How do you perceive the value added by Peer Support Workers to the Early Intervention Psychosis service? | Potential theme: **Uncertainty Around Role and Boundaries**  Potential theme: **Relatability and the Value of Lived Experience** | Potential theme: **Role Uncertainty and Misunderstanding from Staff**  Potential theme: **Recognition of PSWs as Complementary and Distinct** | Potential theme: **Uncertainty About PSW Function and Purpose**  Potential theme: **Growing Recognition of PSW Value and Uniqueness** | **Theme: Navigating Uncertainty and Discovering Value**  *- Sub-theme: Ambiguity Linked to Onboarding and Role Communication*  *- Sub-theme: Clarity Emerges Through Lived Experience and Ongoing Presence* |
| **COGNITIVE PARTICIPATION** (engagement with the intervention) | How were peer support workers initially introduced to your team?  In what ways do you interact or collaborate with peer support workers?  How did you initially feel about integrating Peer Support Workers into your team? Did you have any concerns or expectations?  How has your involvement with Peer Support Workers evolved over time?  What kind of training or support did you receive to help integrate Peer Support Workers into your team? | Potential theme: **Hesitation and Apprehension in Early Engagement**  Potential theme: **Building Trust Through Informal Relationships**  Potential theme: **Navigating Relational Boundaries** | Potential theme: **Staff Hesitancy and Role Legitimisation Challenges**  Potential theme: **Informal Presence Builds Trust and Collaboration**  Potential theme: **Managing Disclosure in Peer Practice** | Potential theme: **Initial Hesitancy and Unclear Expectations**  Potential theme: **Informal Contact Builds Confidence and Collaboration**  Potential theme: **Concerns Around Disclosure and Role Boundaries**  Potential theme: **Visibility and proximity enhances collaboration** | **Theme: Building Engagement Through Trust and Relatability**  *- Sub-theme: Initial Apprehension and the Need for Role Legitimisation*  *- Sub-theme: Navigating Relational Boundaries in Peer Support*  *- Sub-theme: Trust-Building Through Informality and Shared Experience* |
| **COLLECTIVE ACTION** (enacting the intervention) | How has the integration of peer support workers affected your daily work routines and the overall service delivery?  How do Peer Support Workers fit into the team dynamics?  Can you provide examples of effective collaboration?  What organisational changes, if any, were made to accommodate peer support workers?  What operational challenges have you encountered with the integration of Peer Support Workers, and how have these been addressed?  In your view, what are the key factors for successful integration of peer support workers? | Potential theme: **Limited and Unequal Access to Peer Support**  Potential theme: **Supporting Daily Structure and Social Participation**  Potential theme: **Integration with Care Coordination Improves Delivery** | Potential theme: **Barriers to Visibility and Workforce Capacity**  Potential theme: **Enabling Social Inclusion and Everyday Recovery**  Potential theme: **Effective Case Collaboration Enhances Impact** | Potential theme: **Gaps in Training and Preparedness for Integration**  Potential theme: **Workforce Limitations Impacting Integration**  Potential theme: **Collaborative Working Strengthens Support** | **Theme: Structural and Relational Conditions Shaping the functions of PSWs**  *- Sub-theme: Collaboration Supports Recovery-Oriented Practice*  *- System-Level Factors Influence Access to and Use of PSWs* |
| **REFLEXIVE MONITORING** (appraising the intervention): | How do you monitor and assess the outcomes of the Peer Support Worker service?  What indicators do you use to assess the impact of peer support workers on service user outcomes?  What benefits or challenges have you observed since the introduction of peer support workers?  Based on your experience, what improvements would you suggest for the better integration of Peer Support Workers into Early Intervention Psychosis services? | Potential theme: **Gaps in Evaluation and Outcome Tracking**  Potential theme: **Encouraging Hope and Progress Recognition**  Potential theme: **Concerns About Sustainability and Continuity** | Potential theme: **Absence of Structured Evaluation and Recognition**  Potential theme: **Observing Service User Progress as a Marker of Impact**  Potential theme: **Job Insecurity and Lack of Progression Pathways** | Potential theme: **Absence of Formal Evaluation Mechanisms**  Potential theme: **Observed but Difficult-to-Measure Benefits**  Potential theme: **Concerns About Sustainability and Role Stability** | **Theme: Recognising Impact in the Absence of Formal Structures**  *- Sub-theme: Informal Signs of Progress and the Value of Peer Support*  *- Sub-theme: Gaps in Evaluation and Ongoing Role Recognition* |