

Example responses for barriers questions, by theme and part of care pathway

Theme	Health care	BBV testing	Secondary care
Language / culture	"language" "language barrier"	"language" "difficulties with language/interpretation taking too long"	"language barriers" "language" "costs of interpretation services"
Patient information / knowledge	"knowledge of what services available and how to access" "uncertainty about eligibility" "not knowing their rights"	"knowing what services available within GP practice" "understanding about BBVs" "awareness of treatment options"	"unfamiliarity with NHS system" "lack of understanding about purpose of referral" "understanding about service provision"
Staff information / knowledge	"uncertainty about entitlements" "ignorance lack of training"	"realising not already tested" "clinicians don't think to suggest BBV testing" "HCP lack of knowledge"	"poor training and commitment of healthcare staff" "lack of knowledge" "ignorance of some secondary care staff to both their infectivity/perceived risk to staff and their access to healthcare"
Psychological	"fear" "fear of deportation" "fear of authority"	"fear of positive result" "confidentiality concerns and fear of positive result and stigma"	"patients frightened of the outcome" "stigma" "fear"
Accommodation	"NFA" "no fixed abode" "frequently moved around"	"move around a lot" "often transient" "often have no fixed address or means of contact"	"moving from place to place" "fixed address, move often"
Prejudice / discrimination	"discrimination" "public perceptions" "prejudice, hostile conditions"	"prejudice"	"fear of treatment by hospital staff due to immigration status" "The Daily Mail and its racist propaganda" "perceived hostility issues"
Financial (patient)	"cost" "fear they will have to pay" "money"		"cost" "no money for transport to appointments"
Resource	"lack of capacity in system" "appointment availability" "cuts to services"	"resource implications and increasing demand on GP time and work overload" "lack of time" "time, multiple other issues being prevented"	"resource implications" "lack of interpreters" "time and incentive"
Geographical	"location" "transport"		"distance from where they live and costs of transport" "travel to hospital in city"
Service / organisational issues	"systems/bureaucracy" "services not tailored for their needs" "lack of specialist free services"	"lack of new patient assessments within our practice" "no policy in place" "poor IT system support"	"clinic arrangements/timetables" "time delay between referral and appointment" "lack of organised clinic. No structured approach"