

| Quote | Subtheme                                    |   |
|-------|---|---|
| 1     | Introduction of the use of virtual meetings | <i>"Parents are invited to weekly ward rounds via Teams since the pandemic. This is much more convenient than before, where they had to drive to the ward for a 15-minute slot." (HCP)</i>  |
| 2     | Introduction of the use of virtual meetings | <i>"I think things like Covid have been helpful in terms of you know, the drive for virtual meetings. I think that since Covid we've probably had an improvement in community teams, especially those that are a little bit further away, their involvement in the young people's care" (HCP)</i>                                       |
| 3     | Introduction of the use of virtual meetings | <i>"I think one of the benefits I probably came across in terms of the technology and providing video-link consultation. And some young people that I see they definitely want that to continue rather than coming to see me in clinic." (HCP)</i>  |
| 4     | Introduction of the use of virtual meetings | <i>"obviously with remote things you can sort of attend but it's never quite the same experience." (HCP)</i>  |
| 5     | Introduction of the use of virtual meetings | <i>"You know like the digital stuff's good isn't it but that's not what this speciality is about. It's about sitting down in a room and talking to people isn't it?" (HCP)</i>  |
| 6     | Introduction of the use of virtual meetings | <i>"Meetings on the phone and online. And obviously it's difficult to kind of establish a rapport like that." (P/C)</i>   |
| 7     | Difficulties around staffing                | <i>"there was a lot of bank staff members that you didn't really know and didn't really interact with you" (YP)</i>   |
| 8     | Difficulties around staffing                | <i>"So staff were changing all the time, which again for somebody like X that needs consistency, was hellish because she'd wake up to different people all the time. And when she got to a point where she was having a crisis, somebody, a complete stranger coming in to try and help her was never going to get anywhere." (P/C)</i> |
| 9     | Ward rule changes                           | <i>"Smoking in the gardens has been allowed since the pandemic, as previously people could go offsite and smoke, but since that wasn't possible they didn't want to restrict liberties." (HCP)</i>  |

Table 5 Quotations to illustrate the theme: COVID-19 effect on working practices.