

## Supplementary materials – Online Survey and interview schedule

1. What is your gender?

**Male**

**Female**

2. How would you describe your ethnicity?

**White**

Welsh / English / Scottish / Northern Irish / British  
Irish

Gypsy or Irish Traveller

Any other White background, please describe

**Mixed / Multiple ethnic groups**

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed / Multiple ethnic background, please describe

**Asian / Asian British**

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background, please describe

**Black / African / Caribbean / Black British**

African

Caribbean

Any other Black / African / Caribbean background, please describe

**Other ethnic group**

Arab

Any other ethnic group, please describe

3. What is your age? [free text box]
4. What is your employment status?
5. When did you sustain your burn injury? [free text box]
6. Where on your body is your burn injury? [free text box]
7. Can you describe the nature and degree of your burn injury? [free text box]
8. How many medical tattooing procedures have you received? [1,2,3,4,5]
9. Where on your body was the medical tattooing procedure/s applied? [free text box]
10. What did you hope to get out of medical tattooing? [free text box]

**Please rate the degree to which you agree or disagree with the statements below using the following scale;**

1	2	3	4	5
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree

1. The medical tattooing service was easy to access
2. Medical tattooing has not changed how I feel about my facial appearance (R)
3. Medical tattooing has helped me feel more positive about my future
4. Medical tattooing has not helped me feel more connected to other people (R)
5. Since receiving the medical tattooing service, I have been more able to carry out my essential daily activities
6. I am satisfied with the results of the medical tattooing service
7. I would not recommend medical tattooing to a friend in similar circumstances (R)
8. Staff I communicated with were warm and friendly
9. My ability to work has not changed since receiving medical tattooing (R)
10. Medical tattooing has improved my quality of life
11. I felt unable to ask staff questions (R)
12. Medical tattooing has made me feel more confident in myself
13. Medical tattooing has not changed my ability to do the things that are important to me (R)
14. Staff were prompt to respond to my questions and/or concerns
15. I have still feel dissatisfied with my facial appearance after medical tattooing (R)
16. Staff put me at ease
17. Medical tattooing has improved my ability to socialise
18. Staff I communicated with were not helpful (R)
19. I am disappointed by the results of the medical tattooing service (R)
20. Since receiving the medical tattooing service, I have been able to do more of the things that I enjoy
21. The referral process was confusing to me (R)

22. The Katie Piper Foundation medical tattooing referral process was convenient for me
23. My mood has felt the same as before receiving medical tattooing (R)
24. Medical tattooing has improved my ability to work
25. There were delays in my communication with staff (R)
26. Medical tattooing has lessened the anxiety I have felt about my facial appearance
27. Medical tattooing has helped improve my mood
28. Medical tattooing has not changed my quality of life (R)
29. Medical tattooing has not changed how confident I feel (R)
30. Medical tattooing has improved how attractive I feel
31. The assessment process was acceptable to me
32. I would recommend medical tattooing to a friend in similar circumstances

### **Key**

Overall satisfaction = 6, 7, 19, 32

Access = 1, 21, 22, 31

Staff perception/communication = 8, 11, 14, 16, 18, 25

General quality of life = 10, 28

Mood = 3, 23, 27

Confidence = 12, 29, 30

Facial appearance = 2, 15, 26,

Functional ability = 5, 9, 13, 20, 24,

Relationships with others = 4, 17

### **Open question/s:**

#### **Accessibility**

1. What was helpful about the referral process?
2. What was unhelpful about the referral process?

#### **Satisfaction**

3. How did the medical tattooing procedure meet your expectations?
4. How did the medical tattooing procedure not meet your expectations?

#### **Change**

5. Has anything got better since receiving the medical tattooing service?
6. Has anything got worse since receiving the medical tattooing service?

## Appendix B – Interview schedule

**Pre-amble:** I am conducting a service-evaluation of the medical tattooing service provided by the Katie Piper Foundation. The Katie Piper Foundation would like to find out what is working well and areas of the service could be further improved.

**Opening-question.** Firstly, can you tell me in your own words, how you came in contact with the Katie Piper Foundation and were offered the medical tattooing service?

### **Access.**

#### **1. Can you tell me about your experience of being referred for the medical tattooing service by The Katie Piper Foundation?**

*Prompts (if required): How were you referred?  
Was the process straightforward or complicated?  
Was the process quick or did it take a long time?  
Was there an opportunity to ask questions?*

*Probes: Could you say more about X?  
You mentioned about X, can you say any more about that?*

#### **2. Can you tell me about your experience of being assessed for the medical tattooing service by The Katie Piper Foundation?**

*Prompts (if required): How were you assessed?  
Was the assessment venue accessible to you?  
Was the assessment time/place convenient for you?  
Was there an opportunity to ask questions?*

*Probes: Could you say more about X?  
You mentioned about X, can you say any more about that?*

#### **3. Can you tell me, based on your experiences of the referral and assessment processes, are there any changes that you think could further improve this aspect of the service?**

*Prompts (if required): Is there anything that could have made the referral process better?  
Is there anything that could have made the assessment process better?  
You mentioned X, is there anything that the service could do differently to improve that?*

*Probes: Could you say more about X?  
You mentioned about X, can you say any more about that?*

**Satisfaction.**

**4. Can you tell me about the aspects of the procedure that you were pleased with?**

*Prompt (if required): What stands out to you about your experience?  
Did the procedure meet your expectations, if so, how?*

*Probes: Could you say more about X?  
You mentioned about X, can you say any more about that?*

**5. Can you tell me whether there is anything that would have improved your satisfaction with the medical tattooing procedure itself?**

*Prompts (if required): Is there anything that could have made the procedure better for you?*

*You mentioned X, is there anything that the service could do differently to improve the procedure?*

*Probes: Could you say more about X?  
You mentioned about X, can you say any more about that?*

**Effectiveness.**

**6. Can you tell me more about how medical tattooing has effected your life, it at all?**

*Prompts (if required): Has medical tattooing changed things for you in any way?  
Has anything changed in your life as a result of the medical tattooing service?  
Have things changed or stayed the same?  
Are you able to do anything that you couldn't do before the procedure?*

*Probes: Could you say more about X?  
You mentioned about X, can you say any more about that?*

**7. Can you tell me more about how medical tattooing has changed how you feel about yourself, if at all?**

*Prompts (if required): Has medical tattooing made a difference to how you feel about yourself?*

*Probes: Could you say more about X?  
You mentioned about X, can you say any more about that?*

**Ending question.**

- 8. Is there anything else that you would like to say about the medical tattooing service you received?**