

Table S2: Suggestions on the technical and visual presentation of online psychotherapy

	Summary codes	Quotations
<i>Format and user-friendliness</i>	Both groups <ul style="list-style-type: none"> positive feedback 	<p><i>"I thought it was really good, very well laid out, nice format, nice ten weeks chunks. [...]. Yeah, makes sense, there is nothing over too technical, I did understand." (Patient 13, 32 years old, male).</i></p> <p><i>"[...] consistency from week to week, so [...] the layout is the same. So, if I learn on week three that was helpful [...] then I am more likely to go to week four to that same place, so it's about the consistency of appearance, so that I can learn as quickly as possible where to find where to look for the bits that would be helpful." (Patient 1, 50 years old, male).</i></p> <p><i>"...the format looks great, the way it was laid out, and there was a definite programme to follow, with different areas" (Female, 52 years old).</i></p>
<i>Number and duration of the sessions</i>	<div> Patients <ul style="list-style-type: none"> 3-12 sessions 15 minutes to 1-hour in duration programme should not be longer than ten weeks for most patients allow some flexibility be able to come back to the programme if needed online support should be ongoing. </div> <div> Health professionals <ul style="list-style-type: none"> 3-10 sessions 15 minutes to 1-hour in duration programme should not be longer than ten weeks </div>	<p><i>"I feel you should do it for as long as you needed. I don't think you should set [the time], you should do stuff as long as you need [...], you should be able to come back to it, if you need [...], because with anxiety you don't know how long it's going to last, yeah." (Patient 9, 20 years old, female).</i></p> <p><i>"I need ongoing online support that you could dip in or dip out off." (Patient 12, 59 years old, female).</i></p> <p><i>"[...] around about 6 to 8 [sessions], some patients might need less, some patients might need more, and something in short bursts, probably, I don't know, 15 minutes might be suitable for some people, other patients might find that they needed a bit more." (Female, 53 years old).</i></p> <p><i>"I cannot really say. I don't have a way of judging it." (Male, 54 years old).</i></p>

	Summary codes	Quotations
<i>Text, language</i>	Both groups <ul style="list-style-type: none"> • text easy to read, understandable and not too much of it • more bullet points • plain language 	<p><i>"I thought it was easy, easy to understand. I also felt that somebody with IBD probably had a lot to do with developing it, because they really seem to understand how you felt. [...] different scenarios they really seem to understand it" (Patient 5, 56 years old, female).</i></p> <p><i>"The bullet points are probably handy [...] to break down the chunks [...]" (Patient 13, 32 years old, male).</i></p> <p><i>"It should be plain language" (Female, age not indicated).</i></p> <p><i>"[...] it would seem quite overwhelming with long bits of text, so certainly text should be short paragraphs, maybe with bullet points to the top just so, or bullet point to the end, so once they read it, or before they read, so they know essentially what they need to get out of it. Sometimes bullet points do not have enough information." (Female, 32 years old).</i></p>
<i>Pictures</i>	Both groups <ul style="list-style-type: none"> • happy with "stress-free" pictures on the website 	<p><i>"I didn't think of that. I didn't take any notes of that, didn't really noticed." (Patient 13, 32 years old, male).</i></p> <p><i>"No, I thought, they had what they needed to have. They had a different picture for each session and things like that. So, I thought it was about right, yeah." (Patient 5, 56 years old, female).</i></p>
<i>Colour</i>	Both groups <ul style="list-style-type: none"> • happy with the website colours • 	<p><i>"darker colour. [...] blue or grey or black [...] to be able to see. [...] redo it." (Patient 8, 70 years old, male).</i></p> <p><i>"I think it is too bright blue, should not be yellow or red for colour blind people." (Female, health professional, 43 years old).</i></p>
	One patient <ul style="list-style-type: none"> • darker colours • 	

	Summary codes	Quotations
	One health professional <ul style="list-style-type: none"> less bright, not yellow, red 	
Video	Both groups <ul style="list-style-type: none"> videos are important to include videos with patients and health professionals one video per session between 5 and 20 minutes an introduction to the session's video 	<p><i>"[...] even though it's technology, it feels more personal. I think all sessions should have videos [...], it sets the tone, and it feels personal [...]." (Patient 12, 59 years old, female).</i></p> <p><i>"[...] that is a very modern way of introducing topics." (Patient 1, 50 years old, male).</i></p> <p><i>"[...] a separate video for each topic, but even if it's instructions [...] even five bullet points [...] can be a quicker overview, and at the end, the summary again to reinforce it." (Patient 13, 32 years old, male).</i></p> <p><i>"I might give people some introduction videos, and then I might let them choose from the range." (Male, 49 years old).</i></p>
Suggestions on what to include	Both groups <ul style="list-style-type: none"> anxiety and stress management strategies anger management relaxation techniques goal setting coping strategy other patients' testimonials information about IBD and its treatment programme tailoring, signposts for patients work on mobile devices such as mobile phones and tablets music 	<p><i>"I am not a psychologist. I don't really know the full range of things that people would expect to be offered." (Patient 3, 49 years old, male).</i></p> <p><i>"[...] there should be like a chat, where you can have somebody on the other side." (Patient 10, 45 years old, female).</i></p> <p><i>"[...] if a system was set up whereby the possible questions you had and things were there to be answered" (Patient 7, 67 years old, female).</i></p> <p><i>"if my anxiety is very bad, I am on so many different medications, that actually makes my thought process difficult. So, if I am anxious and stressed, I've got these other things going on as well, so it's difficult at that point to work out what I need. Because the fatigue hits, the low mood hits and everything hits. I almost feel it's like any programme needs to be a signposting programme that can do some other thinking for you." (Patient 12, 59 years old, female).</i></p>

	Summary codes	Quotations
	<ul style="list-style-type: none"> • glossary • consistency in layout • clinician-assisted option • chat, support, focus group, forum 	<p><i>" [...] a credible medical site with information about IBD itself, the actual medical information about the physical condition, progress that they were making in research about the disease, a likelihood of them ever finding the way to really control or even cure it, changes in the treatment [...]" (Patient 5, 68 years old, female).</i></p> <p><i>"[...] because I was doing it on my phone, I [had to] to make it bigger so that I could see, what it actually is said. Then, I was having to move the page across; it makes it a bit harder to read." (Patient 5, 56 years old, female)."</i></p> <p><i>"You need to ensure they do work on an iphone or on a tablet." (Male, 42 years old).</i></p>