

Table 1. Researchers' findings – main themes

Method 1	Method 2	Method 3
Psychological support Education/advice	Support	Positive “practical” aspects of the service Human side of the service Emotional impact on the client
Access/advocacy	Liaison	Positive practical aspects of the service Human side of the service Interaction between practical and human aspects of the service
Clinical skills Patient dependency	Contact	Positive practical aspects of the service
Confusion over role definition		

With the exception of “confusion over role definition”, all themes were captured by all three methods