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¹ Further information about each study, including references can be found in Appendix 8.

TEMPLATE FOR METHODOLOGY CHECKLIST (SYSTEMATIC REVIEWS)

Study identification	
Guidance topic:	
Checklist completed by:	
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes/No/Unclear
The review collects the type of studies you consider relevant to the guidance review question	Yes/No/Unclear
The literature search is sufficiently rigorous to identify all the relevant studies	Yes/No/Unclear
Study quality is assessed and reported	Yes/No/Unclear
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes/No/Unclear

TEMPLATE FOR METHODOLOGY CHECKLIST (RCTS)

Study identification:		
Guidance topic:		
Checklist completed by:		
		<i>Circle one option for each question</i>
A. Selection bias (systematic differences between the comparison groups)		
A1	An appropriate method of randomisation was used to allocate participants to treatment groups (which would have balanced any confounding factors equally across groups)	Yes No Unclear N/A
A2	There was adequate concealment of allocation (such that investigators, clinicians and participants cannot influence enrolment or treatment allocation)	Yes No Unclear N/A
A3	The groups were comparable at baseline, including all major confounding and prognostic factors	Yes No Unclear N/A
Based on your answers to the above, in your opinion was selection bias present? If so, what is the likely direction of its effect?		
<div style="display: flex; justify-content: space-around;"> Low risk of bias Unclear/unknown risk High risk of bias </div>		
Likely direction of effect:		
B. Performance bias (systematic differences between groups in the care provided, apart from the intervention under investigation)		
B1	The comparison groups received the same care apart from the intervention(s) studied	Yes No Unclear N/A
B2	Participants receiving care were kept 'blind' to treatment allocation	Yes No Unclear N/A
B3	Individuals administering care were kept 'blind' to treatment allocation	Yes No Unclear N/A
Based on your answers to the above, in your opinion was performance bias present? If so, what is the likely direction of its effect?		

Low risk of bias		Unclear/unknown risk	High risk of bias	
Likely direction of effect:				
C. Attrition bias (systematic differences between the comparison groups with respect to loss of participants)				
C1	All groups were followed up for an equal length of time (or analysis was adjusted to allow for differences in length of follow-up)	Yes No Unclear N/A		
C2	a. How many participants did not complete treatment in each group?			
	b. The groups were comparable for treatment completion (that is, there were no important or systematic differences between groups in terms of those who did not complete treatment)	Yes No Unclear N/A		
C3	a. For how many participants in each group were no outcome data available?			
	b. The groups were comparable with respect to the availability of outcome data (that is, there were no important or systematic differences between groups in terms of those for whom outcome data were not available).	Yes No Unclear N/A		
Based on your answers to the above, in your opinion was attrition bias present? If so, what is the likely direction of its effect?				
Low risk of bias		Unclear/unknown risk	High risk of bias	
Likely direction of effect:				
D. Detection bias (bias in how outcomes are ascertained, diagnosed or verified)				
D1	The study had an appropriate length of follow-up	Yes No Unclear N/A		
D2	The study used a precise definition of outcome	Yes No Unclear N/A		
D3	A valid and reliable method was used to determine the outcome	Yes No Unclear N/A		
D4	Investigators were kept 'blind' to participants' exposure to the intervention	Yes No Unclear N/A		

D5	Investigators were kept 'blind' to other important confounding and prognostic factors	Yes No Unclear N/A
Based on your answers to the above, in your opinion was detection bias present? If so, what is the likely direction of its effect?		
Low risk of bias	Unclear/unknown risk	High risk of bias
Likely direction of effect:		

REVIEWS OF INTERVENTIONS TO IMPROVE SERVICE USER EXPERIENCE

Study identification	CHAUDHURY2005
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Review synthesises evidence in three areas: (1) cost, (2) infection control, (3) therapeutic impact. The third area is the only one that is directly relevant to the review question. Cross-sectional and intervention studies are reviewed narratively.
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	No
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	COULTER2006
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Partial
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	DEVLIN2003
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes – section headed ‘Patient-Centred Care’ is most relevant
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	No
Study quality is assessed and reported	No
An adequate description of the methodology used is included, and the methods used are appropriate to the question	No

Study identification	DUNCAN2010
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	HAMANN2003
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	CW
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	No (only MEDLINE and cross-referencing used)
Study quality is assessed and reported	No (no formal assessment is reported, but strength of results is described)
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	KINNERSLEY2007
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	LEWIN2001
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	MURRAY2005
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	NICOLSON2009
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	OCONNOR2009
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	PARRY2008
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes – part one of review only (however only one study assesses service user outcomes, the remaining four studies assess clinicians’ performance).
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	PITKETHLY2008
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	REEVES2008
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	SAULTZ2004
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	CW
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	No
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	SHEPPERD2010
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	WETZELS2007
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	Yes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	Yes
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

Study identification	ZWARENSTEIN2009
Guidance topic:	Service User Experience in Adult Mental Health
Checklist completed by:	MS
SCREENING QUESTIONS	
In a well-conducted, relevant systematic review:	<i>Chose one option for each question</i>
The review addresses an appropriate and clearly focused question that is relevant to the guidance review question	No studies were found that included service user experience of care outcomes
The review collects the type of studies you consider relevant to the guidance review question	Yes
The literature search is sufficiently rigorous to identify all the relevant studies	No - Embase and PsycINFO not searched
Study quality is assessed and reported	Yes
An adequate description of the methodology used is included, and the methods used are appropriate to the question	Yes

TRIALS OF INTERVENTIONS TO IMPROVE SERVICE USER EXPERIENCE

Study identification:		PRIEBE2007
Guidance topic		Service User Experience in Adult Mental Health
Checklist completed by:		CW
		<i>Circle one option for each question</i>
A. Selection bias (systematic differences between the comparison groups)		
A1	An appropriate method of randomisation was used to allocate participants to treatment groups (which would have balanced any confounding factors equally across groups)	Yes
A2	There was adequate concealment of allocation (such that investigators, clinicians and participants cannot influence enrolment or treatment allocation)	Yes
A3	The groups were comparable at baseline, including all major confounding and prognostic factors	Yes
Based on your answers to the above, in your opinion was selection bias present? If so, what is the likely direction of its effect?		
Low risk of bias		
Likely direction of effect:		
B. Performance bias (systematic differences between groups in the care provided, apart from the intervention under investigation)		
B1	The comparison groups received the same care apart from the intervention(s) studied	Yes
B2	Participants receiving care were kept 'blind' to treatment allocation	No
B3	Individuals administering care were kept 'blind' to treatment allocation	No

Based on your answers to the above, in your opinion was performance bias present? If so, what is the likely direction of its effect?		
Unclear/unknown risk		
Likely direction of effect: In favour of the intervention		
C. Attrition bias (systematic differences between the comparison groups with respect to loss of participants)		
C1	All groups were followed up for an equal length of time (or analysis was adjusted to allow for differences in length of follow-up)	Yes
C2	a. How many participants did not complete treatment in each group? Intervention: 10%; Control: 12%	
	b. The groups were comparable for treatment completion (that is, there were no important or systematic differences between groups in terms of those who did not complete treatment)	Unclear
C3	a. For how many participants in each group were no outcome data available? Intervention: 10%; Control: 12%	
	b. The groups were comparable with respect to the availability of outcome data (that is, there were no important or systematic differences between groups in terms of those for whom outcome data were not available).	Unclear
Based on your answers to the above, in your opinion was attrition bias present? If so, what is the likely direction of its effect?		
Low risk of bias		
Likely direction of effect:		
D. Detection bias (bias in how outcomes are ascertained, diagnosed or verified)		
D1	The study had an appropriate length of follow-up	Yes
D2	The study used a precise definition of outcome	Yes
D3	A valid and reliable method was used to determine the	Yes

	outcome	
D4	Investigators were kept 'blind' to participants' exposure to the intervention	Unclear
D5	Investigators were kept 'blind' to other important confounding and prognostic factors	Unclear
Based on your answers to the above, in your opinion was detection bias present? If so, what is the likely direction of its effect?		
Low risk of bias		
Likely direction of effect:		

Study identification:		SWANSON2006
Guidance topic		Service User Experience in Adult Mental Health
Checklist completed by:		CW
		<i>Circle one option for each question</i>
A. Selection bias (systematic differences between the comparison groups)		
A1	An appropriate method of randomisation was used to allocate participants to treatment groups (which would have balanced any confounding factors equally across groups)	Unclear
A2	There was adequate concealment of allocation (such that investigators, clinicians and participants cannot influence enrolment or treatment allocation)	Unclear
A3	The groups were comparable at baseline, including all major confounding and prognostic factors	Yes
Based on your answers to the above, in your opinion was selection bias present? If so, what is the likely direction of its effect?		
Unclear/unknown risk		
Likely direction of effect:		
B. Performance bias (systematic differences between groups in the care provided, apart from the intervention under investigation)		
B1	The comparison groups received the same care apart from the intervention(s) studied	Yes
B2	Participants receiving care were kept 'blind' to treatment allocation	No
B3	Individuals administering care were kept 'blind' to treatment allocation	No
Based on your answers to the above, in your opinion was performance bias present? If so, what is the likely direction of its effect?		
Unclear/unknown risk		

Likely direction of effect: In favour of the intervention		
C. Attrition bias (systematic differences between the comparison groups with respect to loss of participants)		
C1	All groups were followed up for an equal length of time (or analysis was adjusted to allow for differences in length of follow-up)	Yes
C2	a. How many participants did not complete treatment in each group? Intervention: 8%; Control: 10%	
	b. The groups were comparable for treatment completion (that is, there were no important or systematic differences between groups in terms of those who did not complete treatment)	Unclear
C3	a. For how many participants in each group were no outcome data available? Intervention: 8%; Control: 10%	
	b. The groups were comparable with respect to the availability of outcome data (that is, there were no important or systematic differences between groups in terms of those for whom outcome data were not available).	Unclear
Based on your answers to the above, in your opinion was attrition bias present? If so, what is the likely direction of its effect?		
Low risk of bias		
Likely direction of effect:		
D. Detection bias (bias in how outcomes are ascertained, diagnosed or verified)		
D1	The study had an appropriate length of follow-up	No
D2	The study used a precise definition of outcome	Yes
D3	A valid and reliable method was used to determine the outcome	Yes
D4	Investigators were kept 'blind' to participants' exposure to the intervention	Yes

D5	Investigators were kept 'blind' to other important confounding and prognostic factors	Yes
Based on your answers to the above, in your opinion was detection bias present? If so, what is the likely direction of its effect?		
Low risk of bias		
Likely direction of effect:		