

Online supplementary file 2. New question added for more depth following parent interviews

Question: *'Have you been able to speak to a doctor about your baby as much as you want?'*

1. *Yes, definitely;*
2. *Yes, to some extent*
3. *I have not wanted or needed to speak to a doctor*
4. *No*

Most parents answered '2. *Yes to some extent*' during cognitive testing. Parents raised issues such as staff shortages on weekends and wanted the opportunity to say that.

Added a routing option to answers 2 and 4, redirecting parents to an additional question:

'What is the main reason you have not been able to speak to a doctor as much as you want?'

1. *Doctors don't appear approachable*
2. *Doctors appear too busy*
3. *Doctors are not present on the neonatal unit when I am there*
4. *I do not understand the doctors' explanations*
5. *Other (please specify)*