

Supplementary Table 1: Overview of recruitment sample (n=500)

Service

Naval Service	82
Army	400
Royal Air Force	18

Injury type*

Operational	171
Non-operational	205

Engagement type

Regular	438
Reserve	62

* The study team were not able to reliably gather information on injury type; therefore, numbers do not total 500

Supplementary Table 2: Semi-structured interview schedule for telephone interview with family members of WIS personnel

Participant Use of Support Services:

- It would be great if you could recall any sources of help and support you have had over the past months/years?
 - (Prompt: MoD, Armed Forces, the service personnel's regiment, charities, other support groups, family?)
- What has your experience of using these services been like?
 - (Prompt: ease of access, rapport with the service providers, did they meet your needs?)
- Which services, if any, have been the **most helpful** that you have received?
 - (Prompt: Why? What was good about it? / could it have been improved in any way?)
- Is there any support that you would like **now that you currently don't** have?
(Prompt: I know you mentioned XXXX earlier was not available in your area, is there any other support you would like that you don't currently have? Refer back to points they may have said before.)
- Overall, how satisfied are you, or not, with the support or services you have received from MoD, charities or OGDs?
- What, if anything, have you found difficult when trying to get the support / services you have needed?

Participant Possible Support Needs (past, present and future):

- The next question is going to be about your needs. A need could be something financial, emotional, or practical that you need support with. *(If participant indicates that they feel guilty considering themselves here, then gentle reminder might be: "I understand your priority is your X, but unless you are well supported, it will be hard for you to support X without tiring yourself out")* With this in mind...
- Do you think that you have received the right help at the right time, or not?
(- If so, why? - If not, why not?)
- What do you think could have made this period easier, if anything?
- Do you feel that your needs for support have changed since then?
(- What has changed? Financial, emotional, practical?)
- Do you feel that you have the right amount of support for yourself, now?
- What do you think your needs may be in the future?

Possible Impact of Wound, Injury or Sickness on Participant's Relationships and Life:

Thank you very much. I am now going to ask you to think about your relationships and how you feel they might have been affected. (May be very sensitive, if so, "please only say what you would like to say".)

- How has _____ being wounded/injured/sick affected you if at all? How has it affected your:
 - Prompts: general health, mental health, career, other responsibilities, constraints in social life, financial difficulties, family life?
- How has (name's) _____ injury / illness affected your relationship with him/her over the last _____ months/years, if at all?
- In what ways, if any, has (name) _____ being wounded/injured/sick affected other members of your family (children, friends, wider family)?
- What services do you think could help you/your wider family to cope better?
- I just wondered whether getting more involved, or feeling more included in X's treatment is something you imagine would be helpful for you, or not? What do you think your wider family might say about that?

Thank you for that, that was really helpful in building a picture of how things are for you and your family.

End of Interview:

- Those are all of my questions. Are there any questions I should have asked that I haven't? Or things you wanted to say but haven't had a chance to?
- And would you like to receive a newsletter summarising the results of the research? (by email or post – take preferred method details).
- At the end thank them for their answers and feedback. Remind them of how they can contact you if they do have any questions.

Supplementary Table 3: Biographical Sketches of Participants

Family member pseudonym	Family member gender	Family member relationship to the WIS person	Family member age bracket	WIS person pseudonym	WIS person gender	WIS person age bracket	WIS person engagement, Service and rank	WIS person injury type – Operational (Ops), Non-Operational (Non-Ops), Uncertain
Alicia	Female	Spouse	25-29	Henry	Male	40-44	Regular; Army; NCO	Ops
Amanda	Female	Spouse	30-34	Sumit	Male	40-44	Regular; Army; NCO	Non-ops
Amy	Female	Spouse	25-29	Steve	Male	25-29	Reserve; Naval Service; NCO	Ops
Angela	Female	Spouse	45-49	Felix	Male	45-49	Regular; Naval Service; Officer	Uncertain
Annette	Female	Spouse	25-29	Jim	Male	40-44	Regular; RAF; Officer	Non-ops
Bernard	Male	Father	65-69	Charles	Male	25-29	Regular; Army; NCO	Ops
Caroline	Female	Same sex partner	40-44	Lara	Female	40-44	Regular; Army; NCO	Non-ops
Daniella	Female	Spouse	30-34	Arthur	Male	25-29	Regular; Army; Other ranks	Non-ops
Edward	Male	Father	60-64	Justin	Male	26-30	Regular; RAF; Other ranks	Non-ops
Eloise	Female	Mother	46-49	Alfred	Male	25-29	Regular; Naval Service; Other ranks	Non-ops
Emma	Female	Spouse	40-44	Daniel	Male	35-39	Regular; Royal Marines; Other ranks	Uncertain
Fran	Female	Spouse	30-34	Ben	Male	35-39	Regular; Army; Other ranks	Ops
Georgina	Female	Spouse	25-29	Bill	Male	20-24	Regular; RAF; NCO	Ops
Gill	Female	Spouse	45-49	N/A	Male	45-49	Regular; Naval Service; Other ranks	Non-ops
Helen	Female	Spouse	40-44	Kev	Male	40-44	Regular; RAF; NCO	Ops
Henrietta	Female	Spouse	30-34	Paul	Male	25-29	Regular; Army; NCO	Uncertain
Janet	Female	Mother	55-59	Joseph	Male	20-24	Regular; Army; Other ranks	Ops
Jemima	Female	Mother	45-49	Richard	Male	18-19	Regular; Army; Other ranks	Non-ops
Jenny	Female	Spouse	45-49	Benji	Male	45-49	Reserve; Army; NCO	Ops
John	Male	Father	50-54	Alfie	Male	20-24	Reserve; Naval Service; Other ranks	Ops
Kate	Female	Spouse	45-49	Dave	Male	45-49	Regular; RAF; Officer	Ops
Laura	Female	Spouse	25-29	James	Male	25-29	Regular; Naval Service NCO	Ops
Linda	Female	Partner	25-29	Joe	Male	35-39	Regular; RAF; NCO	Ops

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Lisa	Female	Mother	55-59	Harry	Male	25-29	Reserve; Army; Other ranks	Ops
Louisa	Female	Mother	45-49	Emilia	Female	25-29	Regular; Army; NCO	Non-ops
Lucy	Female	Mother	50-54	Tim	Male	25-29	Regular; Army; Other ranks	Ops
Mandy	Female	Mother	50-54	Steward	Male	20-24	Regular; Army; NCO	Ops
Michael	Male	Father	55-59	N/A	Male	20-24	Regular; Army; Other ranks	Ops
Natalie	Female	Spouse	25-29	Chris	Male	30-34	Regular; Army; NCO	Ops
Natasha	Female	Partner	30-34	Will	Male	25-29	Regular; Army; Other ranks	Ops
Neil	Male	Husband	35-39	Sally	Female	35-39	Regular; Army; NCO	Non-ops
Patricia	Female	Spouse	30-34	Leon	Male	40-44	Regular; Army; Other ranks	Non-ops
Penelope	Female	Mother	40-44	Austin	Male	20-24	Regular; Army; Other ranks	Ops
Sarah	Female	Spouse	45-49	Philip	Male	45-49	Reserve; Naval Service; NCO	Ops
Sharon	Female	Spouse	30-34	Andrew	Male	30-34	Regular; RAF; NCO	Ops
Susan	Female	Spouse	30-34	Owen	Male	30-34	Regular; Army; NCO	Ops
Stacey	Female	Spouse	40-44	N/A	Male	25-29	Regular; Army; Other ranks	Ops

Supplementary Table 4 – Quotations Table

Theme 1	Family Member Involvement
Quote 1	<p><i>“Because you know I'm the one that's been dressing it [the wound]! I'm the one that's been sort of like packing stuff there and seeing the nature of the wound and how it's progressing! So really I'm their (service provider's) eyes!” (Louisa - Mother)</i></p>
Quote 2	<p><i>“When they increased his anti-depressant tablets and I'm thinking, “that's going to over sedate him” because I know him and I know how they affected him; so just being able to be involved in that conversation... I know (Leon– the WIS person) has asked me to attend a doctor's appointment with him, but... I don't feel like... it doesn't necessarily feel like I'm ... I would be welcome.” (Patricia - Spouse)</i></p>
Quote 3	<p><i>“I had a nervous breakdown at work and my Welfare Officer (a member of the Army Welfare Service) was too busy worrying about my husband's (the WIS person) sideburns than actually worrying about me...” (Natalie - Spouse)</i></p>
Quote 4	<p><i>“You know the person that needs support or needs help which is... It falls on deaf ears really because I don't... I don't need the help...” (Neil – Husband)</i></p>
Theme 2	Continuity of Support
Quote 1	<p><i>“It was just amazing the support I had in (X - hospital), but once my son left (X - hospital) and went to (X - service provider) everything ended then. There was no... Just no contact between (X – service provider) and myself.” (Lisa - Mother)</i></p>

Quote 2	<p><i>“The Visiting Officer (a member of military welfare staff who is responsible for long-term family support) joined us down there... After he left us at (X – rehabilitative centre), that was it. I don't think I heard anything else from him... I don't know why...” (Georgina-Spouse)</i></p>
Quote 3	<p><i>“We’ve always been informed (by military service providers) about what's happening, why they're doing certain things and what the likely outcome’s going to be.” (John - Father)</i></p>
Quote 4	<p><i>“Even if it’s once a month, just for somebody to say, “Oh, how are you coping with him?”, “How is it going?” Just sort of you know... So even if it’s once a month... To call us and find out how we are concerning me and the kids as well.” (Jenny - Spouse)</i></p>
Quote 5	<p><i>“So it would definitely have to be somebody that understood the condition; that understood Afghan and understood family life. You know it’s a big, it’s a big ask.” (Kate - Spouse)</i></p>
Theme 3	<p>Proactive Signposting and Initiating Contact</p>
Quote 1	<p><i>“As a busy mum... You need to be contacted, people need to come and see you and talk to you ... I'm too busy ... I've still got the Tesco’s shop to do, I've still got the ironing to do ... You know what my husband’s going through; therefore, you should already deliver that information!” (Emma - Spouse)</i></p>
Quote 2	<p><i>“You know it’s quite hard work when you've got to find these things out. It would be nice to be offered it, and that you can decline rather</i></p>

	<i>than think, "Oh no one's interested".</i> " (Lucy - Mother)
Quote 3	<i>"Unless Bill (the WIS person) came home and told me certain things I wouldn't know it all. Do you know what I mean?"</i> (Georgina - Spouse)
Quote 4	<i>"I can't rely on Ross (the WIS person) to tell me because he just doesn't ever re-... you know part of his brain injury is that he doesn't remember things like that so... And I can't ever rely on him (the WIS person) to tell me about things that are happening."</i> (Eloise- Mother)
Quote 5	<i>"If there had been a conduit we could have used... If we'd have had a point of contact it would have been very useful that we may have been able to be able to flag up some of the problems that he (the WIS person) was having. That would have been very useful, it would have reduced his stress levels and, it would have made our lives a bit easier. It would have been useful."</i> (Edward – Father)
Theme 4	Psycho-education and Counselling
Quote 1	<i>"I would have benefited from some advice really, just to explain... When you're faced with a husband who's not the person that he was, it's really scary... I just probably could've done with somebody just coming round to the house and just... telling me about PTSD, about... A little bit of education as to what we were facing."</i> (Kate - Spouse)
Quote 2	<i>"I probably did need some kind of counselling or something last year, but because I had no one to approach... So emotionally, my... my own welfare would have been better had I had someone about maybe if I had someone I could have spoken to"</i> (Georgina - Spouse)
Quote 3	<i>"He (an Army Welfare Officer) was like my venting machine basically!"</i>

	<p><i>Because every time I used to have a bad day I would say it on the phone and he'd come out... Afterwards I just felt so much relief because I thought well it's... it was someone in the Army, but he knows what I'm going through."</i> (Alicia - Spouse)</p>
<p>Theme 5</p>	<p>Higher Risk Groups</p>
<p>Quote 1</p>	<p><i>"If ... he'd been away and he'd lost a limb or something then obviously it would be the first point that you'd... you would be directly in touch with the Welfare Officer from day one, because he's obviously informing you of the incident in the first place. But because Arthur's (the WIS person) is sports related I don't know what there is available or what... what help equates to."</i> (Daniella - Spouse)</p>
<p>Quote 2</p>	<p><i>"It just seems like you know had he been injured in that... from that sort of (an operational injury) thing he'd have kept more informed. Whereas I just got a phone call of him (the WIS person) saying, "I've pulled my back again" or whatever, "and I'm coming home and I'm on sick leave". So there's... there was any... as a... that sort of injury may have resulted in more sort of formal care which might have meant that I was taken more into account."</i> (Patricia– Spouse)</p>
<p>Quote 3</p>	<p><i>"Had I not had to keep it so secret because of the taboo [about mental health illnesses], then I would have reached out more."</i> (Amy-Spouse).</p>