APPENDIX 1 – Search strategies and article selection.

Search strategy for rapid analysis of newspaper articles (LexisNexis): ("healthcare professionals"[All Fields] OR "healthcare worker"[All Fields] OR "doctor"[All Fields] OR "nurse"[All Fields]) AND ((("coronavirus"[MeSH Terms] OR "coronavirus"[All Fields]) OR corona[All Fields] OR ("COVID-19"[All Fields] OR "severe acute respiratory syndrome coronavirus 2"[Supplementary Concept] OR "severe acute respiratory syndrome coronavirus 2"[All Fields] OR "2019-nCoV"[All Fields] OR "SARS-CoV-2"[All Fields] OR "2019nCoV"[All Fields] AND ("coronavirus"[MeSH Terms] OR "coronavirus"[All Fields])) AND 2019/12[PDAT] : 2030[PDAT])))

The inclusion criteria for newspaper articles included in our analysis were:
1) Focus on the perspectives or experiences of healthcare workers (self-reported or narrated in third person);
2) Focus on the response strategies aimed at COVID-19;
3) Published from 1 December 2019 to 17 March 2020 (for the purpose of this paper); and
4) Published in English.

Search strategy for UK policy review: COVID-19 OR coronavirus OR corona.

Inclusion criteria:

1) Published from 1 December 2019 to 20 April 2020;
2) Aimed at healthcare delivery (i.e. not focusing on prevention, social isolation, etc.);
3) Related to the COVID-19 pandemic.

Search strategy for social media analysis (Meltwater):

Search terms

((bio:"healthcare professional" OR bio:"healthcare worker" OR bio:"doctor" OR bio:"NHS" OR bio:"nurse" OR bio:"physio*" OR bio:"Paramedic" OR bio:"Ambulance work*" OR bio:"Ambulance driver*") AND ("coronavirus" OR "#coronavirus" OR "corona" OR "COVID-19" OR "COVID 19" OR "COVID19" OR "#COVID19" OR "COVID_19" OR "COVID" OR "severe acute respiratory syndrome coronavirus 2" OR "severe acute respiratory syndrome coronavirus 2" OR "2019-nCoV" OR "SARS-CoV-2" OR "2019nCoV" OR "physio*" OR "PPE") OR

("i am" OR "as a" OR "source: I" OR "I'm a") near/5 ("doctor" OR "nurse" OR "doctors" OR "nurses" OR "Paramedic" OR "Ambulance worker" OR "Ambulance driver") AND ("coronavirus" OR "#coronavirus" OR "corona" OR "COVID-19" OR "COVID 19" OR "COVID19" OR "#COVID19" OR "COVID_19" OR "severe acute respiratory syndrome coronavirus 2" OR "severe acute respiratory syndrome coronavirus 2" OR "2019-nCoV" OR "SARS-CoV-2" OR "2019nCoV" OR "physio*" OR "PPE") NOT ("I am not" OR "I'm not"))

 NOT ("RT" OR "QT")

Inclusion/Exclusion Criteria

To assess for predefined inclusion and exclusion criteria, imported news articles and news blogs use the URL's in Excel to access the full article. For social media data, the Hit Sentence was used to assess relevance and if they meet inclusion and exclusion criteria. For YouTube Media the URL was used to generate a transcription of the video and was screened for inclusion and exclusion data.

Inclusion Criteria

1. Content refers specifically to experience of Healthcare Workers (HCW) of healthcare delivery during the COVID-19 pandemic

Note: We are privileging first-hand accounts of experience but also included second-hand accounts if they refered directly to HCW experience of healthcare delivery.
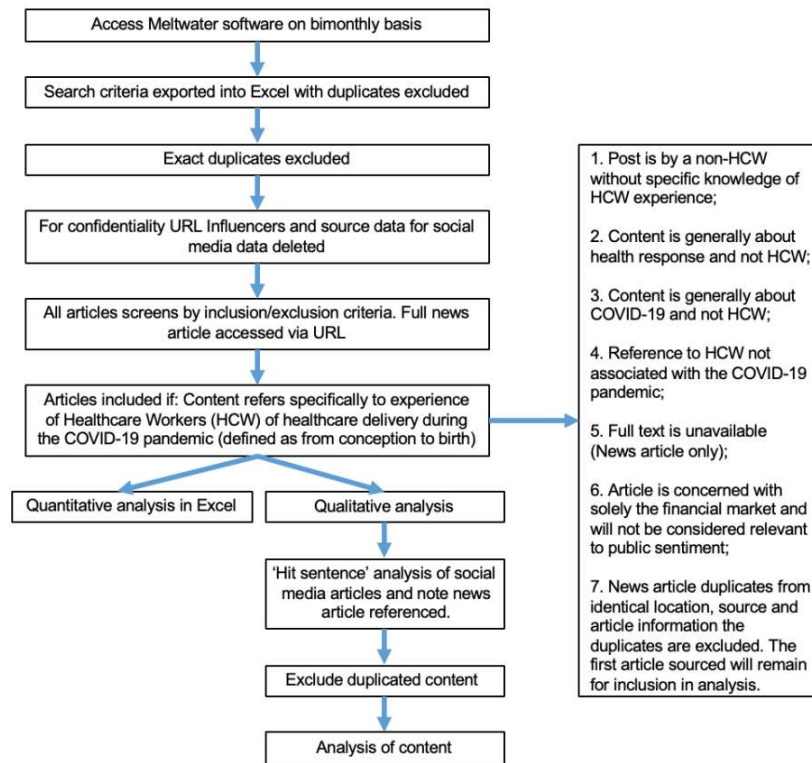
Information source:
- HCW: first-had account
- HCW: second-hand account
  - Influencer (e.g. social media figure)
  - Public figure (e.g. celebrity, politician, academic)
  - Media story reference (news reporting)
  - Social media post reference
  - Public health or health organisation messaging
  - Government messaging
- Other

Exclusion Criteria

1. Post is by a non-HCW without specific knowledge of HCW experience;
2. Content is generally about health response and not HCW;
3. Content is generally about COVID-19 and not HCW;
4. Reference to HCW not associated with the COVID-19 pandemic;
5. Full text is unavailable (News article only);
6. Article is concerned with solely the financial market and will not be considered relevant to public sentiment;
7. News article duplicates from identical location, source and article information the duplicates are excluded. The first article sourced remained for inclusion in analysis.

Flow diagram of social media assessment:

Access Meltwater software on bimonthly basis

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Search criteria exported into Excel with duplicates excluded

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Exact duplicates excluded

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For confidentiality URL Influencers and source data for social media data deleted

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All articles screens by inclusion/exclusion criteria. Full news article accessed via URL

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Articles included if: Content refers specifically to experience of Healthcare Workers (HCW) of healthcare delivery during the COVID-19 pandemic (defined as from conception to birth)

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Quantitative analysis in Excel | Qualitative analysis

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'Hit sentence' analysis of social media articles and note news article referenced.

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Exclude duplicated content

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Analysis of content

1. Post is by a non-HCW without specific knowledge of HCW experience;

2. Content is generally about health response and not HCW;

3. Content is generally about COVID-19 and not HCW;

4. Reference to HCW not associated with the COVID-19 pandemic;

5. Full text is unavailable (News article only);

6. Article is concerned with solely the financial market and will not be considered relevant to public sentiment;

7. News article duplicates from identical location, source and article information the duplicates are excluded. The first article sourced will remain for inclusion in analysis.

Key aspects of UK newspaper reporting of the perceptions and experiences of healthcare workers (HCWs) with COVID-19:

Coverage in UK newspapers	Overall		Jan		Feb		March	
N articles (row)	**N**=50	100 %	**N**=1	2%	**N**=7	14%	**N**=43	86%
Key issues reported								
Insufficient advice/info/training	23	46%	0	0%	4	57.14%	19	44.19%
Adaption	23	46%	0	0%	1	14.29%	22	51.16%
Concerns over ability to cope	19	38%	0	0%	2	28.57%	17	39.53%
Personal protective equipment	18	36%	1	100%	0	0%	17	39.53%
Personal fears / family	17	34%	0	0%	1	14.29%	17	39.53%
Diagnostic resources	17	34%	1	100%	0	0%	16	37.21%
Contact tracing	8	16%	0	0%	3	42.86%	5	11.63%
Hospital infrastructure	14	28%	0	0%	1	14.29%	13	30.23%
Re-prioritisation/ Knock on effects	8	16%	0	0%	1	14.29%	7	16.28%