

Participant F20

- I:** So that recording is on now, and we'll get into the interview. So we just want to start right at the very beginning of your experience with the NERS programme, so you mentioned just beforehand that you'd started, restarted around ten weeks ago. Had you done the pro-...
- R:** [Over speaking 00:21] earlier than that, I haven't got the dates in front of me [unclear 00:26].
- I:** So...
- R:** That's going back now [unclear 00:31] on a Wednesday. Ah, right, I should have started on the 12th, but it hadn't started [unclear 00:57] July. Then I went back on the 26th July to start this year.
- I:** Okay. And so you...
- R:** [Unclear 01:08] and different things, you see? So...
- I:** Yeah. So...
- R:** ...that's when I went back, the 26th July.
- I:** Okay. So you'd started the programme before the pandemic?
- R:** I think [unclear 01:25] I had been to [unclear 01:27] years before that [unclear 01:28]. I can't remember the [unclear 01:31] sent me from the hospital.
- I:** Okay. So you'd been doing it for quite a few years before the pandemic.
- R:** Yeah, yeah, yeah.
- I:** And you were referred initially from the hospital?
- R:** From the hospital, plus my own doctor as well. [Unclear 01:53] in the hospital, and [?get 01:54] me to do it, because I had breathing problems and things, and my mobility wasn't very good.
- I:** Okay.
- R:** [Unclear 02:03] now, but it's helping.
- I:** Yeah. So I think what we're going to do today, is we'll touch on a little bit about when you first started the programme a couple of years ago, but we'll focus more on the last, I guess, six months, is it July? Yeah, five months.
- R:** [Over speaking 02:31] five months, if that.
- I:** Yeah, okay. But we'll focus mostly on that bit. So you were initially invited onto the programme by your doctor, or from the hospital, because of breathing problems?

R: Yeah, and plus my doctor had said about it as well.

I: **Yeah. And your doctor said about it as well. So when you were being referred by your doctor, can you explain a little bit about how that experience was, and how well they might have described the programme?**

R: They thought it would be a lot better for me to get more mobile, and help with my breathing and mobility.

I: **Yeah.**

R: So I said, yes, I will have a go at it, and that's where I've gone ever since.

I: **And how long ago was that, do you know, or do you remember?**

R: Oh, good God! It's got to be certainly eight years, maybe.

I: **Eight years, okay.**

R: Yeah.

I: **Okay. And then when you were referred, and you were told by the doctor that this programme would be good for your mobility and your breathing, what did they explain what the programme would entail, I guess, and what was your expectation of the programme?**

R: Well, they just said we were going to refer, so I had then a consultation with one of the trainers on the NERS programme, and they told me and provide me, which was the best thing for me with the disabilities that I've got.

I: **Yeah. When you were then referred, and you had - and in between the initial chat with your GP, and being referred to the NERS programme, and having that first consultation, were you hesitant about being referred, or did you have any questions for your GP?**

R: No, no, I was quite happy to go, because I've always kept... Because [?I used to jog 04:45]...

I: **Okay.**

R: ...[?years ago 04:48], and I done aerobics then, and I was training [unclear 04:51]. And then once I became sick in my sixties, I just went downhill.

I: **Yeah.**

R: Things were going wrong in [?my sixties 05:01].

I: **Okay.**

R: And I had [?a lot of 05:05] stomach operations done as well, and they thought it was brilliant to go back after all of them as well.

I: **Okay. And so you were ready to go on the programme, and didn't have any...**

- R: Yes, I wanted to meet people, you see, as well, in the same boat as myself.
- I: **Okay. So can you tell me a little bit about - so you wanted to meet people, can you tell me a little bit about why?**
- R: I thought it was a good thing. I live on my own, because I'm a widow, and my family live away, and one lives in [place] and one is in [place]. So I don't see them very often, and I have got a sister, but she doesn't [?go out 05:47], so I thought by going to these classes, I'm going to meet people. And fair-dos, I have met some wonderful friends.
- I: **And from that - so from that, you've met friends?**
- R: From going to the classes, and they were all in the same boat as myself, and there was something wrong with every one of them.
- I: **Yeah. Okay. And how did it feel when - being with people that are all in the same boat as you?**
- R: I didn't mind that at all, because I [unclear 06:20] with all the others, [unclear 06:22] before me, that I'd been going.
- I: **Yeah.**
- R: And that was nice to [unclear 06:27] and then you were shown what to do. And then the trainer would watch you, and to make sure we were doing the things right all through it.
- I: **Yeah.**
- R: So that was good, and that made you feel quite safe seeing them.
- I: **Yeah. Okay. Thank you. Going a little bit back to your first meeting, and your first referral from the GP, is there anything that you think could have been...?**
- R: What I didn't like about that, when I was in the hospital with a chest specialist, he said, I'm referring you. I never heard nothing, it must have been two months or more, maybe three.
- I: **Oh, okay.**
- R: So the doctor had said about, so I went down to the doctor's and I said, is there [unclear 07:17] come from the hospital? They hadn't sent it out for me, and that's where I felt, like, at that particular time, because I could have been started that programme a lot earlier.
- I: **So it was...**
- R: [?So if it hadn't been 07:33] for me going down, and doing it, I don't think I would have ever got there [unclear 07:39] come back. And [unclear 07:43] me, and I even rang the number and do you know what I got that [unclear 07:49]. And I was trying the number, and I was going to this particular thing, and she said it was a marvellous thing to do.
- I: **Sorry, who said that to you?**

R: Pardon?

I: **Who said it was a marvellous thing to do?**

R: Yes. Yes, it was the physios.

I: **Oh, okay, yeah.**

R: In the hospital, yes.

I: **Okay. And so you - someone said they were going to refer you, and then your... But you heard nothing, and then you went to your GP and asked about it?**

R: I had to follow that up [unclear 08:25], I did, which I don't think that was fair. The communication between the hospital and the doctor wasn't correct.

I: **Yeah, okay. And then when you followed it up, you eventually got a letter through from...?**

R: [Unclear 08:42] to have a consultation.

I: **Okay. Great. And then you - so you think, if anything could be improved about that whole process of it, of getting to your first consultation with the exercise professional, what do you think it would be?**

R: It would strongly be the communication between the hospital and the doctor, or the receptionists [unclear 09:06].

I: **Yeah.**

R: And they've got to be - it wouldn't have been the doctor, it's either the doctor had got to sign it, but it would have had to be secretaries in the surgery, that's not checking the [unclear 09:22].

I: **Okay.**

R: I [unclear 09:24] when I was sent back for it again [unclear 09:29] consultation, after Covid. And the same thing happened there, and the nurse said to me, we'll have it posted straightaway for you, and I never received it. I had to go back down to the surgery with them, and I took it off them.

I: **Oh, really? So even when you were referred back again after Covid?**

R: [Over speaking 09:52], yeah.

I: **Yeah, of...**

R: They told me they had sent it, but they didn't. Then they told me that the secretary had said [unclear 10:00].

I: **Mm. Okay. So kind of...**

R: [Over speaking 10:04] were very good [unclear 10:08].

I: **Yeah. Okay.**

R: But there we are - we're not all the same, and it's not that we had to [?deal 10:14] with my surgery. Purely [unclear 10:16].

I: **Mm. Okay. Thank you. That's really useful to know about, the kind of, I guess, the kind of referring and then the actual getting onto the...?**

R: Yes. It's not the NERS team, it's coming from the other end, you see?

I: **Yeah. Okay. That's really useful to know. Thank you. And going to - moving on to your first consultation with your exercise professional, how was that first consultation meeting? What were your...?**

R: Very, very good, in fact.

I: **Yeah, can you tell me a little bit about it?**

R: [Unclear 11:02] there were two of them there, and they introduced themselves. We had to fill in a lot of forms, medication papers had to be taken in, all the medication we were taking. And we went through the forms as well, which I thought was very good, especially when you're getting older.

I: **Yeah.**

R: That went on fairly well indeed, and then we were given then a time and a date that suited us, which I thought was very good again.

I: **Yeah. And you were given...**

R: [Unclear 11:33] about all that, and they were all friendly.

I: **And so you were given a time and a date for what, for your first...?**

R: Consultation.

I: **Oh, okay. Yeah.**

R: We had a date on the [?letter 11:49] to say when to go, or where we had to go. And then we were off, and we had a day, we had a time, which could suit us then.

I: **Yeah.**

R: But when they - what we had to do, we had to see what needs we all needed then, put it like that.

I: **Yeah, okay. And was that with your...**

R: Where I [unclear 12:08] I couldn't lift the weights, and things like that, which we don't do anyway. But something like that, which it is a good thing, you know?

I: **Mm-mm.**

R: So what we were doing, I think [unclear 12:20].

I: **Mm. Okay. And so you had that initial conversation with your exercise professional, that consultation. And by the sounds of it, they talked through what you could and couldn't do. And you wen - for example, you said you couldn't lift any weights, so they talked through other options?**

R: Well, I didn't have weights [unclear 12:51], I am, where we do different exercises.

I: **Yeah. Okay.**

R: There is some type of weights, but I'm not [unclear 12:58], and we don't, they don't do that to anybody.

I: **Yeah.**

R: [Unclear 13:02] don't either, you know?

I: **Yeah.**

R: But we were [unclear 13:05] friendly [unclear 13:07].

I: **Yeah. Okay. And how supportive was your exercise professional? Were they able to answer any questions that you had at that consultation?**

R: Very, yeah. Even up until now, they are good. We say something [?to them 13:25], like, if we bend down, and it's hard to get back up as well, and I've got to crawl to the bottom of my stairs to get myself up.

I: **Oh gosh!**

R: And trying [unclear 13:34] the best way to do it.

I: **Mm-mm.**

R: If we're stuck on the floor, you know? Which I think that's brilliant.

I: **Yeah.**

R: They're all out for the [unclear 13:46] cover our area, is brilliant.

I: **Yeah. Okay. How would you sum up your experience, overall, of that first consultation meeting and could anything be improved?**

R: Very, very good.

I: And could anything have been...

R: Sorry, I didn't catch the last bit then.

I: Oh no, no worries. I said, did any - do you think anything could have been improved?

R: Not really, no, because we [asked them all 14:17] different questions [unclear 14:19] as well.

I: Yeah. Okay.

R: So this couldn't have gone any better.

I: Okay, that's great. And at that point of that first consultation, so you mentioned a little bit about this earlier as well, about that first consultation meeting. What were you hoping to get out of the programme? You mentioned a little bit about friendships and making friends, but also you men-...

R: I mentioned [unclear 14:44], yeah. Right, sorry, to interrupt you there. I wanted to get back fitter for walking.

I: Yeah, okay.

R: Is when it's everything else, because it's been so [unclear 14:56] my breathing as well, the exercises have. [Over speaking 14:59] my heart rate to go quicker, isn't it?

I: Yeah.

R: That's what I'm finding, and my two daughters were very supportive of it.

I: Yeah. That's really good to hear that your daughters are supportive. We'll come - we'll definitely talk about that a little bit later as well. Okay, and we're going to move on now to the exercise sessions, as a whole. So can you just tell me a little bit about your experience of the sessions? So have you been doing sessions only face-to-face, or have you been doing virtual, like, online classes as well?

R: No, we go to class, and the actual trainers and we've got [unclear 15:47] all the way through, them telling us what to do.

I: Okay. So you only do it...

R: And then we do different things every [unclear 15:54] every Friday [unclear 15:55] I'm not sure. [Unclear 15:56] at the moment, we [unclear 15:58] with the Covid.

I: Okay. Sorry, could...

R: And we've got to be two metres apart, you see?

I: Yeah, I understand. And so you're only doing - you're only doing everything at the leisure centre in person, with your, with the other people and with your exercise professional?

R: Yeah, everything [unclear 16:21].

I: **Okay. Brilliant. So how are these sessions, face-to-face, when you're at the leisure centre?**

R: [Unclear 16:34] I didn't catch that bit of it.

I: **I'm sorry. I said, how are you finding the exercise sessions face-to-face, do you enjoy them, are they...? Do you find them suit-...?**

R: Marvellous. No, I find them brilliant. We can have a laugh. We can have a joke, and we can all moan if we're aching, when they're doing them. But that's the best part about it all, as...

I: **Yeah.**

R: ...well as the exercises, you know?

I: **Yeah.**

R: And the trainer [unclear 17:06] what to do, or [unclear 17:09] what to do.

I: **Yeah.**

R: Absolutely brilliant!

I: **Yeah. And do you find them suitable for you, the sessions?**

R: Yes, I do. Yes.

I: **Yeah. And do you - when you said you can have a joke, you can have a laugh with other people, is that...? I guess, how - what is the best thing that you get out of the sessions, or what do you...?**

R: [?And it lifts your 17:41] spirits.

I: **What did you...**

R: [Unclear 17:44] exercising and feeling like we've got to do, somebody will say a joke, oh, my goodness, my bones, or something like that, you know?

I: **Yeah.**

R: And that's really nice [unclear 17:54] people in the same position, and we're all aching together.

I: **Yeah.**

R: We're exercising, you know? The exercises are not [?doing it 18:01], it's the just the way we are, and the age.

I: **Yeah. Okay. And so you're all kind of doing it together?**

R: Yes, we're all doing the same thing [unclear 18:11].

I: Yeah. And is it what - is the programme what you expected it to be?

R: Yes, I did, really, because I was just - when I went the first time, but I was used to it [?because I had 18:25] been previously, so I didn't find it [?as bad 18:28] as that. I felt worn out, but, my goodness, the day after [?I didn't feel 18:31] well.

I: Mm.

R: You feel completely different after a bit, and you know that you're getting into that programme.

I: Yeah. So after the programme, you felt completely different?

R: Yes, completely.

I: Yeah, in what ways have you felt different?

R: [Unclear 18:51] body, it took a while for the breathing. I mean, [unclear 18:56] my breathing [?can go bad 18:56] at any time.

I: Mm-mm.

R: And summertime, I think it was that, but then it is [unclear 19:03] me to breathe and to take air in, and air out. Do you know what I mean?

I: Yeah.

R: When you're breathing [unclear 19:11].

I: Yeah.

R: So I find that very, very good.

I: Yeah. Okay. And you mentioned that you enjoyed the sessions, is there anything that you enjoyed the most, or I guess enjoyed the least about the programme, about the sessions?

R: I enjoyed the actual exercise itself, but I also enjoyed the company, and learning how to do different things, and these exercises to make us better.

I: Yeah, okay. What sort of things do you like the most about, I guess, learning and the company?

R: If I didn't go then, I would - my joints wouldn't be as supple, I mean, as what I would have been then, and that's how I'm benefitting [?now 20:08].

I: Yeah.

R: And, as well, with everybody else, it was all friendly and things like that.

I: Yeah. Okay.

R: I can't think of anything else [unclear 20:17] at the moment.

I: **No, that's okay. And you said - you've mentioned a little bit about being more better with your breathing, and kind of feeling a bit more better doing exercise. Have you noticed any other positive impacts from these exercise sessions?**

R: [?The problem is with 20:39] myself, I can't walk distances, and I still can't walk a lot [?as well 20:45]. Because I've got a problem with my back, all the discs and vertebrae [unclear 20:52] and I get trapped nerves. So I do find it [unclear 20:57], and I don't know if you've heard [unclear 20:59], have you?

I: **No, I don't think I have.**

R: [Over speaking 21:02] bones and muscle. Well, they have advised me, and I've got problems in my hips, and they say keep doing these exercises, because you are going to be [unclear 21:11].

I: **Yeah.**

R: And I do believe in that, so they [unclear 21:17] that's [unclear 21:20] in myself. But, I mean, we're all individually different, but the following day I do feel better, because I've done them.

I: **Yeah.**

R: And I know my back will never get better, and neither will my legs [?since the operation 21:34], and things like that.

I: **Mm.**

R: But if I didn't go, I would just be - excuse me - sitting in a chair and [?I wouldn't be able to go anywhere 21:43], you see?

I: **Yeah, I do.**

R: So I do believe that these exercises [unclear 21:52] anybody [unclear 21:54] is a good thing, in a way.

I: **Yeah. That's really good to know. Thank you. And are you managing to attend two or more sessions a week?**

R: I do two, but I think we should be having three, and that's my opinion.

I: **Okay.**

R: Because we do a Monday and a Wednesday, and we go back to the following Monday.

I: **Yeah.**

R: So I would like to go of a Friday, and that would be brilliant for everybody, I should imagine.

I: Yeah, okay. So is there - so you do...

R: [Unclear 22:31] I don't know.

I: Yeah, I'm not too sure. But so when you say you're going to the sessions, and you'd want more sessions, can you...? Is it because it's face-to-face that you want more sessions, or would you...?

R: No, because I think the exercises are making [?your 22:52] disabilities better.

I: Okay.

R: Because, again, you're more supple the more that... I know when you're older, I mean, I'm 75 next week, and I understand, as we're getting older and our bones are getting more [unclear 23:09] what else is going on with our bodies. But I do believe that if it wasn't for these, I would never be doing what I am now.

I: Yeah.

R: So I do believe they are helping parts of the body.

I: Yeah, okay. And you're attending sessions twice a week, and you're doing it in person. Do you think that your level of engagement in the programme would change, based on the way it's delivered? So if you had to do, or if there was virtual sessions as well as face-to-face, would it change your level of engagement?

R: I mean, I was going to an ordinary gym, and not to these type of classes, I wouldn't know anybody, because they seem to stay on their own, don't they?

I: Yeah.

R: When you join a gym, and things like that. These are different, because we are meeting more people, and we're face-to-face. I do believe that is a better situation to be in.

I: Yeah. Okay, that's great. Thank you. Why do you think that face-to-face is a better situation to be in?

R: I do believe it's better, I honestly do, to have somebody there face-to-face, telling you whether you're doing it right or wrong, or explaining how it is and [?breaking 24:36] between if you feel you need it, and things like that, and sit down for a while.

I: Yeah.

R: And that is another good thing [?because we're 24:46] pushing each other, at our age.

I: Yeah.

R: It's brilliant. It's absolutely brilliant. They understand all that.

I: **Yeah, I understand. That's great. Thank you. And you've been doing it for the last five months since Covid, yeah, have you had a 16-week assessment yet, or has it been 16 weeks?**

R: Yes, we have.

I: **Okay.**

R: We done that, gosh, [unclear 25:20].

I: **Okay.**

R: [Unclear 25:23] three weeks. I can't remember. It was then [unclear 25:27] we were all there together [unclear 25:29] on the phone, and explained to us. And then he was explaining then, did any of us have problems of other things that we couldn't do? So that was brilliant. Absolutely brilliant.

I: **Okay. And you said you were altogether, so did you do it all at the end of a session, or how did it work?**

R: It was done as a lesson.

I: **Okay.**

R: And we had [unclear 25:55], because it was easier to do it that way, with us all being there. Because you're only allowed a certain amount of people in one room.

I: **Yeah, yeah.**

R: So we knew what we were saying on these forms, and it's just that they... It was like, now, you'll just have to fill in the forms immediately then. And then if you have any questions, then you would ask. And then each time, and explain then to you, which that was brilliant.

I: **Okay. That's great. Okay. Thank you. And so we're going to move on, because from my understanding of what you've said today, you haven't had any experience with any sort of online, or virtual programme over the last...**

R: I've never done - well, I've never done that.

I: **Yes. Okay. No worries. That's fine.**

R: But if a lot of [unclear 26:51].

I: **Pardon? Sorry, I missed that last bit.**

R: [Over speaking 26:56], you see?

I: **Oh, you're not on the internet?**

R: [?There's a lot of us haven't got 27:01] computers, [?I mean 27:04], some of us. I mean, [unclear 27:06] my friend, I have met, 84, she had some [unclear 27:10] just normal phones, you see?

I: **Yeah. Okay. So is that why you don't - you wouldn't take part in any virtual?**

R: No, that would be no good for me at all.

I: **Yeah. Okay. And can you explain a little bit why that would be no good for you?**

R: It's just [unclear 27:38] if that's how you've got to do exercises online now, or is this just the consultation online?

I: **So the NERS programme did offer, or do offer online exercise sessions. So through a computer...**

R: Oh right.

I: **...they do offer that kind of thing. And from...**

R: [Over speaking 28:00] we were offered it.

I: **You were offered it?**

R: And I think we must have been, because I [unclear 28:08] haven't got any computers.

I: **Okay. Yeah. And so were you offered it, but you didn't decide to...**

R: I can't remember, and I might have to find out that [?to give you an answer on that one 28:25], I'm sorry.

I: **Oh, that's okay. Don't worry. That's not a problem. But it would be inter-...we're just interested to see whether... If...**

R: [Unclear 28:38], do you think?

I: **Par-...**

R: Do you think - is that what you wanted to know?

I: **We just - we're just interested to see why an online programme might not... Wouldn't be for you, and what the reasons why it wouldn't be for you?**

R: Oh no, no, I would prefer it if it would be face-to-face with a person there. Because then you know that somebody is there, if anything goes wrong.

I: **Yeah. Okay. Yeah.**

R: Because we're purely in a house on your own, there is nobody there to pick you up [unclear 29:08], is there?

I: **Yeah. No. Yeah.**

R: That's what I look at, you know?

I: **Yeah, I completely understand, and that makes a lot of sense.**

R: So I wouldn't like [unclear 29:19] on the computer, that way. I do believe face-to-face [unclear 29:22] are much, much better, [?you know 29:24]?

I: **Yeah, that makes a lot of sense. Thank you. That was sort of what I was asking at, but maybe not in a very direct way, but yeah.**

R: Oh, [unclear 29:32].

I: **Thank you.**

R: I don't believe - I know you see these people doing it on the television, on the telly, don't you, with the Peloton?

I: **Yes.**

R: I mean, I couldn't do that [unclear 29:45] things like that, [?like that type of thing 29:48].

I: **Okay. Yeah. And, yeah, that's really important to know. Thank you for kind of explaining that to me a little bit. We're going to move on to now some - to talk a little bit about relationships throughout the programme, and how maybe different people have supported you on the programme. And you mentioned beforehand that your daughters were quite supportive, and I just wondered in what way they were supportive of you of the programme?**

R: They knew that I've always done exercise [unclear 30:26] doing jogging. My youngest daughter has started jogging, and everything else.

I: **Yeah.**

R: [Unclear 30:36]. And my other daughter goes to the gym, and [unclear 30:39] because she had a heart attack, and [?they'd like 30:47] to go to these classes, like I am doing.

I: **Oh, okay.**

R: And [unclear 30:52] because [unclear 30:54].

I: **Oh, okay.**

R: So, yes, they are very, very supportive of my age, that I am doing something, and that's [unclear 31:15] about some people who do it there, you know?

I: **Yeah. Do they support you in any other way, in terms of maybe driving you to classes, or joining in classes, or anything?**

R: No, my daughter - no, my daughter [unclear 31:30] because they're too far away.

I: Okay, yeah.

R: But I drive [?myself to go 31:33] there, you see? I still drive in an automatic car.

I: Okay, you drive yourself there. Okay.

R: Yeah.

I: And how important is that support from your daughters, for you, in getting...?

R: I think it's very, very good [unclear 31:50] exercises, and they have.

I: Okay.

R: So that's very good they're doing that. You'll have to excuse me a minute.

I: Yeah.

R: [Unclear 32:04].

I: No problem.

R: [Unclear 32:11]. Okay. Thank you. Sorry about that, [name].

I: No. No problem at all.

R: [Unclear 32:22]. Right, okay, I'm back with you now. No problem now.

I: Okay. No problem. So I was just asking how important the support of your daughters was in your engagement.

R: [Over speaking 32:37] brilliant! Because they ring me up, and they said [unclear 32:41] now. Yes, I have.

I: Ah, okay. That's great. Thank you. But going back to your exercise professional, your teacher, how well do you get along with her or him? And...

R: We get along brilliant, because we're [unclear 33:03] as well.

I: Okay.

R: And they are good with us, as well.

I: Yeah. And do you feel that...

R: And that makes a big difference when they're like that, you know? You could have somebody that [?didn't 33:15] speak to you, but they do [unclear 33:16] brilliant!

I: Mm.

R: And if you've got a question, they will answer it and show you, then everything [unclear 33:26] you're worried about [unclear 33:28] help you at home. So I think that is brilliant as well.

I: **Mm. So you say they...**

R: They're very, very good. Very helpful.

I: **Yeah. So you said they're helpful for you at home. What sort of things do they suggest for you?**

R: They said about me - I couldn't get up off the floor, and things like that, you know?

I: **Yeah. Okay.**

R: He advised that's the best way to [?do things 33:53], you know? And he would show us himself then, how to do them, and that's brilliant. Because we - I struggle on my knees, and get up, and then I put my elbows on the stairs to push myself up.

I: **Okay.**

R: [Unclear 34:09], you see?

I: **Yeah. Okay.**

R: [Unclear 34:14] questions about that, and we were very pleased to know what we could... The way to do it.

I: **Yeah. Okay. That's really interesting to know. Thank you. And so they seem really helpful, from what you've just said. And I just wondered what - I guess what their style of teaching is like, are they sort of friendly and non-judgmental, encouraging? How would you sort of describe their...?**

R: They encourage, as well as helpful.

I: **Okay.**

R: They encourage you, and [unclear 34:51] am I doing it [unclear 34:54]? And that [unclear 34:57].

I: **Yeah.**

R: Very, very good.

I: **Okay. That's great. And do you think that the exercise professional goes at the right pace for you, and do you think that they're sort of appropriately skilled to deliver these sessions?**

R: I think they were - I think what they teach us is brilliant, and what they've learnt themselves, you know?

I: Yeah.

R: They've been doing it for years [unclear 35:26] these exercises, and that's really [unclear 35:28].

I: Mm. Okay. And how important has your exercise professional been in your engagement in the programme, and with your progress in the programme?

R: Very, very good, because I said to my doctor [unclear 35:46] exercises now, as well.

I: Okay.

R: So that was a good thing to know about as well. So [unclear 36:00] sometimes we'll talk about food.

I: Mm.

R: [Unclear 36:04] about food, and things like that. I know they're not there to ask all these questions about food, but they will help you and tell you, what you should be [unclear 36:13] exercises.

I: Yeah. Okay.

R: So I found that very good as well.

I: Yeah. And is there anything else that you would like to say about your exercise professional, and how they've... How your relationship has been with them throughout the programme?

R: We've had no problem at all, I haven't, none at all.

I: Okay. That's great. And I just wondered about - you mentioned quite a bit about making friends on the programme, and I wondered, of the friends... Have you made any friends from the programme, and can you tell me a little bit about how you support each other through the sessions and things?

R: Oh, that's [unclear 37:04] struggling [unclear 37:06] when you get up in the morning, and you're tired, and you don't feel like going, but you push yourself to go, so that works very well. I don't really want to be here today [unclear 37:16] because you're getting better the more you're doing it, and that's how we are.

I: Yeah.

R: We're all [unclear 37:22] to each other, and every one of us.

I: Yeah. That's great.

R: Even the ones [unclear 37:27] been doing something, and it was like, carry on [unclear 37:30].

I: Yeah.

R: That's how we - that's the way we all are.

I: Yeah, that sounds great. And you talked a little bit about, yeah, so you're encouraging each other. And when you make these friends and support each other, how important is this support for you, and I guess...?

R: Very, very good for me [unclear 37:56] my friend, I met her, has just become a widow this year, at the beginning of January. And because [?we've all met up as friends 38:05], we've all supported her coming back to class.

I: Yeah.

R: That [?makes it a bit different 38:11], and that's what I call friends [unclear 38:14], you know?

I: Yeah.

R: That's how close we are, and we're like a little family, you know?

I: Yeah.

R: And [unclear 38:21].

I: Yeah. And you said you meet outside sessions?

R: Yeah, we go for a meal together, and things like that, you know?

I: Mm.

R: So that is nice, because we've got things going on outside of that [unclear 38:40] years and years and years.

I: Yeah.

R: But that [unclear 38:47], [name], what my daughters said to me. Well, you've met new people, mam, and it's nice for you to go, and they've all [unclear 38:55] to each other.

I: Mm. Yeah.

R: [?And that's really 38:59] helped you?

I: No, that's really, really interesting to know, and it's really good to understand about how you may have made friends on the programme, and what influence that has over your engagement in the programme, too.

R: Yeah, because we - it's a couple of us, and we go to the [unclear 39:19] once a month, and then Covid came. And we'd all go together, and have a meal out, and we'd go the following month. Now, that's - all that has all come about, otherwise, we'd be sitting in the house, more than likely.

I: And you...

R: It has.

I: Sorry, I...

R: [Over speaking 39:36] you carry on.

I: No, no, no, you go, I didn't catch that last bit.

R: By doing that, we wouldn't be going, we'd be sitting in the house, if I hadn't met those people. So to go out and have a meal, and [unclear 39:50].

I: Mm.

R: [?Because I used to run a class 39:54] [unclear 39:57] then, and the last one we had was 20-something [unclear 40:04].

I: Oh, okay.

R: [Unclear 40:07] they've all come together [unclear 40:09] and we all have fun.

I: Mm.

R: I mean, this is outside, and this is [unclear 40:13], we all... Everybody - it's like a little family then; and I do believe it's made a big difference to me.

I: Yeah, it sounds like - it sounds that way, from what you've said. And you - do you do anything with your... The friends you've made within the sessions, do you walk or exercise together outside of the sessions, or is it just in the session?

R: No, what the problem is with myself, when I've tried walking around town, since I've been on these classes, I couldn't get back to the car, and I hadn't gone far. I believe [unclear 41:01] my back just seized.

I: Oh gosh!

R: So I can't do that, you see? So by doing these exercises [unclear 41:09] told me, you're trying to strengthen up bits of the body as well.

I: Yeah.

R: So that [unclear 41:18] to try and see whether I will [unclear 41:22]. Because I've got a badge in my car, I can't go [unclear 41:29] go shopping in some areas of shopping [unclear 41:35] because I can't do it.

I: Yeah.

R: And I miss that dreadfully.

I: Yeah. And do you feel the sessions are helping you to be able to be more mobile, to do the things you want to do?

R: Yes, yes. Yes, I do.

I: Okay. That's really interesting. Thank you. We're going to move on to the last couple of sections of our interview today. We're just going to talk a little bit about your overall thoughts of everything to do with the programme. And through the programme, have you developed more of an enjoyment for exercise?

R: I always enjoyed exercising, and this I do enjoy, because [unclear 42:19] people don't want to go to these classes, and I know quite a few people that don't want to [?bother 42:26].

I: Yeah.

R: To be stuck in the house, where I am going out and exercising to keep my body a little bit fitter than what it should be.

I: Yeah.

R: And I'm trying to move [unclear 42:39], you know what I mean?

I: Yeah.

R: Where they just didn't want to do it, and they just sit there and just watch telly all day, and I don't want that type of life.

I: Yeah.

R: So by doing this, it makes a big difference.

I: Yeah, yeah. And have you found it benefitted your wellbeing, and/or mental health by doing these sessions?

R: Yes, it has. Yes, it has.

I: Yeah. Do you mind, if you feel happy to explaining a little bit, how it's helped your wellbeing and mental health?

R: If [?you are not 43:14] talking to a person all day, you're not talking to anybody, are you, unless somebody would you phone you?

I: Yeah.

R: There, you're going and you're meeting somebody, and you've got something in common with somebody else. Otherwise, I wouldn't have had that, [?and goodness knows what 43:31] my memory would have been like, later on in life. [Unclear 43:36] some people have got brilliant memories, but, I mean, not everybody is like that. And I think I go [unclear 43:44] to get up in the morning and you know you're going to class, and you know [?you're

going to ache a little bit 43:51], and you're going to come home and you're going to feel a lot better.

I: Yeah.

R: That's how I feel towards [?it all 43:58], otherwise, I wouldn't really feel like I am, I don't think.

I: Mm. Okay.

R: [Unclear 44:05] that these classes will go on [unclear 44:06].

I: Yeah. Yeah. Okay, thank you. And what - if there are any, would you like... What changes would you like to see of the NERS programme, in the future?

R: I enjoy what I'm - what is [unclear 44:30] I would like to have other [unclear 44:33] possible, you know?

I: Yeah.

R: [Over speaking 44:36].

I: Yeah. So just that...

R: [Over speaking 44:43] how many [unclear 44:44], you see?

I: Yeah.

R: [Unclear 44:49] how many other people have got to get [unclear 44:51].

I: Yeah. Okay, thank you.

R: I do believe it should be all over the country. I don't know whether it is [unclear 45:00]. But I do believe people should be going and trying to make themselves fit, you know? I shouldn't be telling [unclear 45:11] don't walk anywhere. I like trying, and that is I don't want to be like that [unclear 45:20] but that's over with for me. But I do believe by trying to do something [unclear 45:28].

I: Yeah. Okay. That's really good to know. Thank you. And the programme can get delivered virtually, and do you think that some users of the NERS programme would be willing to pay for the online sessions?

R: I don't know, I've never asked them that.

I: Okay. No problem.

R: [Unclear 46:04] not travelling much and money, and they're all just on a basic pension, and I don't know whether they'd be able to afford it, so many days a week.

I: Yeah. So you think if people were on basic pensions, they wouldn't be able to afford online?

R: I don't know whether they - because the way things are [unclear 46:23], [name], all the prices of food, electric, gas have all gone up.

I: **Yeah, yeah.**

R: [Unclear 46:31] be able to afford that now [unclear 46:32] exercises.

I: **Yeah. Yeah, I understand.**

R: And I don't know about that.

I: **Okay. No problem. Thank you. We're going to move on to the very last section of our chat today, and we're interested in understanding any costs that you might have paid to participate in the NERS programme. So approximately, how many weeks of exercise sessions have you had in total? So I know you've been doing it for about seven, eight years.**

R: [Unclear 47:08] couldn't go back after I had my aggravated hernia [unclear 47:11]. And then I lost another six weeks for my gall bladder taken out, and then my back [unclear 47:18].

I: **Okay.**

R: I couldn't walk around, you see?

I: **Yeah.**

R: But, otherwise, I would have been [unclear 47:26] to exercise [unclear 47:28] major surgery anyway.

I: **Yeah.**

R: I mean, if somebody had Covid [?they would have to stay off, wouldn't they? You know what I mean?

I: **Yeah, yeah.**

R: Things like that, but, I mean, I wouldn't [unclear 47:41] to go shopping, or something like that then. I make sure those times I would rather be there, and I'll be there, unless I'm bad.

I: **Mm-mm. Okay.**

R: That's what I believe in that, I'll be honest.

I: **Okay. So what I'm going to put down is, because you've been experienced in the NERS programme for quite a few years now, I'm just going to say that you've been doing the programme for seven or eight years, unless... And you didn't - you attended, unless you were sort of ill health or had...**

R: [Unclear 48:19] as well, because I don't go on holidays, I can't walk around. So I don't take a fortnight off, or a week off just to go on holidays then, because [?of my back 48:28].

I: Yeah. Okay. Thank you. And you were attending twice a week, roughly?

R: Pardon?

I: You were attending sessions around twice a week?

R: I go twice a week, yes.

I: And do you pay for these sessions?

R: Yes. [Unclear 48:54] to 16 weeks [unclear 48:56] really had 16 [unclear 48:57], I think. I think it's next week we're going to pay £2.50.

I: £2.50, is it a session?

R: A session, yeah, that's right, a £1 a week.

I: A session. Okay. And how - and you said, do you drive to your sessions?

R: I drive, yes. Most of us drive.

I: Okay. And how far away is it from home, for you?

R: I'd say three miles, if that. That's not far for me, [unclear 49:29] go to the shop, and a little bit more on top.

I: Yeah. Okay.

R: It's not far at all, and it's just plain [unclear 49:36], because I know my areas around here.

I: Yeah.

R: And it's not bad.

I: Okay, brilliant. And are you paying for parking when you're there?

R: No, no. We go to a free toll.

I: Okay. Okay. And did you have to buy any clothing, especially for the exercise sessions?

R: Did I have to buy anything?

I: Did you have to buy any sort of clothing or gym clothing, or anything like that?

R: No, I got [unclear 50:07] I wear what I've got, so I already had trainers, but, I mean, [unclear 50:14].

I: Okay. No problem.

R: [Over speaking 50:18] trainers here as well. I mean, they do tell you, make sure you've got the appropriate shoes on.

I: Yeah. Okay, yeah.

R: [Unclear 50:32] take water, as well, to have a break to have a drink.

I: Yeah. Okay, no problem. So are you okay? Do you need to...?

R: Yes, yeah, I'm fine. No, no, I'm all right.

I: Okay, brilliant. And did the costs, if there are any, the £2.50 that you paid for the sessions, impact on your ability to engage with the NERS programme?

R: No, not really.

I: No. Okay.

R: No, £2.50 doesn't bother me, and I [unclear 51:11] sometimes.

I: Yeah, okay.

R: I don't expect to be going there [unclear 51:17].

I: Yeah. Okay, great. So that's all...

R: [Unclear 51:34].

I: Pardon?

R: Is that all [?'I've got to 51:41] answer?

I: Yes, I was just - sorry, I had... I was talking, and then my brain - I stopped mid-sentence.

R: [Over speaking 51:49].

I: Yeah, I stopped mid-sentence, and I do apologise. I was...

R: That's okay.

I: Yeah, so those are all the questions we have today, so I just wondered if you had anything else you'd like to add, or anything else you were expecting me to ask?

R: Well, the only thing I have to say [unclear 52:07].

I: Yeah.

R: [Unclear 52:10] to go as long as we can.

I: Yeah, okay.

R: But you see some people would come once, and perhaps they [?'wouldn't 52:16] come again.

I: Yeah. Okay, that's really good to know. Thank you. What I'm going to do now, is just stop the recording.

R: Right, okay.

End of Transcription