

Participant F17

- I: Now. Perfect. Okay. So we're interested in understanding people's experiences of being [referred 00:07] onto the NERS programme, to know what's working well, but also how it could be improved. So could you just talk me through that, right from the start, of how you found out about the programme and then what happened from there?**
- R:** Okay. Well, I found out about the programme at [hospital] when I was, when they found that I'd got a bit of a heart problem and they were... The physio, it was, said that I could... Or she said, did I want to do some exercises and I... So I said, yes, I would, and so I started off and I did exercises run by the hospital, but in the community, in [place]. And I did that, and then it came to an end because it was a limited number of weeks. And then I had another interview with the physio, and she said she could refer me on to another programme. I chose to do that, and I wanted to go to [place], near to [place], to the sessions there. So I had to wait until there was a vacancy, because it's quite popular. But then after Christmas, I had a message to say that there was a space for me, and I went and talked to them and did their assessment, and then I started the next week.
- I: Okay. So who referred you to the programme then?**
- R:** The physio at the hospital.
- I: The physio from the hospital, okay. And did you understand why you are being referred?**
- R:** Oh, yes. Yeah, because of my heart problem.
- I: Oh, your heart problems?**
- R:** My heart. Yeah, because of my heart.
- I: Yeah, okay. And how well was the programme described, or explained to you?**
- R:** Very well. Yeah, I knew what was - I knew what I was going to be doing, joining in with circuit exercises. And I met the instructor, [name] - yeah, and I knew somebody who was already doing it, so that helped. So I went along every Monday morning at ten o'clock.
- I: Every Monday morning, and how long did you go on for? Like, how many weeks?**
- R:** I can't remember exactly, I think it was about five, until we couldn't meet in a group anymore.
- I: Okay. And did you have any expectations at all?**
- R:** Did I have any what, expectations? Yes. The main thing that I wanted, or I hoped for was that I might be less breathless when I walk up hills, because I don't really have any other symptoms with my heart. I was feeling a lot more tired, but the medication has made... I feel much better, but I still puff, I still get short of breath when I walk up a hill, and that was what I was hoping would be helped.

I: So what really appealed to you about the programme? How interested were you?

R: Well, I was interested because I wanted to do something to improve, improve my heart.

I: Was there anything at all that didn't interest you, that didn't appeal to you about the programme?

R: Well, when they - when I was first interviewed, they said they wanted me to do two mornings a week exercise, and they'd like me to go to the gym. Well, I'm 76 now, and I've never been to a gym so that... I wasn't ever so keen on going to a gym, but I thought, well, I'll give it a go, and if I don't like it, I will say, I don't want to do this. So I went to the gym and the instructor there was very nice and very helpful, and actually I enjoyed it. And there was a small group of us all with heart problems, only about five or six of us. And, yeah, I enjoyed that, but I only went for three weeks, I suppose, because there was a delay before I started. So I didn't have many sessions at the gym at all, until I had to stop going.

I: Right, okay. And did you have any questions that weren't answered at all, or were all your questions answered satisfactorily?

R: Yeah. Yes.

I: Lovely. And how encouraging was the person that referred you, were they really supportive?

R: The person that referred me, the physio you mean?

I: Yes, the physio.

R: No, I've not heard of anything from her since. She just - she passed me over to [name] NERS programme.

I: Okay.

R: So, and I don't...

I: Sorry?

R: Because of Covid, I've only been once to the hospital since Covid started, so I don't see anybody there now. But I've just got a monitor by the bed which monitors my heart, and every now and again I get a letter to say, press the button at a certain time, and the information on the machine is transmitted to the hospital.

I: Okay, and before you joined the NERS programme, did you speak to anybody else? Did you speak to maybe a friend, your family at all?

R: Yeah, I spoke to my friend who is already going - who was already going - he lives in the village as well. I had a chat to him about it, and he said he enjoyed it. He said it's like a club, really.

I: Perfect!

R: And it was.

I: **He sounds very supportive.**

R: Yes. He's - yeah, it was fine.

I: **Okay. So, overall, how would you sum up your experience of being [unclear 06:50], was the anything that could be improved?**

R: No, I don't think so. I don't think so, if there had been a vacancy. I don't think that they moved people on very well, although it's only it's a... I think it's a 16-week programme, isn't it?

I: **Yeah.**

R: Well, I mean, my friend had a triple heart bypass and he'd been going to this class for, oh, two years, I suppose. And it just seemed, from what he said, that people, once they started, they just kept on and on, which meant there wasn't much room for newcomers. But then they had a change of instructor - [name] started - and I think she moved things on more.

I: **Okay. So now I would like to know a little bit more about the first meeting that you had with your exercise professional. So, again, we want to understand what is working well here, but also how it could be improved. Do you remember this first meeting that you had with the exercise professional?**

R: What, with [name]?

I: **Yes, your exercise professional.**

R: Yeah. Yeah, there were two of them. It was [name]'s first day and, yeah, they explained all the exercises and they did the assessment. I had to fill in an assessment, and then they went through it with me. Yeah, that was fine.

I: **Okay. So what were your thoughts ahead of this first consultation? Did you have any concerns, or did you consider not going?**

R: I suppose I felt slightly apprehensive about what it would be like, but I didn't... No, I didn't consider not going.

I: **Okay. And [?has not 09:15] contacted you, so do you feel as though they influenced how you felt?**

R: I think they confirmed that it would be okay, and that it would be a good class for me.

I: **So they were very encouraging and enthusiastic?**

R: Yeah.

I: **They helped put you at ease?**

- R: Oh, yes, they were very nice. Yeah. Yeah, I felt happy about going the next time.
- I: **Okay. And did they contact you in person, or was it through the telephone?**
- R: Well, what do you mean, when I started?
- I: **Well, before you started, so your first consultation with your exercise professional, was it in person or was it via telephone?**
- R: No, it was in person. Yeah, it was in person.
- I: **Yeah, okay. And, again, do you think having this in person could have influenced how you felt?**
- R: Yes, definitely, actually. Definitely. It's much better to meet people, and know who you're going to be working with than just a voice on the end of the telephone.
- I: **Yes. Okay. And does your exercise professional discuss what to expect from the programme?**
- R: Well, I understood that it was a cardiac class, so it was designed to support people with all sorts of heart problems and to improve the function, if possible. So, yeah.
- I: **Okay. So how would you sum up your overall experience of this meeting? Was there anything at all that could have been improved?**
- R: No, it was fine. It was all absolutely fine.
- I: **What were you hoping to get out of the programme, at this point? So, and you've made it clear that you wanted improved health [benefits 11:35], or just for your heart. Did you also want friendships as well?**
- R: Well, yes - well, I don't know about friendships, but you get to know a few more people. Some people were not very communicative, really. I mean, people - people went, did the exercises and then went home. So not everybody wanted to chat, but some did. Some did - the women more than the men. The men weren't very chatty.
- I: **So now, we want to understand - that we understand that you had [first 12:31] some of the face-to-face, the face-to-face exercise sessions. And then when the pandemic hit, you chose to postpone your involvement until the sessions were available face-to-face again [unclear 12:42] attend the sessions virtually. Okay. So I'd like to, first, ask you about your experience of those face-to-face sessions. So, again, we want to understand what is working well and less well. So I would then move on to asking you about your decision to postpone, if that's okay?**
- R: Yes.
- I: **Okay. First of all, so could you tell me [about 13:05] your experience of the face-to-face exercise session?**

R: What, the ones at the centre at *[place]*?

I: **Yes.**

R: I thought we'd just talked about that.

I: **Yes. So what I'm interested in is knowing how did you feel before your very first sessions? Did you receive an encouragement from your exercise professionals to attend? How suitable would you feel the sessions were for you?**

R: Well, I felt slightly apprehensive before the first one, but once... Because I was worried that I wouldn't be able to keep up with the others, but I soon found that I could. And *[name]* was always there doing the exercises with us and helping us, if necessary. At the end, some people stayed and had a little chat, others didn't. And *[name]* always said goodbye, see you next week. And she always asked if everybody was all right. She asked if everyone was feeling okay several times throughout the session. It was good. It was positive.

I: **Okay. Would you have liked any additional encouragement or support, would have been helpful?**

R: No, she is fine. She was fine.

I: **How suitable did you feel... Okay. How suitable did you feel the sessions were for you? Do you feel as though they were suitable for you?**

R: Yes. Yes, I think they were, because they always made me feel that... I knew that I'd done some exercise, and I was a bit out of breath, stretched. No, I'm sorry, I can't say anything else, I was perfectly happy with them. And I was really disappointed...

I: **[Over speaking 15:14].**

R: Yes, I was really disappointed when they stopped. But *[name]* - when they stopped, *[name]*, she sent out, or she gave us, I think, a sheet, well, several sheets of the circuit exercises that we'd been doing, for us to carry on at home. And I did carry on right from, well, March all the way through the summer, and up until Christmas I carried on doing it. I did it every Monday morning. I could - some... I mean, it was quite easy to adapt the ones that she'd given us, to being at home. I mean, I did an outside warm-up in the main, walking around and doing the exercises outside, and then other ones, the sit to stand, you can do on a kitchen chair and all sorts of things like that were quite easy to do at home, and I did that right up to Christmas. And then at Christmas time, I just - well, I was too busy, so I stopped doing it, and I didn't pick it up. So I haven't done it since, which is a shame. And then *[name]* started to do Zoom coffee mornings, so that we would meet up and have a chat, just a supportive chat. And then now - am I going too fast?

I: **No, you're going fine.**

R: And then now we've got these Zoom classes.

- I: Right, okay. So for the face-to-face sessions, were they what you expected, or were there some ways in which they weren't what you expected?**
- R: Well, I didn't know what to expect, really. I was told they were circuit exercises, but I didn't know what that meant until I got there.
- I: Okay. And you mentioned that you noticed some specific impact, so during the session, such as your fitness, you mentioned the [unclear 17:40] improvement in your fitness?**
- R: Yes. I did - my fitness did improve.
- I: Did you notice any other improvements, maybe in your wellbeing, in your mood?**
- R: Well, I was always happy when I was going, so yes. Yeah, I think it did help my mood. I enjoyed it, it was - as well as the exercise, it was a social occasion, so yeah.
- I: Yes, okay. So that means you noticed improvements, and when you...? Would you say that you felt maybe isolated or lonely beforehand, and as a result of attending the sessions, you felt less isolated and less lonely?**
- R: No, I didn't feel lonely or isolated before. Where we live, we've got [business], we've got people coming and going the whole time, so we're not lonely. And I went to other activities in [place] as well, but it was a nice addition.
- I: So you noticed an expanded social network, as a result of attending sessions?**
- R: Yeah. Yes.
- I: You mentioned that you went there every Monday for five weeks, so did you just only attend once a week, or did you attend twice a week?**
- R: No, it was only once a week for us, and the second session was the gym, which was in [place], it was a different place, the gym.
- I: Okay. And did you experience any challenges to attending a session?**
- R: What, the [place] session, the Nar-...the first one? No. No, no challenges to going.
- I: What about the second session, did you experience any challenges?**
- R: The sessions at the gym, you mean? Well, there was never anywhere to park. That was a challenge. You could - it was at a school - a school gym - and although there was a car park at the front of the school, it was always full. So you had to find a side road to park in, so that was a challenge. And also, I can't understand this, they built the gym upstairs, which I don't know why they didn't put it on the level. So I was a bit puffed by the time I got up there, but the instructor was very helpful and very welcoming, and very quickly put me at my ease. And he showed me all the equipment and how to use it, and he kept a very close eye on me, monitoring my heart rate. Yeah, I found it very helpful.
- I: Okay. And is there anything that kept you motivated to continue attending?**

- R: Well, I would go - I'd love to go back to the [place] circuits, and if they could start again, I would be delighted to go. But I understand that they haven't got the instructors now, and anyway, it's not being funded, the group ones are not funded now.
- I: **Okay. So within the five weeks of which you were attending, what kept you going back week after week? What motivated you to continue going for this five weeks?**
- R: Well, the hope that my heart would improve in function, and the hope that I might lose a bit of weight. And it was nice to have a chat to the other people, the ones that were chatty. And I liked [name], the instructor, and she was very nice. That's what kept me going.
- I: **Okay. And how would you sum up your overall experience of these face-to-face sessions? Is there anything at all that could be improved?**
- R: No, I enjoyed it very much.
- I: **Okay. Now I'm going to ask you some questions in regards to your decision to postpone. So approximately, you mentioned that you went to at least five weeks of the face-to-face sessions, so before the first lockdown?**
- R: Yeah.
- I: **Yes, okay. So can you talk me through your decision to postpone after the first lockdown, when the sessions were moved to virtual delivery?**
- R: Well, to make sure I could go back again when they restarted.
- I: **Okay. So what were you told about how the new programme would be like?**
- R: Oh, I don't - I wasn't told that it would be any different from the first.
- I: **Okay. How did you...**
- R: I just...
- I: **Sorry?**
- R: I assumed it would carry on as the first one had.
- I: **Yes, but this was the transition to the delivery, so rather than face-to-face, it was not [offered digitally 23:33], so virtually perhaps on Zoom for your laptop. So how did you feel about this?**
- R: Well, initially I was quite enthusiastic about it, but it hasn't... I mean, they - it was explained to me, but... I mean, the instructress did - she phoned me, and we had a chat and she said it would be circuit exercises. But, of course, you are very limited if you're doing it in an office, at home, aren't you? Well, that's where I do it, because I can shut the door and shut the dogs out. So you haven't got a lot of room. And I've only done two, I'm afraid, because each time I did it, I found that it really caused me pain at the bottom of my back. I've got arthritis in the bottom of my spine, and the exercises really, really stirred it up and I thought, this is

ridiculous! I'm not - I can't... What's the point of doing them, if I'm going to spend the rest of the day in pain?

I: Okay. Sorry?

R: Sorry, carry on.

I: No. Sorry?

R: I did explain that to her, and I was disappointed that she didn't come up with an alternative exercise, while the others were doing the ones that were cau-... Because the one that was causing me pain, she reckoned was the squats and she... Her circuit, it's quite fast - this is not [name], it's somebody else - the circuits are quite fast, which was good, but when you get to... You build up until you're doing four of everything, and then you go down so that you're doing three, and then two and then one. Well, four squats, time and time again, has obviously put too much strain. And I did tell her about it and she suggested that it was because during lockdown I'd been sitting around a lot, which I hadn't, actually, but my core muscles had got weaker, and it's your core muscles that support your spine. So she suggested that I do a sitting down class where they did a lot of core work, and I said, yes, I would give that a try. But then she had a medical appointment, because she's pregnant. She had a medical appointment and then she went on holiday, then she had another medical appointment and she hasn't contacted me at all. So I've only done two, and so I was disappointed, really.

I: All right. So you've not - so you would have continued with the [?virtual 27:09] delivery, had you received a response from your exercise professional?

R: Yes, if she could have - if she could have... If she could have come up with something different that I could do, when the others were doing their squats, I would. Oh, and then there was a tr-...the third week that I tried to join, I tried to join the Friday group, as she'd advised, and I hadn't got the right code. And I tried and tried and tried to get onto the Zoom, but she hadn't sent me the right code. I couldn't get anybody else to answer the phone, so I didn't, I couldn't get on.

I: Right, okay. So is that what made you to postpone to the face-to-face delivery, when it was being offered again?

R: Say that again?

I: So was there - so the lack of communication from your exercise professional, is that what made you to stop with the virtual delivery and to postpone receiving the service until face-to-face services, sessions were being offered?

R: Yes.

I: Right, okay. So, also, I'm interested in knowing - so what would you...? What made you to stick or to wait for the face-to-face sessions? So is it that face-to-face sessions allows you to get out of your house to see people? Is it easier to make friends? Because you'd

mentioned before that it's easier to communicate face-to-face, so do you find that you prefer the face-to-face over the virtual anyway?

R: It is easier to communicate face-to-face, yeah. And I did find it restricting doing these exercises in this room, and it's just not the same, is it? And you can't use any equip-...well, yeah, we used tins as weights, while we were doing arm strengthening. We did use weights - we used tins, but that's all.

I: **Okay. So you found that the face-to-face sessions, there were more - was more of a suitable environment for exercise, whereas, actually, you were at home in your office and the environment was not really conducive for exercises?**

R: No, it isn't.

I: **Okay.**

R: It isn't.

I: **And what did you see as the [?down side 29:58]? So you've already mentioned a few, were there any other negatives of the actual home exercises, besides the lack of space and the pain that exercise has caused you, were there any other negatives?**

R: I felt she could have introduced the other people that were on the Zoom, and sort of... I got the impression that they were quite well-established as a group, and I felt she should have said, this is [name] and showing me everybody else and told me their names.

I: **Okay. And did you also find that perhaps, at home, there were more distractions, because you mentioned about having to shut your dogs out, hence why you would go to the office? Did you find that you were more distracted at home?**

R: No, not really, because they didn't bother me, the dogs.

I: **Okay. Could you see any benefits at all to virtual delivery?**

R: Well, yes, if it hadn't - I mean, it definitely made me... She worked us hard, definitely. She worked as hard, and I felt that I'd done some exercise. It was just that it was painful.

I: **Yes. But would you say that perhaps the virtual home exercises could be more convenient, because you don't have to travel at all?**

R: Yeah, well, I didn't mind travelling. I prefer to go to - I would prefer to go to a centre.

I: **Okay. So you couldn't really see many benefits at all to virtual delivery at home?**

R: Well, apart from the exercise. Apart from, it makes you carry on exercising.

I: **And why is that, is it because that's that continuity?**

R: Yes. And you know - well, if you want to let... If you want to get some improvements in your health, you've got to carry on doing it, haven't you?

- I:** Exactly, yes. So was there anything that might have encouraged you to try the virtual delivery? So was there anything that the programme should have done to facilitate this? You've already mentioned about you had some communication issues with your exercise professional, and that if this hasn't occurred, you would have continued with the virtual delivery?
- R:** Yes, I would.
- I:** Okay. Could you discuss your - did you discuss your [unclear 33:12] consent with your exercise professional? You mentioned that you did discuss some of this, however, it wasn't handled or resolved.
- R:** No, it wasn't resolved, it was just... Well, because - because she's had... Because she had these doctor's appointments and then being on holiday, I suppose it's just got lost in the thing. And she only works three days a week, so it's not... I could have tried harder to get hold of her, I suppose, on my part I could have tried harder.
- I:** Now I would like to talk to you about how different people are supported during the programme. So you've already mentioned some of this, so I'll just [?kind of give you a 34:11] view of what you've said. And you can correct me, if I'm wrong, if there's anything else you would like to add. So regarding your exercise professional, you mentioned that you had a relationship with them, and were very encouraging, very supportive of you in the programme. And you felt as though the exercise sessions were well-suited for you?
- R:** Yes, that's correct.
- I:** Okay. And so you got along well with them. Do you feel as though they were appropriately skilled to deliver the session?
- R:** Yes. Yes, definitely.
- I:** Okay. And you mentioned that they were friendly, enthusiastic, they were encouraging.
- R:** Yeah.
- I:** Did they go at the right pace for you?
- R:** Well, yes, because she always said stop if you feel it's too much, and she always gave us that option to stop.
- I:** And how often were you in touch with your exercise professional?
- R:** While the sessions were going on, just once a week.
- I:** And do you feel as though you'd have liked more perhaps?
- R:** No.
- I:** More... No, okay.

R: No, I was quite happy with that.

I: **Okay. And was your relationship with your exercise professional important to your engagement in the programme?**

R: Yes, it was. It was, actually, because once you'd got to know her, and you just felt you wanted to... Well, because you liked her and she was doing a good job, it made you want to keep going.

I: **Okay. And you mentioned that you received some support from a friend, who was also at this programme. Did you have any other support from family or friends at the start of the programme?**

R: Yeah. When I got home, my partner always used to ask how I'd got on, and my daughter usually asked on the phone, but she's not... She doesn't live here; she lives in [place]. My son didn't ever remember I went, I don't think. Although he did tell me off when I said I wasn't going at the moment. He encouraged me, well, they both encouraged me to start doing it.

I: **Okay. And did they provide any other support, so sometimes did they accompany you to the sessions, or drive you?**

R: Oh, no, because neither of them live here.

I: **Right.**

R: Neither of my kids live here, and, no, [name] didn't come with me. Well, nobody had partners or anything with them, everybody made their own way there.

I: **Okay. And how important was this family support for you, to keep on attending the session? Did you find it important at all?**

R: No, not really, I was doing it for me. And even if they'd completely forgotten, and never mentioned it again, I would have still kept on going. I mean, it was nice that they remembered, but it didn't motivate me to keep going.

I: **Okay. And did you - were there any negative influences around you to all?**

R: No. No, none at all.

I: **Okay. And did you make any friends during the first few weeks of the programme?**

R: Not friends, really, no. I mean, there's nobody that I'm in touch with now, because we went to the group.

I: **Right. Okay. So you didn't receive any - perhaps maybe friends is a strong word, well, acquaintances, perhaps?**

R: Well, yes, I mean, I know a few more people. If I met them in [place], I'd stop and say hello, but no more than that.

I: Right. Were these people a sort of support, or not really?

R: No, not really.

I: Okay.

R: Not really.

I: And were there any individuals on the programme who were a negative influence?

R: No. No, no.

I: I'm just going to ask you now of your overall reflection, so we're coming to the end of the interview. So through the programme, have you [unclear 39:06] enjoyment of exercise?

R: Yeah, I did enjoy it. I enjoyed going, and when I was doing the sessions here at home, for the first nine months, I did quite enjoy that and I felt pleased with myself that I'd done it. And I'm not finding it - because I have thought maybe I should start and try and do it my-...do them myself at home, but somehow, I don't know, we are very busy here at the moment, with the business. And so I do feel quite tired at the moment, and I just haven't had the motivation to do it.

I: Understandable. So through the programme you've mentioned about seeing some improvements to your physical health, such as your fitness. And also did you notice any improvement to your mental health? You did mention that maybe perhaps better or improved mood, because you were always happy?

R: Yes, I was happy when I went to the exercise group. No, I think - well, everybody's been down during lockdown, haven't they? Everybody's fed up with it all. Although it's better now, but you've still got to remember that it's still about, so, I mean, we're still careful.

I: Yes, understandably. And at the start of the programme, did you have any concerns about your mental health at all?

R: No.

I: No, okay.

R: No.

I: And do you think you will continue to exercise?

R: Well, on my own? What do you - do you mean via the Zoom meetings?

I: Well, by yourself? Do you feel as though now that you've been going to the programme, you've developed an enjoyment for exercise, now you will continue to do it?

R: Well, I mean, I've always - we've got dogs, and I always take them for a walk, so I'm not stuck in the house or anything, and I'm not. I don't seem to spend much time sitting down,

but whether... I'd like to think that I might start doing the circuits again, and if I can get hold of [name], I would try and sort something else so that I could do it. So I'm hopeful.

I: Sounds good. And do you think the different types of delivery are more or less suitable for [?different 42:16] at different stages of the programme? For example, would you say that there are some parts of the programme that should always be face-to-face?

R: Yes, I think the initial interview should always be face-to-face.

I: Right. And why is that? Is it because it's much easier to develop a rapport with your exercise professional, and the people in the programme as well, to make friends face-to-face?

R: Yes. It's much easier, and it's easier to - if you're talking to them, because things that you want to ask come more easily, I think, than on the phone, because you can't... If you've never done anything like that before, you can't visualise what it will be like in the whole, really.

I: Yeah. Okay. And what changes... Sorry?

R: That helps if it's face-to-face.

I: Okay. Sorry, there seems to be a slight lag, hence why we keep on talking over each other at times. My next question would be, what changes would you like to see for NERS in the future, particularly in terms of how it is delivered?

R: Oh, I'd like to go back to having - using the community centres, to having the face-to-face exercise groups.

I: Okay.

R: That's what I would like.

I: And if some [unclear 44:02]. Sorry, it happened again.

R: Well, I only said that's what I would like, to go back as it used to be, as it was when I first started. That's what I would like.

I: And if some content continued to be delivered [?virtually 44:24], going forward, for example, online sessions, recorded sessions, live sessions, how important do you think it is that this is created or delivered by the exercise professionals, the service users know?

R: I think it's very important.

I: Why is that?

R: Well, no, actually - well, you get to know them anyway, don't you? Even if you've got - like, [name] was new to me when I started the Zoom, but, I mean, that was all right. So, no, it doesn't - I suppose it doesn't matter, because you get to know new people.

I: Okay. How important is it that the exercise professionals have a local feel?

R: I don't think that matters, necessarily, as long as they know what sort of level you're capable of achieving. They've got to know a bit about you, but it doesn't really matter if they're in Wales or in Manchester, as long as they... You can - they know a bit about your history, and who they're working with.

I: Do you think that NERS users would be willing to pay for access to this digital content?

R: What the online or the face-to-face? Online?

I: Online, yes.

R: Well, I expect some would, yes. Some would and some wouldn't.

I: So if you were willing, what do you think is a reasonable amount to charge for the live and recorded content? For example, how much would you be willing to pay for live content?

R: What, per session?

I: Yes.

R: Well, at [place], we paid £2 a session and for a certain number of weeks, and then it went up to three. Well, I would think £3 a session would be reasonable.

I: And what about recorded content? So something that's been pre-recorded, how much would you be willing to pay, if that was an option?

R: Well, the same, really, because somebody's done the work.

I: Okay. So, lastly, we would like to understand any costs that you might have had to incur as a result of participating in the NERS programme. So during the time that you were attending the NERS programme, what items have you had to pay for for yourself, so that you can participate? So, for example, I'll ask you just a short list, and you can inform me of how much you've had to pay, is that okay?

R: Yeah.

I: Okay. So you mentioned about driving to the sessions, so do you know how much it cost you to travel to and from each session?

R: No. I mean, it's only - it's nine miles from here to [place], so, phew, I don't know.

I: Okay, so nine miles to, and nine miles back?

R: Yeah.

I: Okay. And parking, did you have to pay for parking?

R: No.

I: Okay.

R: No.

I: You mentioned that you paid £2 for each session, but this increased to £3. How long did you pay £2 for?

R: I think it was £2 for the 16 weeks, and then, but if you kept on going, then it went up to three. So I only ever paid two, but I know some people paid three.

I: Okay. And you were on the 16 weeks, but you didn't manage to do the 16 weeks, because of Covid, right? So you only did five weeks out of that 16 weeks?

R: Yes.

I: Okay. And you mentioned about participating in two online classes, so two virtual sessions. Do you have to [unclear 49:31] to allow you to use those sessions, or to participate in those sessions?

R: Well, no, only two tins. Two tins, but that was all we used in the sessions that I did. She did mention...

I: Did you have to pay for... Sorry?

R: Well, I'd got those, and that was - they were in my store cupboard, and I didn't buy them especially. It could be anything. She did mention bands - exercise bands - which I did buy some during the first, the face-to-face, but they... In the end, they split, they broke and she did mention that they could get some to me, but that hasn't happened.

I: Okay. You mentioned about paying something, so how much did the bands cost you, for the face-to-face?

R: About £10, I think, something like that. I got them from the internet.

I: And did you have to get any other equipment to participate in the face-to-face, or virtual?

R: No. No.

I: Okay. So you didn't have to buy a mat, perhaps, or maybe an exercise outfit?

R: No, because you just wore clothes that you could move easily in, a T-shirt and a pair of soft trousers.

I: And did you already have these, or did you have to buy more, and maybe trainers?

R: No, I'd already got trainers and... No.

I: And did you already have IT equipment to allow you to participate online, or did you have to buy perhaps maybe a new laptop, a new mobile phone?

R: Hello? You froze just then.

I: Oh sorry, I was listening to you, your reply there. I mentioned, did you have to buy any IT equipment to allow you to participate in the online programme?

R: No, nothing like that.

I: Did you have to buy the internet, or [unclear 52:08] for your network, to allow you to participate online?

R: No, no costs like that. No.

I: And you mentioned that you were only on the virtual programme for just two sessions?

R: Yeah.

I: Okay. And you mentioned that, well, from this summary that you've given me, you didn't really incur much cost at all?

R: No, I don't - I don't think it cost me anything, really, apart from £2, I think.

I: And did these costs impact on you being able to attend, or engage with the NERS?

R: No, not in any way.

I: So if it had been really expensive...?

R: No, nothing.

I: Yeah, okay. So I was wondering if it had been really expensive to participate, would you have participate, or would you possibly not have?

R: I probably would have done the face-to-face. I mean, it depends what you call really expensive, doesn't it? That's what's different things for everybody. Different levels...

I: Exactly.

R: ...for other people. But, yeah, I would have done my best, but I wouldn't for the Zoom ones.

I: Okay, perfect! So thank you very, very much, that's - we're finished the questions. Is there anything else that you would like to add at all?

R: No, I don't think so, that was pretty comprehensive. That's fine, thank you very much.

I: Anything that you expected? Okay. Is there anything you were expecting me to ask you, that I didn't ask?

R: No. No, I think you covered everything.

I: Perfect! And how could we improve the interview, besides the lagging on our voices?

R: Yes, that would be better.

- I:** Okay. And thank you for participating once again, and also just before you go, as a thank you for participating and volunteering your time to this research project, we're offering £20 in Love to Shop vouchers, or a Tesco voucher, so which would you like, if any?
- R:** Oh, I don't know, I don't want anything. I don't want anything, it was free. If it helps, that's great.
- I:** Okay. Are you sure you wouldn't like a voucher? They're completely free [?from 55:03] us.
- R:** What sort of vouchers, did you say?
- I:** There's a Tesco voucher.
- R:** And what was the other one?
- I:** Love to Shop, which you can use in a variety of stores.
- R:** A Tesco voucher then. Thank you.
- I:** Tesco? Okay, perfect! And would you like this to be emailed to you, or posted to your address?
- R:** Emailed, and then I can print it, please.
- I:** Perfect!
- R:** Thank you.
- I:** Okay. Thank so, so much, I'll just stop the recording now.
- R:** Thank you very much. Okay. Thank you. Bye-bye.
- I:** Thank you so much. Bye-bye.
- R:** Bye.

End of Transcription