

Participant F18

R: ...which is in the breast care clinic, but it's quite a drag over to [place] from where I live. So I was talking to the physio there and she said, would you like me to do a recommendation for you to do the GP referral type thing? So I said, yes, please. And then I actually met up with [name] at the end of - where am I? - oh, the 18th December in 2019, and I went to a gym that it's about half a dozen bus stops away from where I live, so that's where I used to go to the gym. So it was very convenient for me. And then it was a case of I went to, back to [place], because I was there for a check-up. And then I met [name] to my first go in the 14th January 2020, and I... Yeah, and I started - oh, no, I met [name] on the 14th January, and then the following week I actually started at the gym, and I used to go once a week for one to one a half hours. I did a couple of extra, if my Pilates or yoga classes had sort of not run that week.

And then I went to [place] for four weeks, and then we came back a week later and it was lockdown, and that's March 2020. And then from then on it was most of the gyms were mostly locked down. They did open up in Wales, sort of in the autumn, but it was all online, and as I was telling the other lady, I'm not very techno. So I didn't go online to book, hoping that things would normalise and you could just go, and sort of go to the reception, which didn't materialise. And then we came away on our boat in April, and it was during this time out on the boat, because we were finishing at the end of October, that [name] contacted me again and said, are you still interested in going on this programme? And I said, yes, please. And by that time, I realised I'm probably having to go in, because I have to sort out how to go online and register and get my slot. So, in no way am I giving up. I did go on a cruise for two weeks at the - oh, about 18 months ago. Well, no, perhaps not that - about a year ago, and I used the gym every day and I did Pilates.

Oh no, it wasn't a year ago, was it? Yeah, well, anyway, in the meantime, I have done two weeks on a cruise and pre-Covid, and with the gym and that sort of thing. So I have sort of slotted in with things, but it's this - my sort of bugbear was having to go online, because, as I say, I'm not very savvy with that. No, but, as I say, I will be definitely making sure I go online and try and get someone to show me how to sort it out, because I want to go back to the gym. And because I just don't feel I've got the strength that I used to have, and I'd like to go back to getting that.

I: **Okay. That's great. Thank you for kind of giving me that overview. I'd just like to let you know I have started the recording, just so I could capture all of that really useful information that you gave me, if that's okay?**

R: It's a bit muddled, so yeah, but, yeah, that's fine.

I: **No, that's perfect. We'll sort of pick out bits here and there to kind of see a little bit more about what those different experiences were like. But I'd just like to go back a little bit to the, I guess, housekeeping and just let you know that this interview is about your experiences of the NERS programme, like I just mentioned before, and it is a very casual conversation. And I just want to let you know that there's no right or wrong answers when we're having this conversation. And just to let you know all of your data will be**

anonymised using a participant number, and then you can withdraw or pause your participation at any point, without any sort of explanation. And everything you tell us, we treat in confidence and will only say something if it indicates that you or someone else is at risk of significant harm, and then we'll have to act upon that.

R: Okay.

I: **And let me just see. And I'll be using the word 'virtual exercise session' during the interview, and that means any session that might have taken place online, or via a digital device, or anything like that. So similar to what you mentioned before. This is - all of this information, again, is in the participant information sheet, but those are the key bits that I wanted to cover with you today, just before we get into the meat of it, I guess. Do you have any questions for me on any of that?**

R: No, no, I'm fine. You can ask away whatever you like.

I: **Brilliant. Thank you so much, [name]. So I'm going to go back to the very beginning, so we're, yeah, as I said before, interested in your experiences. So could you talk me through right from the very start of when you found out about the programme, and what happened from there? So who you referred - so you spoke a little bit about your experience at Llandough Hospital. Could you expand on that for me, and who referred you and that experience at the very beginning?**

R: Well, I mean, I already knew about the GP referral, because it's surprising how many people I know who have been for varying reasons. So it was just something I enjoyed going to, because years ago I went to the gym, when I retired, and then, of course, we bought the boat and we were away for eight months of the year, and then we used to travel a lot in the winter. So you sort of got out of the way of that sort of thing, but I always did Pilates whenever I could pick up a class. So I - and when [name], the physio at [place] said, would it be easier going nearer and I said, yes, she referred me. And, as I say, [name] got in contact with me and then I saw her at the beginning of 2020. So I then went - we had a chat and she asked me what my expectations were, that sort of thing. And then the next week she walked through all the machines, and everything and left me getting on with it. But she was there if I needed advice or help, so that was brilliant. And I also met up with someone I hadn't seen for many years that I was very friendly with, so that was quite nice as well. So it was a social thing as well.

Then, as I say, I went to Portugal for the month and [name] said, that's fine. I did a lot of walking there and but not a huge amount of sort of, I don't know, gym-type exercises. And then, as I said, we came back and a week later is lockdown and everything closed. I did still do some of my Pilates at home, and my Pilates teacher, then she set up something online at again, but it was through Facebook, which I don't do and I don't want to do. So that was another, but it didn't matter, because I've got books and I'd done it for years, so I know sort of thing, what to do. But also my husband and I have always been good walkers, big walkers and we just, we made sure we walked even further with the lockdown, especially the first month or two, and it was gorgeous. Because there was hardly anyone around, and there was hardly any cars around. So it was just - it's just the way it worked out, and when it came

back to the winter and I'd got the messages about the gyms were opening, and do this, that and the other. And I thought, oh no, I can't face this, but I do want to go back.

So when [name] contacted me again a few months ago, I said, yes, I want to come back as soon as we've finished with the boat in November, in October. So, as I say, I will have to get someone to show me how to do this. I'm laughing, because my husband has just walked past and looked at me, because it's probably him that's going to have to show me how to do this thing, how to get online and book it. So that's what I am going to do, because I'm quite determined to go back to the gym. Plus our Pilates lady is also back indoors again, and she did a lot of outdoor when we were allowed to meet outdoors. We did a lot of Pilates outdoors in the summer. So the two things I will very much want to get back into again.

I: Okay. That's great. Thank you. I just wanted to know a little bit about when you initially got referred from the physio. Did you understand why you were being referred, and was the scheme programme described and explained well to you, and what were your expectations going in from that initial referral?

R: No, not really, because, as I say, I've been going to the gym at Llandough, and it was there's also a thing I wanted to do. I knew from previous years, at [place], what the gyms were like, and obviously on cruises we've been on. So all I - when [name] said do you want me to refer and I said, yes, please, that was I virtually knew what was involved. You go along, you talk to someone, and you show them what to do and then you're supervised, and there is someone there to ask, if you need help. So I didn't feel it was sort of a big to-do, or anything. And, as I say, I've known quite a few other people who've been on the GP referral, and found very useful.

I: Do you speak to those people or anyone else, before you, when you got referred, or did you just...?

R: No, no, I just didn't see any need. I mean, it was a case of I knew what, virtually what to expect, which is what I got. And I was more than happy how things panned out, as it were.

I: And you said a little bit about you had that first initial meeting with [name], was it, or [name]?

R: [name].

I: And you said that she sort of explained what the expectations were. Could you talk to me a little bit about that first meeting you had with her, and maybe what your expectations were going into it, and what it was all like?

R: Well, I honestly can't really remember, because it was January of last year and given my age, I can [unclear 13:05]. Right, I think - I know I had to fill a form in and I just, I virtually said to her what I wanted to get my strength back. And she's a lovely lady, and she understood straightaway. It wasn't a huge, big deal to me, because it was something I was sort of... I didn't - well, I knew what to expect, and it came up to my expectations.

I: And what were you sort of expecting?

R: Well, I mean, the setup in the gym, the instruction, the help and then the improvements, which the short time I did go, because I think I went mid-February to [place], and I started... Well, when is it? Oh, I started the 21st January, so I only had about three weeks or four weeks going there. But I had every expectation when I came back from Portugal, to go back on it until we went away on our boat later on in April. But, of course, we couldn't go because we were locked down. And then I'd spoken to [name] about if I - I wouldn't use all the sessions, because I explained our situation, our lifestyle to her at the very beginning. And she said that's no problem, you can sort of have your sessions even if they are going to be disrupted. I think that's what she said, yeah.

I: And how - so when you were having these discussions about your lifestyle and going into the programme, how supportive or encouraging was she?

R: Oh, she was brilliant. She wanted to come to [place] with me! Yeah, no, she was great and she understood exactly. We'd go a lot - we used to go away a lot in the winter, and then we'd spent a lot of time on our boat in the summer. But this is the last year on the boat, so I will finish my GP referral, but I will then carry on going to the gym afterwards. But I'm quite determined on that, plus I'll carry on with my Pilates and, I don't know, I did Tai Chi for a while, but I've dropped that. But I also did an armchair yoga class, which I enjoyed, but I think the lady's giving that up. So I do like those sorts of things.

I: And when you initially were having that first meeting with [name], what were you hoping to get out of the programme at that point? So it could have been improvement of your health or wellbeing, or maybe friendships, or anything like that? What was the main - what were you hoping to get out of it?

R: Yes, certainly my health, because I felt the radiotherapy that I had sort of zapped every bit of strength from me. So that's what I really wanted, my strength back and health, as it were. So that was my expectation. And I've been, even the short time I was going, I felt I was able to bench pressure, or whatever you call it, they use the weights, heavier weights each time I went. And I had some weights at home, so I was carrying on with the exercise at home sort of thing. Yeah.

I: And then do you mind telling me about your experiences of those face-to-face sessions then? So you mentioned a little bit there about it, but I was wondering if you could expand a little bit more on that for me, and how those were?

R: Well, it was - she was supportive in that if I had questions, she always was able to answer them, or recommend. Or she was also quite - she wasn't... She didn't waste her time chatting all the time, but she was quite good to chat to. And if you understand, some people never know when to shut up. Says she who isn't shutting up at the moment, but there you go! But she was friendly, she was a really nice and personable. And you didn't have any worry about asking her anything, even if it was a bit of a stupid question. So, yeah, so she was brilliant, yeah.

I: And you mentioned that you enjoyed these sessions, earlier. So what did you like the most or least about these sessions?

R: Well, I think if you're doing that sort of exercise, I think it gives you a bit of a rush. And also it was nice to be on the bicycle next door to a lady, as I say, I hadn't seen for many years. So we caught up, so that was quite nice. And you got to sort of have a quick hello and how's things going type thing with other people that you saw, the same people were there each week. So you started getting, saying hello and that sort of thing. So that was quite nice, it was a little bit of social bits, and you could have a little laugh about things. So, yeah, altogether, there's quite a lot of elements to it, really.

I: Yeah. Did you notice any - experience of any positive impact when you were having these face-to-face sessions, so this could be on fitness or your wellbeing, or mood or anything like that? Did you experience any positive impact?

R: Oh, yeah, I think you feel much better for it, and it does lift your spirits and make you feel happier generally, really. I think more people should do it, because it has quite a lot of elements to it, that sort of exercise. You're with other people who have got the same goals. Most people are friendly. You've got people who know what they're talking about, to help you, and are quite happy to pass on their expertise, and you feel an achievement at the end of it.

I: And what's that - do you mean, achievement at the end of each session, or achievement at the end of a bunch of sessions?

R: Well, I think it's both, because it's a cumulative thing, really, because I was feeling a bit more stronger after... I think I had, was it four, I think, in the end, or it might have been five, because I did go some extra days. So it was just such a short time, really, but even that short time had quite a lot of good benefits.

I: And what were those benefits for you?

R: Well, I felt much better in myself. I felt stronger. I think you feel happier as well. So I think there's definitely those benefits.

I: And when you were attending these sessions, were there any challenges of attending, or anything that could have made it any easier? And I know these were the face-to-face sessions, those four sessions that you'd had, four or so, rather.

R: No, not really. I mean, it was easy to get to the gym, because it was frequent buses. It was - it's a nice, modern gym and there was no problems, and it was reception and everything. There was - as I say, and I didn't meet anyone I felt uncomfortable with, so it was just a pleasant place to go to.

I: Do you think there's anything that could have improved those face-to-face sessions for you?

R: Not really. I mean, I feel I got everything out of it. Everything I wanted on quite a few levels, really, social, health-wise, wellbeing, feeling better in myself. And a sort of focus for that

morning that you were going, and you went home and I must admit, I used to go home feeling quite tired, but then took it easy in the afternoon. But then that was the nature of how I am at the moment, since the radiotherapy, because it does sort of leave lasting effects, by zapping your strength and energy. So, yeah, so, I mean, it was a nice tiredness anyway.

I: Okay, that's great. Thank you. Thank you for sharing all of those experiences with me. I just wanted to move on to now your reasoning for postponing, I guess, when it... So I know that you went away and then you came back and it was lockdown, and then were you then offered a virtual programme? What happened then when lockdown hit?

R: I don't remember being offered a virtual programme, but having said that, I did get some emails, but, oh, I really don't remember that.

I: That's okay.

R: No.

I: And so you mentioned earlier that it went online, and you had to... You thought that that wasn't - you didn't want to do that, because you weren't, you didn't, weren't that familiar with technology.

R: No, that's correct.

I: Yeah. So when did that sort of - when did you think about starting to go online, and how did you come about that information?

R: Well, it was through the emails, and I think it was something about you'd go and book. You'd go and - and one of the ladies... Well, we live in a block of retirement flats, and one of the ladies there has been going for a number of... She started off with a GP referral, because she had a bad stroke, but she's carried on over the last few years. And she was telling me, oh, you do this, you do that, you do the other. And I was thinking, no, I can't go with this. So that's why I thought I didn't really take a lot of notice of the emails, I must admit. So, yes, I was sort of a bit derelict in that sense, because I switched off, as it were, if its electronic. I must admit, it's a bit naughty, but that's what I did.

I: So your - so what would you say then was your main reason for sort of, I guess, postponing or withdrawing at that point, or whatever the terminology you want to call it, because I think it's in between the two.

R: Yeah, I think probably.

I: So, yeah, what was your main decision for that, and can you talk me through it a little bit more? You mentioned about the technology, but...?

R: Yeah, I think I just switched off and I think - I thought, oh, I can't be doing with this. I mean, I think it was quite a difficult year anyway, worrying about all the things going on, and not seeing family, and lots of other things. So it was just - it was just another step too many in all the other things that were going on in 2020, and into 2021. So I sort of blanked it out,

knowing at some stage that I had to come to grips with it. But, at that time, and also it was a case of we were hoping to be unlocked in Wales in April, so we could come back to the boat, which is our last year on the boat. So I think that was also, I was thinking that if I start again and then it's a stop-start, stop-start. So when I was contacted a few months ago, to ask did I want to continue, that's when I thought, okay, well, you're finishing with the boat, you've got to get to grips with this electronic stuff, and get, just bite the bullet and go with it, because I wanted to get back onto the programme and finish it.

I: Okay. So what would you say - I know that you said that you weren't, you didn't really want to use the technology, but what would you say were the downsides of that doing exercise through online ways, or through a virtual platform, I guess?

R: I think it was - for me, it was a total switch off, an electronic switch off. And there was no other - because I know other people who have done it and, as I say, my Pilates lady did a lot of online classes, and I could have joined in them. But it was, as I say, electronic switch off, that I'm just not confident enough to do it. And also we did have times when the children got Zoom sessions for us, but things were always going wrong and, oh, I don't know, and it was very frustrating. And I think that contributed to the frustration, and sort of not wanting to be involved with electronics. So, yeah, I think it's something I've got to get my head around in the future, if I want to keep up in the modern world, as it were. So it's sad to say, us old-fashioned people, who like pencil and paper, and are sort of dinosaurs now, about to die out. So if - as I say, I've got to sort of... But I have got plans for that when I go home, I have got plans in mind, yeah. I'm going to - yeah, I'm going to sort my iPad out and find someone who can sit with me, and tell me all the things I can do with it, and things like that. So it is on my plan for when we finish on the boat.

I: Okay. Do you think that when they mention the online virtual delivery, do you think there's anything that might have encouraged you to try it, or anything that the programme could have done or helped facilitate you with that?

R: Oh, perhaps if she had sent me a step-by-step sort of idiot's guide how to do it, either through email or through the post, I might have done it then. But it would have had to be very much an idiot's guide, and with a phone number at the end, that I could ask for help.

I: Okay. And you think if that would have been put in place, you might have tried it?

R: Yes. Yeah.

I: Okay, thank you for that. And the last question I want to ask within this bit is, what makes you want to stick to doing face-to-face or, yeah, I guess doing face-to-face exercise over that sort of technological form of exercise?

R: I think part of exercise is the sort of interaction with other people, it's not interaction with a square screen, and it's the atmosphere, the... We were doing Pilates outside over three tennis courts, and you arrive, you've got your own space, but you're chatting, you're talking and you're seeing people, you... It's just nice, and then you do your class and you have a laugh, because someone does something wrong or right, or something like that. And it's just

- it's people-to-people, it's not a person to a square screen and I haven't sort of got quite into that sort of way of thinking yet. Which, as I say, I'm sad to say, I think I'm probably going to have to do. But I think also, as I said, there's so much going on with our... The boat is strung in in April and everything, I think I can't take in so many things nowadays. So I've sort of one major thing is the boat, and we're selling the boat. Once that's gone, then I'll sort of start thinking, okay, I've got to get with it a bit more. And that's when, as I say, I've got plans to find someone who can want to sit with me one-to-one and do a lot of work with me on the iPad, so I can use it much more, other than downloading books from the library, and using the internet and taking pictures on it. That's - so that's about all I use it for.

I: Okay. That's great. Thank you. And I just wanted to talk now a little bit about the relationships that you might... Or the relationships within the programme. So we'd like to talk about how different people may have supported you within the programme. So you mentioned quite a bit about your exercise professional, [name], beforehand, but I just wondered if there was anything else that you wanted to mention about your relationship with them, and how well you might have got along and how supportive they were, or anything that you think you might have missed beforehand?

R: Well, I mean, I was very lucky in that [name] and [name] at the [place] were brilliant. And then [name] was there, and I joined the programme with people who have been going for a while, so they sort of knew one another, but they were all very friendly. And, as I say, this lady, she was from the school gates when the children were small, and I knew her very well. And I sort of met up with again, so that was extra talking or catching-up with the children and grandchildren, and other people we knew from the school gates. And, as I say, the other people, because they were all - most of them knew one another, they were sort of chatty and friendly and it was a nice atmosphere. And [name] was always there moving amongst us, and chatting to us and an encouraging us, and that sort of thing.

I: Yeah. And do you think that [name]'s engagement with you, and the way that he was, or she... Was it a she, or a he, sorry?

R: She, but...

I: she's called [name].

I: Oh, okay. [name], okay.

R: Yes, I'm sorry, yeah. So I don't know whether it's [name], or what, or whatever, yeah, but yeah.

I: Okay. Thank you. So they - well, how was your interaction with them? Do you think that was important in the way that you engaged with the programme, within the first couple of sessions?

R: Oh, definitely. Definitely. Yes. Yes. I mean, if you were a sort of person who really wasn't interested, and you felt as if you were a bit of an intrusion, and perhaps you shouldn't be there type thing, that would have been horrible. But, no, she was really - she was great and, as I say, a lot of the other gym people knew her for over a period of time, and they used to

sort of... Apparently, she played in a football team and that, so they used to ask her about that and chat about that sort of thing. So she was that sort, and she... As I say, she wasn't sort of wasting time friendly, but she was friendly in that she was good at what she does. She was personable, and you sort of took to her and you enjoyed being there with her, and the encouragement she gave you.

I: Okay, that's great. Do you have any support from friends or family outside of the programme? And, if so, could you tell me a little bit about that?

R: Well, I mean, I can sort of - well, I mean, I've got friends and I've got family, but I don't discuss things a lot like that. I mean, I knew what I wanted to do and I sort of... And when - I mean, my husband was very supportive in that he used to drive me - I don't drive anymore - he used to drive over to [place], to take me over there when I was using that gym. And I didn't need to sort of - I can get the bus down to [place] very easily, but it was... Yeah, I sort of thought it was something I wanted to do, I was able to do, I was offered the chance to do. So I'd say that was something you just got on with - I don't know.

I: That's great. Thank you. And you mentioned a little bit about maybe some old friends that you'd caught up with on the programme. Did you make any other friends during the first four sessions or so that you did, and what kind of influence did they have on your time there?

R: Well, not really, because when you're there, you're actually working, I mean, you can sort of have little quips between one another and... Or someone can say, oh, are you doing... Can you help me with this, or I would say, can you help me with this, if [name] was busy. But you have a little - a few sentences interacting, but it's... Apart from, as I say, the lady I had known from years ago, it's you don't really have time to make deep friendships, or anything. So it was that, from that point of view, it was a nice atmosphere, a friendly atmosphere, a supportive atmosphere. But, as I say, it's not conducive to sort of - it's not like sitting down in a café and having a cup of tea, and sort of chatting to people and meeting in that way.

I: So you didn't meet outside of sessions together?

R: No. No.

I: Okay. That's great. So we're going to move on to the last couple of bits, if you're okay with that?

R: Yeah.

I: So we'll just talk a little about, overall, how you felt about everything. So did you feel that throughout the pro-...or throughout the couple of weeks that you had the programme, you developed an enjoyment for exercise?

R: Oh, yes, very much so. Yes. Yeah.

I: And did you find that it had any benefit towards your wellbeing, or mental health?

- R: Oh, definitely. Yes. Yeah, definitely a gain. I think that's a big thing, and I think, as I said before, I think more people should do it because I think mental health, as well as physical health. Because I think it was there was a couple of people there who had carers with them, who had sort of learning difficulties. And, I mean, they seemed to really enjoy it as well. So it's very much a case of across the board, it helps people.
- I: **And for yourself, you said it benefitted your wellbeing and mental health. Do you mind just expanding a little bit about that, or if you'd like?**
- R: Well, as I said, sometimes you do feel a bit down in yourself, so going to that sort of atmosphere and it's... And after having to go through all the bits and pieces that I've had to go through that year, it was something to lift the spirits a bit.
- I: **Yeah, definitely. Thank you. I just wanted to now know a little bit about what you think about the different types of delivery. Do you think that they're more or less suitable for different types of people, or at different stages of the programme? So, for example, if someone - how suitable the programme might be for someone face-to-face, or how suitable it might be for someone who has it delivered online, or those sort of different types of delivery.**
- R: Well, I mean, I think that - I suppose a lot of it is who you are, who it's been delivered to. I mean, there's a lot of people nowadays, like my children are in their forties and grandchildren who are older, they wouldn't think twice about online; it's sort of normal to them. I think to older people, it's a bit more alien. So I think that from that point of view, and also some people are not particularly sociable, which I am, but if you're not particularly sociable, perhaps online is something that you would enjoy more. I mean, I don't worry if I'm looking a bit stupid doing weird exercises, but some people might feel uncomfortable about that, in other people seeing them. So it depends on the personality of the person, really.
- I: **Yeah. Yeah. Okay. So what changes would you like to see from the NERS programme in the future, particularly on maybe how it's delivered?**
- R: Oh, well, if I get to grips with the electronic booking system, I don't think I'll... I think I'll be sorted out okay. So, I mean, I don't really see how anything could be different, because, as I say, said about 14, 15 years ago, when I first retired and I used to go to the gym regularly to [place]. Then, although you didn't have the [name] person there, you did sort of have someone if you needed advice, to help you. So you had an idea of what you were doing, and I think... I don't think gyms have changed a lot over the years, there's just more equipment., sort of more weirder, the equipment. So I don't know, I really wouldn't like to say particularly anything. I don't think I could suggest anything that I'd like changed.
- I: **Okay, no problem. And when we're talking about, I guess, that virtual delivery, do you think that NERS users would be willing to pay to access content online; and, if so, how much do you think is a reasonable amount to charge for the content?**

R: I think, yes, people are okay with paying for classes. And, as I say, [name], the lady who does our Pilates classes, I think she's... It was £7 an hour, but I think she put it up a bit. So, yes, I think people would be willing to pay. So, I mean, if they don't want to pay, then they can buy, I don't know, a DVD or whatever it is nowadays and put that in, and do whatever you want to do at home, or there's plenty of instruction books around. So, yeah, as I say, I didn't go for [name]'s online classes, because it was through Facebook, but most people do Facebook now, so I shouldn't think there's any problems there, except you're a bit of a dinosaur like myself.

I: **Okay, thank you. And we're going to go on to the last bit now, and we'd like to understand any costs that the service user might - like yourself - might pay for themselves to participate on the programme. And I just wanted to check with you, so approximately how many weeks of the NERS sessions did you have in total?**

R: Oh, it was either three or four before I went away.

I: **Okay.**

R: Yeah.

I: **And of those weeks, how many sessions did you attend a week?**

R: I think the first couple of weeks I attended once a week, and then the third week, the Pila-... No, my yoga class was cancelled, so I went that morning to the gym, so that was two. And I think the following week it was just the one, because then I went to Portugal.

I: **Okay. And then what did you pay for the face-to-face sessions?**

R: Oh, phooey, I don't know, two, three, four. I don't know, two, three, four pounds. It was reducing because of the GP referral, and I think once that's finished, then you pay more, but I can't remember exactly how much it was; it wasn't a lot.

I: **Okay. I've noted down £2 a class, if that's okay with you, roughly?**

R: Okay, yeah. Fine, yeah.

I: **And then you mentioned that you used to take the bus to the sessions?**

R: Yeah.

I: **Is that right? Is that what your main form of travel was?**

R: Yes.

I: **And how much, roughly, is the bus ticket?**

R: Oh, I get - I'm an old-age pensioner, and I get it for free.

I: **Okay.**

- R: So it didn't cost me anything.
- I: **That's okay. And, oh, that doesn't - it's not relevant. Did you buy any sort of clothes, especially for these NERS sessions, or did you already have some of that stuff?**
- R: No, no, I had from doing the other, the Pilates and the yoga.
- I: **And what about trainers or footwear?**
- R: No, I had a decent pair. I actually did buy myself a new pair, but for [place], because the trainers I was using out of doors, I didn't want to take into a gym. So I bought myself a decent pair of trainers for the indoor, and I used to put them on when I got there and take them off and change shoes, so I kept them decent for the gym.
- I: **Yeah. And so was that when you started doing the NERS programme?**
- R: Yes. Yeah.
- I: **Okay, and how much, roughly, were the shoes, trainers and things?**
- R: Oh, my gosh! I don't know, £30, £40, something like that.
- I: **Okay, I'll put £30 down.**
- R: Yeah.
- I: **So those are all of my questions for you today. I wondered if you had anything else that you'd like to add, or anything that you were expecting me to ask today?**
- R: No. No, I don't think so. Is this a sort of ongoing research programme?
- I: **Yeah, so what I'll do is, I'll stop the recording now and then I'll explain all of that to you to you. Two seconds.**

End of Transcription