

Participant F22

- I:** So that's now recording. So we're going to start from the very beginning of your experience with the NERS programme, so we're interested in understanding your experience of being invited on to the programme. So what worked well, what hasn't worked well and what could be improved? So could you talk me through, right from the very start, of how you found out about the programme?
- R:** I came along time ago now, it was well before the lockdown, or whatever. Well, I've had - I had a heart attack back in 2009, and the second one in 2000 and... Oh, when was it? 2019, I think it was. And after then, they referred me to [name], so was the liaison with the NERS programme. And then they asked me if I wanted to do that, so I just agreed to that, because I wanted something to make me do something, if you like. So that was - that's why I did it.
- I:** You said you were referred through a liaison, who exactly referred you?
- R:** I think it was from the hospital. I think it was from the hospital, the local hospital, the [hospital]. They, obviously - it was something they obviously did, because it wasn't just myself, it was other people were being referred, perhaps not to the same area, in the same area as myself, but they were referring people to the rehab classes, yeah.
- I:** Okay. So you were referred on to the programme, by the hospital, after your heart attack, and then when you were being referred on to the programme, did you understand why you were being referred?
- R:** Yes, it was to make me [unclear 02:00] and make my heart stronger. That's what I understood.
- I:** Okay. So when you were being referred, and how well was the programme sort of described to you, because you said they told you about the NERS programme?
- R:** Well, it wasn't a complete surprise, because my husband... Oh, that's going back to 2004, and it was [?1980 02:26] he had a heart attack. And he did a similar thing then, so that was in Wolverhampton. So I was aware what they did, and what it was about before I was referred.
- I:** So you weren't surprised, but when your referrer was describing the programme to you, what were you told about it, and how well was it explained?
- R:** Well, very well, and I understood what it was about before I went, and I was agreeable to go in for the reasons they explained. So I was quite content with that, yes.
- I:** Yeah. And what were your expectations of the programme, at that point? So you sort of knew a little bit about the programme, because of your husband and how they'd described it, but I guess what were your expectations before joining?

R: Well, I think it was to make me stronger, really, and fitter, because... And when you have the heart attack, you become quite sedentary for a while. And it was important to get back and move, basically.

I: **Yeah. How sort of interested were you in getting involved in the programme, and so what appealed to you about it?**

R: It was just - I know that I'm not very good at doing it on my own, if you like, that sort of thing, exercise and whatever. So it was a good - I knew that if I was going to the classes that I would do it. So that's my reasons behind going to a class, if you like.

I: **Yes. So you went to the classes, because you felt that you couldn't do it on your own?**

R: Well, I knew that I wouldn't have the motivation to do it on my own, if you like, because you would have to go, well when I say, you have to go, it's not that I'm unwilling to go, but going to a class, it's like a swimming class. You can't do it very well on your own, you go to a class and you get all the inspiration from being with other people, in the same situation, and having to go there.

I: **Yeah.**

R: It just keeps you motivated.

I: **Yeah. Yeah, that makes sense. Thank you. Was there anything you were hesitant about going to these programmes?**

R: No, I don't think so, because when I first started the first part of [the exercise 04:51], which was like the [unclear 04:53] sort of thing, we did have, as well as [name], we had [name], who was like a halfway... I think he is a nurse, so that he was qualified in... You always knew that there was somebody there, should you have a problem?

I: **Yeah.**

R: So that was quite - I was quite happy with that, yeah.

I: **So before you started the programme, you didn't have - did you... You didn't have any hesitations, because you were with someone who [over speaking 05:26]?**

R: No, no, I didn't, and I knew myself that when to stop it, if necessary, but it was never a problem.

I: **Okay.**

R: It was I got [unclear 05:36] spray, and whatever, so... But, no, I was never worried.

I: **Yeah. And, I guess, were there any questions you had for your referrer, at this point of the... Being referred on to the programme?**

R: No, I don't think so. No, I was quite happy that I knew what was going to happen, and what I was letting myself in for. So, no, I didn't have any questions.

I: And were they encouraging, or supportive?

R: Yes. They weren't - they encouraged you without pushing you beyond what you felt capable of doing. So, yes, it was encouraging in a good way, yes.

I: Yeah. And was your referrer encouraging you to take up the programme?

R: Well, in hospital, you only got - saw through that person. There was like a person that was the go-between with it, and I only saw that person once, but they said that it was available to me, without pushing it. But I was expecting it, and I wanted it, so, yeah, that was fine.

I: Did you speak to anyone else, any friend or family about your referral?

R: I discussed it with my husband, of course, because he'd already been on [?with 07:00]. No, I mean, and I didn't need to, and I was quite content with... I knew what I was letting myself in for, so, no, it was fine.

I: And was your husband supportive, or how supportive was he in your referral? In...

R: Well, yeah, anything that was helpful for your health, then he would be supportive, so, yes, he was.

I: In what sort of ways, I guess?

R: Well, he told me about what he said it was like when he... Well, he knew about that before, but... And just [unclear 07:37] and he would take me. But, no, he was quite happy for me to do it.

I: Yeah, okay. That's great, thank you. And, I guess, how would you sum up your overall experience of being invited onto the programme? Is there anything that could have been improved?

R: I don't think so, and the only thing we'd [unclear 07:59] logistically, that the hospital at [place], and that is nearly 30 miles away, so that did [unclear 08:08]. But, as I say, with anything [unclear 08:11]. But, no, it wasn't - I didn't have any problem. I can't think of any ways that they would improve that sort of situation. No, I was quite happy that it was all well looked after, and whatever.

I: Yeah, okay. So we're going to move on to your first meeting with your exercise professional at the programme. And so we're just interested in knowing about your exercise professional, and we want to understand what was working well here, and what could have been improved. So, I guess, what were your thoughts ahead of the first consultation meeting with your exercise professional, if you had any?

R: I don't think there was any [unclear 09:03] and she was very helpful. Explained what was going to happen, and she wasn't sort of pushing, or anything like that and she did make you feel that you were comfortable, and that you were treated as an individual, rather than everybody treated the same. So that was all for the good, so, yes, I was quite happy with that.

- I: Yeah. I guess, how well did they explain what was going on with the programme?**
- R: Very well, and it's something that she does all the time, and, yeah, she explained the reason behind doing things in a certain way, and what wasn't a good thing to do, and what was a good thing to do. So, yeah, she was - I think it was I needed to know anything further, and what she told us.
- I: Yeah. And you said she wasn't very pushy. I guess, how supportive or encouraging was your exercise professional at this initial meeting?**
- R: Well, she was encouraging, but she - and she did sort of encourage you to do as well as you could, but she didn't make you feel that you were being pushed further than you felt comfortable with.
- I: Yeah.**
- R: So, no, yeah, just the right sort of pressure, really.
- I: How good were they at, I guess, putting you at ease or answering any questions you may have had with that initial session?**
- R: Very good, because [name] was there as well, for the initial sessions. And you did feel they were very open, and that you could approach them with anything that you needed to know. And they gave good explanations, and, like I say, they... Obviously, you want a one-to-one, but you did feel that you were being treated, like I say, as an individual and, obviously, different people have got different standards of what they could do. There were some that were older than me, and perhaps a little bit more frail, and they were encouraged, but were still within their capabilities.
- I: And you mentioned that you had [name] there, the nurse, the specialist nurse at the start of the sessions. How important was it having him there at that initial session, or those initial exercise sessions?**
- R: I think you didn't feel as though there was like a - because, obviously, when you first started to do any sort of exercise, you don't know how it is going to affect you. So it's within limits, of course, but then at that time, as well, I was still getting angina occasionally, and I'd been with most of... There was somebody there that was a medically-trained, and could help you if you needed it. So it was nice for him to be there, initially, yes, but then you already felt more comfortable with what you were doing, then it wasn't necessary for him to be there, really. But, no, it was nice that he was there to start with.
- I: Mm. That's great. Thank you. So were you contacted, in person, by your exercise professional ahead of the first consultation, or yeah?**
- R: I'm just trying to think now; I can't remember.
- I: That's okay.**

- R: Whether it was - I don't know whether it would have been [name] that had contacted me. I think speaking to [name] was before the session, but I can't remember if it was the initial contact came from [name] or [name]. Sorry, I can't remember, no.
- I: **That's okay. And...**
- R: No, I can't remember.
- I: **No, that's okay. And did it - did it, or could it have influenced how you felt going into the programme, being contacted by your exercise professional?**
- R: Well, you did feel that you knew, because, I mean, obviously, there's a trepidation not knowing where you're going, because I'd never been to the leisure centre before. So knowing that there was somebody there, and they were friendly, but it was nice for them to contact you ahead of time.
- I: **Yeah.**
- R: You felt like there would be a friendly face sort of thing, yeah.
- I: **Okay. That's great. And, I guess, is there anything - how would you sum up your overall experience of that first consultation meeting, and is there anything you think could have been improved?**
- R: I don't think there was anything that could be improved. Obviously, they explained what was going to happen, and I did the circuits, and they went into the detail of your weight, all of this, doing height and blood pressure, and whatever. So you did feel that they did know what they were doing. So, I mean, I was quite happy with the level of the information, and whatever that we were given, so, yes, I felt quite comfortable.
- I: **Yeah. Could you tell me, at this point, what you were hoping to get out of the programme? You mentioned beforehand about making your heart stronger, and so I guess, yeah, out of this initial meeting with your exercise professional, what were you planning to get out of the programme?**
- R: Well, I wanted to be generally fitter and stronger, because after a couple of months of... Before - prior to the heart attack, and afterwards I wasn't very active and I wanted to become more active and stronger, and able to do more things. So that's really what I wanted to get out of it, and not just my heart stronger, but muscularly stronger and fitter, if you like.
- I: **That's great. Thank you. And we're going to move on to talk a little bit more about the exercise sessions themselves, as we want to understand about your experience of those, and what was working well. So could you tell me about your overall experience of these, I guess starting with what type of exercise sessions did you have, were they face-to-face, or were they virtual sessions, what did you have?**
- R: No, it was - to start with, it was face-to-face, and it was before the lockdown when I started, and it was like a group of us, and it was like a circuit, so we did various exercises to exercise

various parts of your body, and then you moved on to the next bit of equipment. And it was like that, which was very suitable because it was... It felt, overall, that you were getting some exercise and stretching, and whatever. So, no, it was face-to-face, like I say, in a group.

I: So when did you start these face-to-face sessions?

R: It would have been about six months before - we've been through a lockdown, so when was that, 20-...about 2020, March 2020? So it would have been something like the middle of 2019, I would think, well, yeah, towards the end [perhaps like 16:27] September 2019, something like that.

I: Okay, that's great. And then you were having these face-to-face sessions in 2019, and you said you found them very suitable. I guess, in what ways do you find them suitable?

R: Well, they were [unclear 16:48] everybody was individual, but it was about [unclear 16:52] and it sort of developed as you grew stronger, then you did more. So, I mean, it was just what I needed, and I did do a Pilates class as well, separately, so with the two things together, really, and I was becoming quite fit, really, comparably anyway. So I was quite happy doing the circuits that we were doing, yeah. Then towards the end, I did want to move, which I was about to do when it was all locked down.

I: Yeah. Okay, and we'll come to the part about the lockdown in a second, but I just wondered what type... Sorry, I wondered what your thoughts were ahead of this, the very first exercise session, or if you had any concerns about it?

R: No, I don't think I did. No, I was quite happy, and I enjoyed those sessions from the first one. Yeah, and I did think it made you feel better about yourself, and you were actually doing something, instead of sitting about. So I enjoyed the first sessions, onwards.

I: When you were attending these first sessions, did you receive any encouragement or support from your exercise professional to attend?

R: Well, yes - but, yes, a lot of people did come and go as they felt like it, but I did try and get to each one, but there wasn't any repercussions if you weren't able to make one. But I know you were encouraged, but I wouldn't say it was demanding, so it was very nice and easy-going sort of thing.

I: So what sort of support did your exercise professional give you, in order to attend these sessions?

R: Well, I mean, you got encouragement to continue, and comments on how you were improving, and that sort of thing. Yeah. And, like I say, [name] and [name] were really present, that we could talk to them, and whatever. And they all - they do make you feel like they were interested in how you were doing, and they encouraged you just to go every week, yeah.

- I: Yeah. And would you have wanted, or was - would there be any additional encouragement or support that you would have wanted, or would have been helpful for these sessions?**
- R: I don't think so, because I'm not the sort of person that reacts very well to being told what to do. So encouragement is like as far as it goes, I would think, and I was quite, quite happy with the level that it was set at, really.
- I: Yeah. And you noted earlier that you enjoyed some of the sessions, and you felt good doing them. I guess, what did you enjoy most or least about these sessions?**
- R: Good question. What did I enjoy [about it all 19:59]? Well, there's different things you did to exercise on different pieces of equipment, and you liked some better than others, but I couldn't really pinpoint what. No, I wouldn't say there was good or a bad points, it was all just fine, really.
- I: Yeah, okay. And you said you felt good doing the sessions, and I wondered if you'd noticed any positive impacts of the sessions, so this could have been fitness, wellbeing, your mood?**
- R: Well, certainly I did feel fitter; I felt more [unclear 20:41] because I feel like you do feel, obviously, encouraged when you do the exercises, that you need good posture [unclear 20:47]. And [name] was always giving you points about how you should be standing, and when you're doing things like that. And it does improve your posture, so my posture certainly improved and I felt much more upright. And moving on from the initial class, then it continues and I did feel fitter and stronger, and I felt like my fitness did improve.
- I: Do you think this improvement was based on the fact that it was face-to-face sessions, or do you think it could have been influenced by another mode of delivery?**
- R: No, I think with face-to-face it was what I prefer, and when it stopped being face-to-face, I couldn't carry on, really, I didn't carry on. So, no, I like the face-to-face-sessions.
- I: Yeah. What do you like most about face-to-face sessions?**
- R: Obviously, like there's somebody there encouraging you, and just having to go to a session, you know what you're going for, and you've got a time and a date [to do it that you just go 22:01]. Whereas when you - on the... What's the word I'm looking for? Like the YouTube videos and things like that, it's up to you when you do it, and so I don't do it.
- I: Yeah.**
- R: It's the encouragement of knowing that you've got a time and date to do, sort of thing.
- I: Yeah. So, I guess, is there any way that the face-to-face sessions could have been improved at all?**
- R: No, I don't think so. I was quite happy with them. Yeah, I don't think they could be improved, no.

I: And, I guess, when you knew what the sessions were going to be like... Well, you kind of knew, had an idea of what the programme was going to be like when you started, because of what your husband had done, and what they had explained to you. But I wondered, is the programme what you expected it to be like, or not to be like? What were your thoughts around that?

R: It was as I was expecting it to be, I think. One or two exercises that I wasn't aware of, but I soon got used to them. So I wouldn't say that it was any different, really, to what I expected it to be.

I: Okay. And, I guess, for the first six months that you attended the sessions, before lockdown, did you manage to attend two sessions a week?

R: No, there was only one session a week.

I: Okay. And were you able to attend all of those?

R: I wouldn't say all of them; most of them I did [unclear 23:55] for various reasons, there was hospital appointments and that sort of thing. And if my husband had an appointment, I would have to take him and things like that. So I wouldn't say I attended all of them, but the majority of them I did.

I: Yeah.

R: And I didn't have a - there wasn't any time where I said, oh, I just can't be bothered to go, it was that I didn't go for a particular reason. I mean, I attended most, if I could, yes.

I: Yeah, okay. And I guess was there anything that could have changed your level, or like the amount of times you went to the sessions, or how many sessions you went to? Is there anything that you think influenced the amount of sessions, like, because it was face-to-face, do you think you went more or less?

R: Oh no, I did want to go; I wanted to go to the sessions, so it wasn't... There wasn't any other reasons, apart from that [unclear 24:53] like I say, I didn't not go at any time, because I just didn't feel it [unclear 24:57] appointment, something like that. But I couldn't go, so I always wanted to go to these, yes, the sessions.

I: Okay. And, I guess, did you complete the 16 weeks of the programme?

R: Yeah, just before the lockdown, I was due to move on to the next stage, if you like, and it just... I'd got the appointment to go to the new session, until it was actually cancelled because of the lockdown. So I had completed the first 16 weeks, yeah.

I: Okay. And what were the - were there any challenges in keeping motivated, or attending these sessions during the 16 weeks? I know you mentioned there beforehand, about not attending because of sessions and you kind of went, and never not went because you didn't feel like it. But I guess if you could explain, or tell me a little bit more about, I guess,

your motivation in attending, and anything that could have helped to keep you motivated?

R: Well, I'd say the motivation [unclear 26:10] I wanted to do the sessions, in order to improve my health and wellbeing, yeah. So I couldn't really have any other ideas, other than that, no. And, like I say, I've got problems - not problems - but I have challenges [unclear 26:34]. So it's an opportunity to just put them at the back your mind, and having some exercise, so yeah.

I: And do you think this - your engagement would have been different if it was being on the virtual sessions?

R: Yes, I'm not really good, and I wasn't interested in doing any virtual sessions.

I: Okay. So I guess we could talk a little bit about now those virtual sessions. So you were offered to go on to the virtual, and were you offered to go on to the virtual programme when lockdown...?

R: Yes, I was. Yes, I was, yeah.

I: And I guess, what were your initial thoughts of being offered the virtual programme?

R: Well, I mean, it was good that it was offered, and they were still doing them, but it was something that I wasn't interested in doing. And I did have [unclear 27:30] all the exercises written down and whatever, and interested in YouTube videos and all that sort of thing. But I wasn't really interested in doing that.

I: And why weren't you interested in doing it?

R: Well, I haven't got the motivation, and it's very strange, and I think a lot of people have this sort of reaction doing [unclear 27:56] is that you didn't do things that you would normally have done. I mean, and all this time on your hands, but somehow you didn't do things like reading, and I didn't read at all during the lockdown. And, yes, I enjoy reading, and daft thing like doing jigsaw [unclear 28:14], I was doing jigsaws [unclear 28:15] on my table for goodness knows how many months, and I haven't [?finished it 28:18]. It just seems [unclear 28:21] to change, if you like. I don't know. No, it's just that I couldn't get myself motivated to do any of the sessions, so I really didn't do any, so I was glad when it all got back to relative normality.

I: So you were kind of highlighting there that the main reason you didn't take up virtual, was because of the motivation to do it at home. I guess, what would have motivated you to do it at home, if anything?

R: With the circumstances that there were, I don't think there was anything that would have perhaps motivated me, I don't know [unclear 29:03] any motivation just went out of the window. So it was a very strange time.

I: Yeah.

- R: No, so I don't think anything would have made it any different. Like I say, it was all available to me - I know it was - but I just couldn't find any motivation to do it. No, I was quite pleased when it all changed, when it went back [unclear 29:26].
- I: **Yeah. And I guess, knowing that you had the option of two, I guess what kept you, or what made you glad that everything went back to normality, and it was face-to-face again? What's good about that?**
- R: Sorry, I don't understand what...
- I: **So you said you were glad that everything went back to normality, and things went back to face-to-face. I guess, what were you glad about when it went back to face-to-face? I guess, what was, do you think was the...?**
- R: Well, it was just the same thing, that it was sort of mapped out for me, and when I was going to do the exercises, and what time. So it was [unclear 30:08] back into like a [unclear 30:08] routine, which when it was lockdown, you lost all routine that you'd normally have, because things changed so much. So, no, I was glad when it did go back, and a real-time session...
- I: **Yeah.**
- R: ...to restarted.
- I: **Okay. Yeah. And then when abouts did you restart sessions again?**
- R: God, it was [unclear 30:39] the first session, I think, 16 weeks, so it must have been about three or four months ago now. Yeah, about three or four months ago.
- I: **And have you been doing these sessions - so you've been doing sessions for the last three or four months, face-to-face?**
- R: Yes. But it's going into the gym now, so it's not [?we're talking about 31:00] the circuit ones with the equipment that we [?used to on 31:06] in the gym, which I enjoy very much, which is what I was going to move on to when lockdown started, [unclear 31:15] anyway, yeah. But I enjoy the gym sessions.
- I: **Yeah. So what do you like about these sessions over the last three or four months, the gym sessions, what do you like most about those?**
- R: Well, it is more of a challenge, but you've really got to challenge yourself. So you get out of it, what you put into it sort of thing. So, yes, I find it more of a challenge, but I quite enjoy that.
- I: **And you mentioned they're more of a challenge - I guess, what's the support been like from your exercise professional these last couple of... This most recent 16 weeks?**
- R: Sorry, I don't understand, what sort?

I: What's the support been like from your exercise professional?

R: Oh, support.

I: Yeah, in the last couple of months?

R: Well, the same as before, really, encouragement. But, I mean, there's certain pieces of equipment that, because [name] knows I've got a problem with my back and whatever, she says that's probably not a good piece of equipment for you. And she'll give you tips to make sure that you are protecting different parts that are sort of perhaps more vulnerable, than... So, yes, they're really good [unclear 32:36], but, yes, I do feel that I'm being looked after, and, yeah, I enjoy it.

I: Okay. That's great. And I guess, we're going to move on to a little bit now about relationships, I guess, talking about how different people have supported you on the programme. And we've mentioned quite a lot about your exercise professional, [name], is it?

R: Yeah, she is, yeah.

I: So I wonder if you could tell me a little bit more about your relationship with her, like how well do you get along, and things like that?

R: Well, she tell - I mean, I noticed that she does, not just with me, but with all the people that go to the classes, that she'll always find a time just to have a few minutes talking individually with people, about how they are doing and any problems, and whatever. And I do find that that's quite encouraging. And she's friendly, but not over really friendly. No, I like her very much, and I think most people that go to the classes do, yeah.

I: And do you feel like she's appropriately skilled to deliver these sessions?

R: Yes, very much so. Yes, [unclear 33:57] if you've got a problem when you go, she's very good at sort of giving you an exercise to do, to help you with, if you've got a pain in your shoulder, or your back or whatever, then she's very supportive with. And so you do feel that she's qualified, and knows what she's talking about when she suggests some improvements that you can be making. So, yeah, I think that - because I do trust her, and that she is well-qualified and knows what she's talking about.

I: Yeah. And when you feel she's well-qualified and knows what she's talking about, how does that make you feel when you're exercising?

R: Well, I think you feel that you're in safe hands, if you like, that she's not going to let you do anything that's going to cause you any damage. Yeah, and that she's always there, so, yeah, you do feel the confidence with her being there, yeah.

I: And do you think you'd feel this same level of confidence if you were doing it online?

- R: No. No, I don't think you get the same sort of - well, you wouldn't be able to have the one-to-one conversation, for one thing, would you, really, in the same way? It's more stilted, isn't it? So, no, I don't think it would be the same online.
- I: **Yeah, okay. That's great, so thank you. And I just wondered, did you mention she kind of helps you if you've got any problems, but I wondered if she went at the right sort of pace for you?**
- R: Well, everybody that goes to the sessions, they do work at their own pace, but she encourages you to perhaps [unclear 35:46] on the treadmill, or whatever. But she's not demanding that you do, and it's left up to you. So she encourages you to progress, if you like, but not, you're not demanding in any way that you do do it. So it's just at the right level, really.
- I: **And I guess the amount of support and encouragement she gives you, is it the right amount offered for you, or would you have wanted less or more?**
- R: It just suits me, and I don't find it's intrusive. It's encouraging, but then it's not over the top. So, no, I'm quite happy with how things go, and the level of encouragement that she gives.
- I: **Is there any way it could have been improved?**
- R: I mean, it's not an area that I'm that knowledgeable with, and I don't think so. Like I say, you do feel that you're getting everything that you need from her, and you're getting encouragement. You feel you trust her to know what she's suggesting, and talking about. So, no, I'm quite happy with the level that I'm getting, yeah.
- I: **And do you think that her engage-...that your engagement is... Sorry, I'll rephrase that. Do you think that your exercise professional is important in your engagement in the programme, and your progress in the programme?**
- R: I think so, because if it was someone that I didn't particularly like, I mean, I wouldn't be as keen on going as I am. But because she is pleasant, and you're used to her, if you like, and confident in what she's doing, that it's just more encouraging. If it was someone that I didn't particularly like, someone that was a bit demanding or whatever, then I wouldn't feel the same way about it. So, yes, I would say that the level that she gives us [unclear 37:53], yeah, I wouldn't be happy with perhaps a different person, I don't know.
- I: **Do you think it's been important that it's been [name] who you've contacted, throughout your whole involvement in the NERS programme?**
- R: Sorry, I didn't get that.
- I: **Do you think that it's been important for your engagement in the programme, that it's been [name] who's been contacting you throughout, so pre-Covid, I guess, during Covid and after Covid?**
- R: Yes, I suppose that it is, because then I know the [unclear 38:30] I can imagine her talking to me, if you like. So, and perhaps it wouldn't be the same if it was somebody that I didn't

know. So [unclear 38:40] I suppose, yes, you feel more comfortable with what you're familiar with, aren't you? So, yes, it probably will make a difference if it was a stranger encouraging you to go.

I: Okay. That's great. Thank you. Is there anything else you'd like to tell me about your exercise professional, and your relationship with them?

R: No, I don't think so. As I say, I think she's very good at her job, and certainly she's very encouraging and I feel comfortable, which you can't really say much more than that, really.

I: Okay. That's great. And I guess you mentioned about your husband, who had been involved in a similar programme in the past, and I wondered if you had any support from friends or family outside of the programme, and what support that might have been?

R: [Unclear 39:39] support, like I find my husband quite happy for me to go. And various friends, they know that when I go to a class, that I'm not going to do anything else, so that we arrange things, social events around it, sort of thing. So I think they're supportive in that way, yes, they understand that it's important to me, and that I go. So, yes, I think I get as much support as I could do from friends and... Well, we've got no family, as such, in the area, but, no, I'm quite happy with the amount of support I get, and the encouragement, yeah.

I: Yeah, so do your family - or, sorry, do your friends support you in any other way, such as maybe driving you to the classes, or encouragement?

R: No, I drive myself, and I'm quite happy to do that. I mean, they would if I needed it, but I'm quite happy to drive myself. And, yeah, my husband comes and sits in the car sometimes, just for a change of scene. But, no, I'm - I'm quite capable of taking myself and I don't need any other support in that area [unclear 41:00].

I: And how important is it that your friends understand, and rearrange your social plans, so they're supportive of you going?

R: Well, I suppose it is important, because it would make it awkward if they couldn't understand that it was important to me to do it. But they do do, so it's fine, the level of support they give me, and they understand and, I suppose, it's the same sort of thing with their interests, and that we do the same thing there. No, I'm quite, quite happy with the level of support I get.

I: Okay. And were there any negative influences around you, for the programme?

R: No, I don't think so, I can't think of any.

I: Okay, that's great. And I guess thinking about other people on the programme, did you make any friends on the programme?

R: Well, it seemed friendly, and we'd chat once a week, when we'd see each other, but not friends that I'd see otherwise, because they all come from... It's quite a - because of where it is, most people live different miles between each other, because they all come from

different areas, so it covers quite a big area. No, I'm friendly with them, but I don't meet them otherwise, within the classes.

I: Yeah. Do you provide encouragement for each other, on the programme?

R: I think so, yes, I mean, if somebody is doing particularly well, then they'll say, oh, that was a good job, or well done, and things like that. So you're improving and just comments like that, yes.

I: And I guess, how important is it to have support from others around you in the programme?

R: I think it's just life, isn't it? That - to see a familiar face every week, and know that you know who is going to use this piece of equipment first, and when you can follow on sort of thing. So I think it's just [?pleasant 43:19] that you get used to people around you.

I: And, I guess, by you having all the sessions face-to-face, do you think by having a different mode of delivery would change this relationship you'd have with other people on the programme?

R: Well, I mean, you wouldn't really get to see very much of [unclear 43:42] probably would, wouldn't it? Because it's a more distanced thing, isn't it? I mean, I don't like Zoom meetings and things like that, because it's just not something that I want to do.

I: Is there any reason why you don't like Zoom meetings, or it's not something you'd want to do?

R: I don't know. It just doesn't appeal to me. I can't give you a full [unclear 44:08], it's just [unclear 44:10]. So, no, I can't really give you a definite reason. I mean, I'm sure I'd tolerate it, if I had to, but if I don't have to, then, no, I'd prefer not to do it. I mean, the clubs that I go to, there's [unclear 44:26] sessions [unclear 44:28].

I: Okay. Thank you. And I guess thinking of the programme as a whole, throughout the programme, have you developed an enjoyment for exercise?

R: Enjoyment with what, sorry?

I: Have you developed an enjoyment for exercise, over the course of the programme?

R: Yes, I think I have, yes. I wish I could do more, but I am still [unclear 44:56] not from my heart, but my back and whatever problems, and the fibromyalgia, so there's a lot of things that periodically I can't do. But I do enjoy the exercise, and I do feel better having done some exercise. I always feel better about myself, if you like, and it does help you long term.

I: In what ways do you enjoy the exercise, or in what ways does it make you feel better?

R: I don't know, it's a good question. I just feel like I've achieved something, I think, that I'm, that I feel better than just [unclear 45:40] and sitting in front of the telly. The reason that I

feel better about myself, is I'm doing something that improves my wellbeing, so that's what it comes down to, I think.

I: In what ways does it, do you feel it improves your wellbeing? Does it affect your mental health, or mood at all?

R: I think it makes you calmer. Yeah, I feel more relaxed when I'm done from the exercise, I think. It takes the tensions out, and whatever.

I: Yeah. I guess thinking about your wellbeing, at the start of the programme, did you have any concerns about your wellbeing or mental health, or is it just something that you've noticed as you've gone along?

R: Well, I am - I do get quite stressed, but that's because of reasons that can't be changed, really, so nothing to do with the exercise. But, yeah, it does help me, and it's something that I enjoy doing, and I feel better about the [unclear 46:58]. So mental health, I don't know, and I don't think I'm depressed, I'm just stressed. Stressed is the word, yes.

I: Okay. And you feel like these exercise sessions help you feel calmer, and more relaxed?

R: Yes, I do, yes.

I: Okay. That's great. And do you think you'll continue with exercise?

R: Well, probably not in the same way, but, I mean, I've certainly tried to walk more than I was normally, except for today, I'm not going out today, it's horrible! But, yes, I think I'm probably, like I say, in the winter especially, I don't think, [unclear 47:42] the garden and whatever. But in the winter it is I will try and do more, and certainly I'll continue the sessions as long as I can, [unclear 47:55]. Well, it depends on how long it goes on for, go independently, perhaps if I go to the gym, it will make me do things more than if I was staying at home.

I: Okay. That's great. And would you like to - what changes would you like to see from the programme in the future, particularly, maybe how it's delivered?

R: No, I'd be quite content for it to continue as it is now, actually. Obviously, with the [unclear 48:23]. But I'm quite happy with how it is at the moment, and I think it's just at the right level for me. Yeah, I'm quite content, really, how it is now.

I: Okay. And I guess, do you think that NERS service users would be willing to pay for a digital content? And, if so, how much do you think they'd be willing to pay?

R: A digital content?

I: Yeah. So the kind of online stuff, really.

R: Oh, I don't know. I'd say it's not something that I would personally enjoy. So I've got really no idea what the value of it would be, well, the cost would be, not the value, the cost of it. I

don't know, I mean, I pay about £2 a session now, which is fine. But, obviously, I don't really know, I can't really answer that, because I don't know what would be a suitable fee for it.

I: Yeah, of course. Okay. And I guess going on to thinking about more costs that service users have to pay to participate in the programme, I'm going to ask you a few questions that are more direct questions. But approximately how many weeks of the NERS programme - how many weeks of the NERS exercise sessions have you had in total? So I know you had around 16...?

R: I had about 16 before lockdown, and I think it's probably coming up to, in fact, it might be 16 in the gym.

I: Okay.

R: So I would say 30 plus, yeah.

I: Okay, that's great. And you said you travelled to the gym by car; you drove yourself. How far is the gym from your house, or the sessions from your house?

R: It must be about four - four to five miles, I would think. About five miles.

I: Okay. And just to confirm beforehand, you mentioned the sessions were £2 and you, on average, attended about one session a week?

R: Yeah.

I: And how much did you have to pay for parking when you were there?

R: I don't have to pay for parking.

I: Okay. And did you have to buy any new gym clothes, or leggings, or anything like that for the sessions?

R: I have done, but I didn't have to, because, I mean, sometimes I'd just go in, in jogging bottoms and a T-shirt, which, obviously, I've already got. So I haven't had to buy anything new, but I have bought a couple of pairs of leggings and whatever, more for the summer than the winter. But I didn't really need to, because I...

I: Yeah. And how much did you spend, roughly, on clothing?

R: Just for the gym sessions? Oh, perhaps about £30, £40, something like that. So I'd already got jogging bottoms, and trainers and things anyway, so I didn't have to anything like that.

I: Okay. I'm just noting that down. And did you have to buy any footwear, especially for the sessions?

R: No, as I say, I'd got some trainers that I normally have anyway, so I didn't have to buy any footwear.

- I: And do you think the costs have impacted on the way... Sorry, do you think the cost impacted you being able to engage with the programme?**
- R: I don't understand what you mean, what...?
- I: So any of the costs that you have, so, for example, paying...**
- R: Oh, the costs, yeah.
- I: Yeah.**
- R: Sorry, I didn't get that. No, the cost, I mean, like I said, you pay £2 a week, but I was quite happy to pay more than that. Because I think it's [unclear 52:41] a token thing, really, so it wouldn't impact on me at all, whether I would go or not.
- I: Okay. That's great. Brilliant! So I guess the last thing I wanted to ask you, is there anything else you'd like to add for today, or anything you were expecting for me to ask, and perhaps I didn't?**
- R: No. I think it's useful to really cover what I expected you to be, to be asking about. The only thing I can say is that I'm very glad that it's available, because it is something that I wouldn't do, if it wasn't there, if you like. I wouldn't go to the gym, I don't think. Well, I wouldn't. I might now, but I wouldn't have gone to the gym otherwise before. So, yes, I'm pleased with the sessions and whatever, yeah. But it's given me a new interest in, and made feel more comfortable about. [?I perhaps wouldn't have 53:49] gone to a gym before, not knowing what to expect, because I expected it to be all full of people that were fit and skinny, and it's not. Yeah, people are just like me there. So, no, it has been good from that point of view.
- I: Okay. That's great. Thank you for that. I think what I'm going to do now, is I'm going to stop the recording, because those are all the questions I have for you today.**
- R: Okay.
- I: So I'll do that.**

End of Transcription