

Participant M12

I: Great. So we're interested in understanding people's experiences of being invited onto NERS, what's working well, but also what could be improved. So could you tell me - so right at the start, when you were first referred, what was that experience and what happened there?

R: Okay, so it was quite a while ago. So once I'd had the referral through, I was then given an invitation to attend a local fitness centre, effectively. Where I was met and taken through the questions, and an explanation of what the programme was about, and what they could offer, what they could do and what they couldn't do. There was some paperwork involved at that point as well, but all very friendly, all very, very professional. And from that it was basically doing a physical, and I suppose, to an extent, a mental assessment to see where I was and what I wanted from the experience, what I hoped to get from it, and what it could deliver. And then an induction, so meeting and not just - not seeing just the equipment and the actual space, but also the staff and the people involved as well.

I: Okay. So going right back to the referral, who was it that referred you?

R: Ah, okay, so you want to go back that far? Sorry. Okay. So that would have been the GP - upon my request, really. I kind of sought out something that would help me in a physical sense, something to not necessarily lose weight at the time, but to take control of my physical self.

I: Yeah. Okay. So how much did the doctor, did the GP know? How well did they explain to you what the programme would be about?

R: Not in great detail, but sufficient, I would say, probably just to recognise that that's what I needed. And, in fairness to them, of course, it was exactly what I needed.

I: And did they answer any questions you had?

R: It was - I didn't have a great many questions. We'd obviously gone through my situation for some time prior to this, until I felt I was ready to ask. And once I asked at that point, I explained what I was hoping to get and look for. And, yeah, it was pretty much a straight referral then from that point.

I: Okay. And was there anything you were hesitant about, at this point? Anything you want [over speaking 02:58]?

R: No.

I: No?

R: Not really. No, no, no, not at all.

I: Okay, great. So how encouraging was the GP to get you involved in - to get you referred and to get you involved?

R: Once I made the [request 03:12] it was - it happened very quickly, and they were really keen to see me move ahead as quickly as I could.

I: **And did you speak to any of your friends or family about getting involved? Were they supportive?**

R: Yes. Not so much friends at the time, necessarily, because we were... I was kind of still separate from a lot of normal activity, at that time. I'd say my wife and my kids have been very supportive, yeah. Absolutely.

I: **And so I know you said that you referred - you wanted to be referred, but was there anything about that experience that could have been improved? What was the overall experience of being referred?**

R: Not really. No, it was very, very good. I'd say, obviously, I had a history up to that point, and once I broached the subject, they moved very quickly for me, and responded very quickly as well.

I: **Great. Okay. So we'd like to know a bit more about the first meeting with your exercise professional, did he or she have a name?**

R: Yes. Who did I meet first of all? My gosh, it's such a long time.

I: **It's okay.**

R: Can I just check a second?

I: **Yeah, of course. You don't have to, it was more just so that I could [over speaking 04:38].**

R: Okay. Just give me a sec. Well, maybe I'll come back to that with you, if that's okay, rather than...?

I: **That's fine, yeah, no problem. Okay, so, yeah, that first meeting, what was that like? How did that go?**

R: It was very good. As I said, I went up to the gym, effectively, and was met at the door and got taken in, into a little anteroom and talked through what the programme was about. I shared my experiences to date, and why I was there and how I got there. Very informal, very, very friendly, very supportive, straight off the bat. And then - I'd say it's been quite a while since I started that, it must be just two years ago now, probably, when I think about it. As I said, there was some paperwork that we had to do, some forms to fill, a physical assessment followed by the induction. And it was very much a very supported programme as well, even from day one. So I was helped at every stage, especially in the first two sessions, it was very much taking you through each exercise, each piece of equipment and hand-holding effectively.

I: **Sorry?**

R: Not just from a practical sense, but I suppose emotionally a little bit as well, to make sure it was okay and finding our feet, to find out where the levels were and so on.

I: Did they contact you before you met in person?

R: Only to confirm and to set up the invitation for the appointment.

I: Is there someone knocking at the door? Do you need to...?

R: No, I think it's probably breath of wind, or something.

I: [Unclear 06:40] then.

R: Okay.

I: So did you have any thoughts before this first meeting? Were you at all nervous, or any concerns?

R: No, I was very keen to start, really, once I'd made that conscious decision. It was, yeah, let's get on and make the start.

I: So, overall, this meeting, how would you describe, how would you sum it up?

R: Oh, very good. Very, very good, yeah. It gave me a lot of confidence.

I: And what, at this point, were you hoping to get from the programme [over speaking 07:15]?

R: So, at the time - yeah, so at the time, I felt physically very weak. I was pretty overweight, not that that was the fact that... It was the fact that I was physically, yeah, drained and weak, and realised I had to do something about that, and this sort of filled that need.

I: So you were hoping to get to improve the condition of your health. Was there anything else kind of wellbeing?

R: Yeah, yeah. So it was all part of a programme and, I mean, I don't know how much of the background you want to go into?

I: As much as you feel comfortable sharing.

R: I would categorise what I went through as burnout, I would say now. It manifested, in quotes, in depression and anxiety, but I think that's just a blanket term. I had no energy, and no desire to do - just nothing - and I just had... I basically [?hit the floor 08:19] and that was it, and it took some time to get back to a state where I was ready to ask for this kind of help.

I: Yeah.

R: So once I'd made that conscious decision, I was already on the road to recovery then, if that's the best way to describe it, and recognise this as a big factor in that, having read copious amounts of information regarding health and wellbeing, and the proven link

between physical health and mental health. And it seemed logical to me that that was what I needed to do next.

I: Yeah. Yeah, that's great. So moving on to the actual exercise sessions, at this point, you had some usual face-to-face, but then during the pandemic, you received some virtually. And I know you've already said that there was minimal amounts of that. So I'm going to ask you about the face-to-face ones first. What was your experience of the face-to-face sessions?

R: Oh, it was excellent. Depending who was taking it on that day, I had a progress card, and I was quite keen to aggressively push that as well. But, on occasion, they would temper that with a touch of reality, to slow down a little bit here and just build gradually. I was a little bit impatient to start off with, I think, especially on day one, because I realised how poor my condition was, and how quickly I want to get back to some semblance of fitness then. But, yeah, always very supportive, and not just supportive, obviously, given me the proper professional guidance as well to make sure I didn't injure myself, or cause any other sort of harm. Yeah, so it was very, very good at every session.

I: That's really good. Was it what you expected?

R: Yes. Well, I say, yes, having started, yes, it was exactly what I wanted, exactly what I needed. Yeah.

I: And before it started, how were you feeling? What were you expecting?

R: I didn't know what to expect until I went there. I said - I explained what I wanted from it, and I kind of assumed that from that it would meet those needs. And, of course, my programme was tailored to my needs. So in every respect, it was exactly what I wanted.

I: Yeah, I see. So how many weeks of the face-to-face did you get to...?

R: It was most of them, I think. Again, I'm struggling to remember, because it's... Yeah, it is almost two years since we started. It must have been, I would probably say 70 to 80 per cent through.

I: Of the 16 weeks, or...?

R: Mm, yeah.

I: Before the lockdown, that was?

R: So this was before lockdown stopped it, yeah.

I: Yeah. Okay.

R: It stopped with - well, obviously, with lockdown then. It might have been a little bit further along, but it was certainly not at the end. There was a block of weeks left, which we couldn't do at the time, and there was a big gap then, a pause, I think, while we tried to figure out

what they were going to deliver, and how to deliver. I was kept in touch via email and a welfare phone call, I think, weekly initially.

I: Oh, that's good.

R: Certainly, until the end of the 16 weeks, so there was constant feedback and contact.

I: Okay. So they've told you now that it's a switch to a virtual programme that you will be doing from your home. Can you talk me through the decision that rather than just postponing and saying, I'll wait until I come back face-to-face? Why did you decide to continue, and do the programme [over speaking 12:04]?

R: I kind of didn't decide, it's just what happened. I just kind of went along with it, and I didn't even know there was an option, if that's... Even if there was one, if I'm honest. But by that stage, I was up and running anyway, I was... I'd got what I needed from it, and it gave me that boost. It was the catalyst I needed to get me going, so by the time lockdown had come, I'd gone beyond what we were doing there anyway, other than the... I suppose the physical weights aspect, which I don't have access to at home, but, other than that, yeah, I'd kind of left the programme behind a little bit from that respect. Certainly, in the content that was being provided, it was... Yeah, it was a mile behind where I was at the time. So I hadn't really done any of the interactive or pre-recorded sessions, because they were... Yeah, they were just not sufficient, not for me. I mean, I think they were more geared - how do I put it? - at more elderly or more infirm people, I would say, so they were very gentle, gentle exercises.

I: Yeah. What were you told that they were going to be like?

R: I don't remember, in truth. It was - no, I couldn't even tell you, in all honesty, directly. I kind of went with the flow a little bit, so I kept being involved. One thing that was really good and really helpful in terms of motivation as well, was a lot of virtual walks and things where each week we contributed our steps. And I thought that was really, really good. So it wasn't very interactive, in that sense, and we'd basically touch base, how many steps have you done today? An email back to you - well done - and that kind of thing. But as for the rest of it, I can't - and I suppose I was kind of letting go of it a little bit anyway, at that stage, because I'd got to a point where I was really happy with everything. Life was getting back to normal a little bit - Covid aside and lockdown aside, personally.

I: Great timing!

R: Yeah, my personal space was getting back to - I hesitate to say, use the word 'normal', but satisfying... How do I put it? Satisfactory, perhaps, I don't know, good.

I: That's great. So I know you said that - I'm just wondering, did you foresee any benefits of taking part in the virtual sessions?

R: I would say if I was in the category that still needed it, I think absolutely, yes, because they were regular sessions. There was a variety of sessions, and I opened them all up to have a look, but there were seated exercises, and there were... And there was a variety as well, and it was all done very well, but it wasn't for me. So that personal element that I had, initially,

went away entirely from a programme point of view. Contact-wise, it was... Sorry, yeah, contact-wise was the [unclear 15:24], no? But the programme went away from me, at that point.

I: Oh, okay. So would you prefer to have carried on face-to-face?

R: Like I said, I wouldn't - I think if I'd needed it, I would have broached it, at least, and to see... And I'm fairly sure I would have been accommodated, in truth.

I: Okay.

R: I'm fairly sure they would have. But, I'd say I didn't need it at that point, and I was [unclear 15:48] I had my own programme going on, and still am.

I: So moving on to the actual virtual sessions now, I know you said you didn't do so many of the actual live sessions, and they were kind of tailored to be for people a bit older than you, but you did do some of the walking. Were there any others that you took part in?

R: That was it for the most part. There was a series of them to walk the virtual UK map, and each week you have a progress update to see where you've been. But, no, I was very much left to my own devices, in that respect. But, as I say, if I'd needed anything and touched base, I'm pretty sure I would have had something back. It's just I didn't need it at that point.

I: Yeah. Was it what you expected again, because I suppose there was quite a big difference from what you were doing face-to-face?

R: Yeah, it was totally different. I had a set routine in the gym, and it was twice a week and it was big, physical workouts, which I wasn't able to achieve at home, really. But I kind of switched that for a lot of cycling, running again, a lot of walking, miles and miles of walking and hit sessions, which I [unclear 17:12] sessions, which I started doing shortly afterwards, which have been great, and they're just easy to find as well.

I: Did you do any live sessions?

R: I don't think so. No.

I: Okay. And the ones that you did take part in, were there any difficulties connecting, or getting involved in them?

R: No, not at all.

I: Good access to all the devices you needed, or...?

R: Well, I've got - luckily, I've got everything at home I needed anyway, so yeah.

I: That's great. And was there anything that affected your ability to take part in these virtual ones, so exercise...? Well, exercise equipment, I guess, with the weights?

R: Equipment would be the only thing, yeah, but those sessions weren't geared towards that, it was more body weight and, to be fair, designed around items you had in the home, which is probably only reasonable, given the circumstances.

I: **And there was no kind of problem with space in the house, or people in the house, or [over speaking 18:20]?**

R: Not for me, no. No, it was fairly easy for me at the time, because I was home and my children were in school, and my wife was in work, so I've got plenty of space.

I: **Okay. Do you feel differently about the virtual sessions now, than you did before you tried them?**

R: Oh, no, not at all. It's because I didn't - because I didn't need them and didn't fully utilise them, I can't really speak to that question, if I'm honest.

I: **Okay, so doing a bit of a comparison section, because you're in a quite a - a very unique position where you've experienced both, and so you can do quite a good comparison. I know you didn't do all of the sessions, but for what you did do, how would you say they compared?**

R: I don't think it's fair to compare them, in one sense. I mean, the support that we would have had, would be equal to that if I'd had face-to-face. But the environment, obviously was different because I was at home, and the equipment is different because I was at home. So I don't think you can compare them in that sense. But in terms of resourcing, yeah, it's not a comparison I can easily make. And the only things that I can compare like for like, is the support I had from the team, and that was excellent in both situations.

I: **That's good. So I know you said you made a lot of progress whilst you were doing the face-to-face, did you make as much progress whilst you were virtually involved?**

R: Yeah. I just kept on the same trend, but that was just purely my desire to do so, really. I didn't need - I think, possibly, had I been just two or three weeks in, I would have found it very difficult and we'd probably be having an entirely different conversation. I think, for me, it just happened at the right time. If there's ever a right time for things like this. But, yeah.

I: **And how do you think that conversation would be? How do you [over speaking 20:39]?**

R: I suspect I'd be pretty disconsolate, perhaps, I don't know. Because I couldn't get out what I needed, when I needed it. That's very much a personal thing, and I dare say everyone's got their own individual needs and ideas, and thoughts and aspirations. But at the time, yeah, I felt like I needed that; I needed that direct support, that direct drive and the equipment. I needed the equipment to get me going, once I'd reached the threshold where I was comfortable again and confident again, and able to progress unsupported, anyway, then it didn't matter, really. So I think I, personally, was very lucky with the timing.

I: **Did you notice any differences in the impact on your wellbeing and your mood, when you were experiencing the different types of...?**

R: Not really, it was the disappointment that I couldn't go and say hello, and meet some of the other people who I'd kind of got to know, as part of the programme, so that was a little bit disappointing. I don't know how everyone's got on either, because we were kind of... We came together for the sessions, but that was it, and once the virtual stuff kicked in, it was to everyone, but sort of unidirectional. It wasn't a collaborative experience, it was a one-on-one, even though it was shared resources. So I suppose that was kind of - that's something that could definitely improve in the future, perhaps, is recognising the need for that collaborative nature, perhaps, and being part of something collectively.

I: Yeah, absolutely. Do you think that the different types of deliveries, so remote versus face-to-face are more or less suitable for different people?

R: I dare say it's down to individual circumstances, and if you are... Certainly, the routines I saw were definitely, I would say, for somebody who was mostly at home, or had difficulty with mobility and difficulty day-to-day, just generally. So for those people, it might have been the best thing that they've ever had. I don't know, because it was bringing that programme straight into your home, without all the difficulty and discomfort of having to get to the centre. But, for me, it was the opposite, but I can see - I can certainly see how some people would have massively benefited from it coming straight into your home.

I: Are there some parts of the programme that you think, personally, should always be face-to-face, and why?

R: Certainly, I think the initial stages, I don't know, possibly, yeah, just to work with somebody you want to feel you can trust them and relate to them. The screening is obviously all well and good, but it's a little sterile. Yeah, but, that said, if you get what you need, then does it matter, really? It's a hard - it's a hard one for me to judge.

I: Yeah. So I know you said you completed 80 per cent of the 16 weeks. Do you think you would have completed the whole 16 weeks, had it stayed face-to-face?

R: Oh, absolutely, yes, 100 per cent.

I: And did you have a 16-week assessment?

R: Okay. Yes, we did, albeit it was over the phone slash through exchange of emails. Yeah.

I: What was that like?

R: It's form-filling, isn't it? So it's hardly a thrill, but I try and give an honest and an accurate account as possible of my experiences, which was, I think... I don't know if you have access to that, but if you do, you should see that was mostly, obviously entirely positive, yeah.

I: How did it compare to the initial face-to-face assessment?

R: Well, I was a little disappointed, because you didn't even get to say thank you, for a start, because, yeah, tremendous support and it would have been good to close the loop. It ended without an ending, I think is probably the best way to put it.

- I: I see. And if there were no restrictions in place, what type of delivery would you choose for yourself? Would it be remote? Would it be face-to-face only, or would it be a mixture of both, including the walks maybe?**
- R: If that was an option, it would be both, yeah. Certainly, the face-to-face and just being there and being in company, and having that direct support was fantastic. But, equally, the remote - especially the walking, was better suited for me to just wander off, just myself and the dog.
- I: Okay. So moving on to relationships now, so the ones you made during the process of being involved in NERS, we'd like to talk about the people that supported you whilst you were on the programme. So the first being the exercise professional, what was your relationship like with your professional? So did you say you had two?**
- R: Yeah. Yeah, it was very good. I think it was...
- I: Did you get along well?**
- R: Sorry?
- I: Did you get along well?**
- R: Yeah, yeah, very well. Yeah, we kind of shared some experiences as well, and some common ground, so that had built a bond and we've kind of kept in touch as well here and there. It was really good, really good. Somebody who was very supportive. Understood some of what I'd been through as well, which is really helpful. Having personal experience, yeah, and also a professional, in their own right, who gave me confidence to do what I was doing, knowing that I was in safe hands.
- I: Yeah. So you felt that they were appropriately skilled to deliver what you were delivered?**
- R: Absolutely, yeah. And evidence, by the fact that we started a programme which evolved, as time went on, and each week I felt... I could feel the value in the changes, and they were aligned with... Oh sorry, there's a fire engine outside. Oh gosh! Sorry.
- I: It's all right.**
- R: We live next to a supported or assisted living complex and from time-to-time, we have a few incidents. It looks okay.
- I: Not to worry. So the amount of support they provided you, was that right? Was that just enough? Was it [over speaking 28:11]?**
- R: Yeah, it was spot on, I think, like I touched on initially, at the start it was almost constant and as I progressed, and I suppose I had confidence in what I was doing, and they had confidence in me. That pulled back a little bit, but always there, ever present, but only if I asked, at that point. And, obviously, we'd have a quick catch up when - on arrival and we touched base, not every single time I left, in terms of how it was going, but certainly enough to know... How do I put it? And you're being valued then. Yeah, so it was a really, really good balance. Really, really good.

I: So how important was the exercise professionals? How important were they to your engagement?

R: It's difficult to say, having only the single experience, but it certainly added a lot of value to that experience.

I: Could the way that they supported you be improved at all?

R: I wouldn't say so, not for me.

I: Okay. Great. So moving on to family and friends outside the programme, could you tell me of any support from your family and friends whilst you were getting, whilst you were being referred, and whilst you were [over speaking 29:40]?

R: I don't know what to tell you about that, really, it was a case of just go and do what you need to do. Whatever you think you need to do.

I: Sorry. Did they join in with anything? The walking classes, the...?

R: No. My children came a few times just for the walks, but I was doing them too often for them, I think, and they got a bit bored, because I was going quite far as well. But I was happy with that, so...

I: Were there any negative influences around you? So anyone that dismissed the effort or thought it wasn't...?

R: No. No, not at all. No, no, no, not at all.

I: Okay. And moving backwards slightly, did you make any friends on the programme?

R: I wouldn't say friends, necessarily. I would say acquaintances, enough that we kind of knew our individual backgrounds, why we were there, what we were doing and to give a little bit of encouragement when we were there; but that was about the extent of it. And mainly because I had an hour, and I had an hour filled from start to finish and I was out of the breath for most of it as well, so yeah.

I: Were these friends you made when it was face-to-face?

R: Yes.

I: Were there any friends made whilst it was virtual?

R: No. As I said, the virtual he really kept [?down his head 31:08], and it was projected out to us, rather than an inter-... And I think I touched on that earlier, that I would have seen some value, perhaps, in been able to have that community experience, or shared experience a little bit as well. Just as much to encourage other people as well, because there was a good mix of people of all ages as well, who were there, and some struggled more than others, I think, at different times. And it was just that little bit of encouragement all around, it was just I thought would have been beneficial.

I: Do you think these friendships might have been the same, had the - had it not gone to a virtual programme, or do you think they might have progressed in some way? Not friends, sorry, acquaintances, like you said.

R: I don't know, because we came from different backgrounds, different areas and we were all there to get better, I suppose. I don't know. I don't know, possibly.

I: Were there any individuals that were a negative influence?

R: No, not that I can think of at all.

I: Okay. So moving on to kind of overall reflections now. Whilst you were going through the programme, have you found that you've developed more enjoyment [?of exercise 32:36]?

R: Of what, sorry?

I: Exercise.

R: Yeah, I've rediscovered it. Yeah, absolutely. I cycled to work yesterday, for example.

I: Oh, lovely. Lovely in this weather as well.

R: Yeah, it was a little hot, but, yeah, it was okay.

I: And you found it to be a benefit to your wellbeing and mental health?

R: Oh, 100 per cent, 100 per cent. I mean, sitting here having this conversation with you, had I not gone through that. I know I wouldn't have, absolutely. It was an integral part of my recovery. A fundamental part of it. Yeah.

I: That's great. Do you think you'll continue?

R: I am.

I: Yeah?

R: Yeah, absolutely. I've lost something like two and a half, nearly three stones so far.

I: Wow!

R: So I'm still going. I've still got a way to go, as you can see. Yeah, so it's changed, yeah, so much lifestyle as well. Yeah, it's had a profound effect on me.

I: Amazing! What changes would you like to see for NERS in the future, is the sky is the limit?

R: Oh, gosh, I don't know. I think if it was a kind of a 360 approach to it, then where... As you kind of touched on, really, where it shouldn't matter where the delivery takes place, that you have that same consistent experience, perhaps, and that same support and the same sense of community. I think that would be about it, really. I mean, I couldn't ask for more. I mean, I asked - I received or [unclear 34:25] it's just the pandemic that got in the way.

I: How important - so you said that you want that kind of community feel. How important is it that the online sessions have that kind of local feel?

R: Again, I would have thought, for me, that would have been of value, certainly, because you're back to being isolated again, otherwise.

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

R: I don't know. I couldn't - I don't know.

I: What do you think might be a reasonable amount to charge for, say, a live session?

R: I would say rather than charge it, in that sense, you'd make it part of your subscription, or your membership where it's a component of it.

I: And what do you think that these - the price of the subscription might or should be?

R: Ooh, I don't know, I'm really tight, so I suppose it depends on what you expect to get back in return. That could range anything from £20 to £60 a month, I don't know.

I: Yeah.

R: It's a difficult one that, yeah, because I think the average price is about 35, 40 quid for a [unclear 35:44] membership. So if there's a little value add on top of that, and you got the value from it. So if everyone had their own Joe Wicks, for example, then you would be prepared to pay that little bit extra.

I: Yeah.

R: I would expect.

I: Yeah. So for the final few sections, I want to do something about how much money you might have spent whilst you were taking part, is the costs incurred? So...

R: It was negligible. It really was, it was just a couple of quid a session.

I: Okay, so I'll go through - you had both... This bit is online, so I'm just looking at my laptop. Approximately how many weeks, 80 per cent of...

R: Yeah, so I don't know, about 12, 14 maybe. It wasn't far from the end.

I: Okay, so for approximately how many - so all of these 12 to 14 weeks were face-to-face, weren't they?

R: Mm-mm.

I: During a typical week, how many sessions were you attending?

R: Two.

I: And how many were you attending when it was virtual?

R: Initially, it would have been when they popped up, but shortly after that, as I said, I just didn't continue with them. And it was more a case not - I think it's hard for me to say properly, because I didn't participate fully at that point. So I don't know how many were actually virtual sessions, in a live sense, and/or were simply pre-recorded material that was distributed. But because I didn't fully participate then, other than the contributing my steps and the walking element to it, I couldn't speak with any authority on that.

I: What did you pay for the face-to-face sessions?

R: It was literally a couple of quid; it was really, really cheap. It was - yeah, it was, like, I don't know. It was something like £3.60 or something like that. It was crazy cheap. But I'm assuming because that was obviously partially funded somewhere along the way, over the nature of the programme itself.

I: Did you pay for any of the virtual exercise sessions, or the home sessions?

R: Oh, there was nothing there? No, only when we physically attended.

I: What was the main form in which you travelled to the face-to-face sessions?

R: So the car or I'd walk.

I: And how many miles, roughly, is it between you and your...?

R: It's about two miles. Maybe a little less, yeah, one and a half, two miles, yeah.

I: Okay. Did you pay anything for parking?

R: No.

I: And did you have to buy any additional workout clothes?

R: Yes. Smaller, as time went on, thankfully, but I didn't have to necessarily. There was nothing that there was a prerequisite I had to wear a clean T-shirt, shorts, trainers, that kind of thing that, and that's all, and a water bottle and a towel.

I: Roughly, how much did you spend on those additional clothing items?

R: I don't know, really. Again, I wasn't - it wasn't a need, it was just because I could, I would say maybe 50 quid, perhaps.

I: Okay. Did you buy any trainers or footwear for the - especially for the exercise sessions?

R: No, I already had them anyway.

I: Did you have to buy any exercise equipment, so weights, gym mat?

R: No.

I: And you didn't have to buy any devices, as you said earlier, you had access to all the virtual programme with the devices you had?

- R: Yes, I did actually buy something, I bought this.
- I: **Oh, right.**
- R: [Unclear 40:24]. Again, but that was just an optional thing for me to track my progress when I opted to join the Walking Steps programme element, and I thought I'll get myself something to track it.
- I: **And when you did the virtual content, did you mainly use your wi-fi, or did you use your 4G, or...?**
- R: That was the wi-fi.
- I: **Do you know, roughly, how much you're spending on your wi-fi every month?**
- R: Yeah, it's about to 30 quid, give or take.
- I: **Okay, that's those questions done. So is there anything you want to add?**
- R: No, other than how glad and grateful I am that the programme existed in the first place, because I wasn't aware of it at all. I had no experience or knowledge of it, so when they said it was available, it was like, wow, that's fantastic!
- I: **And is there anything you were expecting me to ask, that I didn't ask?**
- R: No, I had no idea what you were going to ask, so no.
- I: **Okay. And how do you think we could improve the interview, for our next one? So you're actually my first interview.**
- R: Oh, really? Oh, I'm sorry that I rambled on. I don't know if you can, really. No, it's been great. You've asked what you've asked, and I've been happy to answer it. So there's nothing I thought, hmm, I don't really want to answer that. I suppose that could be a concern for some people, perhaps. But no, no, from the outset, even when I began the programme, I was very much to be as open as I possibly can, otherwise I wouldn't get the benefit. And I hope that this experience here today, helps benefit other people going forward as well.
- I: **Yeah, that makes sense. Okay, that's all of my questions. Thank you so much for being involved. I'll just stop the recording.**

End of Transcription