

Participant F21

- I:** There we go! So the recording has started now. So as you mentioned to me just in the brief bit beforehand, you said that you've taken place with only the face-to-face option. So we're going to start from the very beginning of your involvement in the NERS programme. So we're interested in understanding your experience of being invited on, what worked well, and what hasn't worked well, or what could be improved. So could you talk me through, from the very start, how you found out about the programme and then what happened from there?
- R:** Yes. I had been to the doctor's, and I'd been to see a hospital consultant about my left hip. I now have arthritis in that hip, and I was finding it difficult to walk. And one of the things that the physiotherapist, at the hospital suggested, was that I might find this exercise programme helpful. So I said that I was willing to have a go at it, so he referred me to the exercise programme. And I was due to have my initial induction, and find out about the machines and everything in the March, and that was the March when we first went into lockdown.
- I:** So is that 2020, then?
- R:** Yes. So that didn't happen. And, periodically, I got letters sent to me from the programme saying that they were aware that they weren't able to start it, because of lockdown, and as soon as things eased up, and it was possible to commence the programme, I would receive a letter or a call from them, and will be invited to participate. And this went on, and I think I had two letters, and eventually I got a phone call from a chap called [name], who said that he was now able to offer me a place on the programme, and did I want to start, and I said yes. So I started in the June, I think it was, and I've had my first induction day. And then I did a 16-week programme where I went, first of all, once and then twice a week, with the idea that I would do an hour each time. It turned out not to be an hour each time, mainly because I didn't need as much recovery time between the various exercises, as they allow for, so I never get more than about 45 minutes, really. That finished in the October, and I found it very beneficial, so when I was offered the option to actually sign up to the gym, I decided to do that, and I've been doing that ever since. And I go twice a week, generally on the same times that I was going to do the NERS programme, because those times seemed to actually suit me.
- I:** Okay. That's great. So you did it in the 2020, so June 2020 to October 2020, or this year?
- R:** Yeah, this year...
- I:** This year.
- R:** ...this year I did it, yeah.
- I:** Okay, 2021. Sorry. No, thank you. So that's great, thank you for all of that. So you got referred from your physio from the hospital, and when you were being referred to this programme, did you sort of understand why you were being referred? So they mentioned

about your hip, and they suggested it would be a good idea, but what did they tell you or what did they explain about this programme, when they were referring you?

R: Well, they said it was a programme they were - they'd started up, and then it was to help people with their mobility, and I think that was about all I was told. I was told it was 16 weeks, and I would have to definitely agree to two days a week to do it, and I was told it would be £2 a time. So I was told all of that, but I don't think I was told anything more than that.

I: And when you were told all this information, what did you expect from the programme, at that point of being referred, after their explanation to you?

R: What do you mean, in terms of the ability I would get from it, or...?

I: I guess, what your expectations of the programme. So you'd been explained about what it would be useful for, and what to do. And then I guess you were then referred, so what were your expectations before you had that initial contact with...?

R: [name].

I: Yeah, with [name].

R: Well, I don't know that my expectations were anything very good, really. I didn't really think that it would do very much for me. I already do Pilates, and I used to do a lot of swimming as well. I already felt that I did quite a bit of exercise, and it wasn't as though I was sort of sitting around doing nothing. And the one thing I couldn't do very well was walk, and I wasn't sure that extra exercise would help at all, so I wasn't really all that positive about it initially. I was quite willing to go along and have a go, and I quite enjoy exercise, so I'd quite look forward to doing it, but I didn't really hold out much hope for it, having much, very good effect for me. But I think I expected to be doing roughly what I was doing, and I mean, I'd been to gyms before, so I knew what sort of thing would be on offer, what sort of exercise machines were there and the stationary bikes, and all that sort of thing. So I knew what the equipment was like. I think that was as I expected, but, in fact, when I came to the end of it, I discovered that, in fact, it was very helpful.

I: That's great.

R: It was one of those things and I thought I better do, because I thought if I don't do it, they maybe, they won't want to put me any closer up the waiting list, or anything for my hip operation, if I didn't play ball, and they might not look too favourably on that. I don't know if that's the case or not, but that was my feeling at the time, I think.

I: So, sorry, what was the thing that drove you to go? So your expectations weren't super positive, and you thought that perhaps wouldn't do much for you. What made you go then, I guess, to the sessions, or start getting involved?

R: No, I think, well, we'd been in lockdown for so long, it was just nice to get out and do something, that was one thing. And I was quite willing to give it a go, and I just didn't think

that it would work out very good, but at least I could say I'd done it, and tried it. Whereas if you don't do it and try it, then what can you expect?

I: So you said a little bit about there, about how - what your expectations were, and was there anything that you were hesitant about, or unsure about, particularly in relation to, I guess, going to face-to-face sessions after Covid? Yeah, and, if so, were these addressed by your referrer at all?

R: I wasn't really worried about anything, I mean, I hadn't been someone who'd been deeply into isolation during lockdown. I had been going to the shops and all that sort of thing, wearing a mask and taking the precautions. So I wasn't too worried about that aspect of it, and as soon as I got there, [name] explained to me how they'd set up the machines. They'd actually got more space between machines than they'd had originally in the gym, and that people wore masks until they were on the machine, and then you took your mask off while you were exercising. And there was good cleansing down of machines by each participant, in between their exercising, so that everything was clean when you came to it each time. So I was quite happy that they were doing all the things they possibly could to maintain Covid-proofing.

I: Okay, that's great. And I guess when you were being referred, were all the questions that you had, or if you had any questions, were they answered by your referrer, in a good way or a satisfactory way?

R: Yes. I can't say that I had a lot of questions, but, yeah, they covered what was involved, I thought, in a fair amount of detail.

I: And so in your overall experience of you being referred onto the programme, and being invited, is there anything that could have been improved, or how would you sum up that experience?

R: No, I don't think anything could have been improved. I was quite happy with the way it was done. I was given all the necessary information beforehand. I knew what was involved, and where I had to go, when I had to go and how I had to do it, yeah. So, yeah, no, everything was well-covered.

I: Great. Thank you. And moving on now to your - that first meeting with your exercise professional, [name].

R: Yes.

I: I wondered if you could talk me through that first meeting with [name], and what your thoughts ahead of it, any concerns, and what, if anything, interested you about going?

R: I didn't really have any concerns beforehand, but the first meeting was in his office upstairs, and he took me through what the programme would involve. And then he asked me to do a couple of different exercises, so that he could sort of assess where I was in terms of my fitness, and what could possibly be improved, and also weighed me on the scales as well. One of the exercises was I had to sit down on a chair, sit down and stand up, I think for a

minute, or possibly it was two minutes, I can't remember now. And he just counted how many times I sat down and stood up. And then the other one was a marching on the spot exercise, where I had to march up and down on the spot, and he counted how many times my knees came up.

I: Okay. When he was talking through the programme with you and doing those exercises with you, did he discuss what to expect from the programme, or did he discuss with you what to expect from the programme?

R: Yes. Yes, he did tell me how it would - how we would do it, that we would start off with just one session a week, and then move to two, and that he was aiming to help me walk better. He asked me what my goals were in the assessment, and he would aim to help me walk better, and also just improve my general fitness as well.

I: So when he was talking through these goals with you, how supportive or encouraging, or enthusiastic were they at this meeting, and through this whole process?

R: Oh, very - very enthusiastic and encouraging. Yeah, very.

I: In what sort of ways?

R: He clearly had an enthusiasm, both for the exercises and the benefits of exercise. And also he clearly had an enthusiasm for people too, in general. He was very friendly and welcoming, and also understanding of where people were coming from, in terms of their exercise ability.

I: And, I guess, having this in-person chat with them, did that affect the way that you felt, going into those exercise sessions after this initial [?session 13:22]?

R: Oh, yes, very much so. Very much so. I mean, some of the gym equipment is a bit off-putting, and I found the cross trainer very, I don't know, counterintuitive, I suppose. I didn't find that easy to get on with, but having somebody there that was going to help you use it, I found very helpful.

I: And, I guess, were you contacted - so you said earlier you were contacted by [name] beforehand, for your initial meeting? Was this - were you contacted in person by your exercise professional, or did you have just a letter through, what was the process?

R: I had a phone call.

I: From?

R: I had a phone call.

I: Okay.

R: I had a phone call, and then followed up with a letter.

I: Was this phone call from [name], or from...?

R: Yes, it was, yeah, from [name].

I: Do you think having that initial contact with [name], before that first session, do you think it influenced how you felt going into the programme?

R: Yes. I think I felt that I'd had the one person following me all the way through, even before I ever saw him in March 2020, it was him that was talking to me then.

I: Did it - do you think if it was someone else that you would have felt the same sort of way, going into the programmes, and he could have influenced how you would have engaged, I guess?

R: I don't really know. It's difficult to say, as I haven't been - had anyone else to compare with. Certainly, [name] had a couple of days off work a couple of weeks ago, but it's slightly different because I'm not on the programme anymore, but a chap called [name] as there instead. And I don't think I would have felt the same with [name], as I did with [name].

I: Why would you think that, if you were in that situation?

R: He just wasn't as forthcoming as [name] was, but that's possibly just to do with the fact that he doesn't normally do it.

I: Okay, that's great. Is there anything that you would improve about this initial meeting, or anything, and how would you sum up that experience of the meeting?

R: No, there's nothing that I'd improve about it, it was fine. There was no problems with the initial meeting, no.

I: And, at this point of the programme, what were you hoping to really get out of it? You mentioned about wanting to walk, but is there anything else that you were really hoping to get out of the programme, at that point?

R: Just really to improve my ability at walking, that was all, really.

I: Okay. That's great. So we're going to move on to now those exercise sessions that you were having once, and then twice a week in the gym. And then I just wanted to know if you could tell me a little bit about your overall experience of this, really? So what - so you said you had the face-to-face gym sessions, are those the sessions that you did have, or are there any other ones that you had?

R: No, those are the ones that I had, yes.

I: Yeah. And then how suitable did you find these sessions, for you?

R: Oh, very good. I mean, initially I was the first person that had been signed up on the programme, and there was no one else on the programme at the time, so it was just me and [name]. It was like having your own personal trainer for the first, I think, two or three sessions. So that was very good.

- I: And were you offered any other type of mode of delivery, I guess, were you offered, you were just offered face-to-face, or were you offered virtual as well?**
- R: No, I was just offered face-to-face.
- I: Okay. If you had the opportunity to take up a virtual offer, would you have, or...?**
- R: No. I was happy with the face-to-face.
- I: Yeah, and why...**
- R: I think [name] did say that people who had already started on the programme prior to March 2020, they did offer a virtual option for, but people who hadn't been offered it prior to that, they just waited until the gym became available. They could use it again, and then they started up again.
- I: Okay. And if you were offered a virtual programme, and you said you wouldn't take it up, and why is that, that you wouldn't?**
- R: I prefer going to the gym to do it, and I prefer not doing it on Zoom. I've actually made friends with some of the people that are using the gym. It's a much more sociable sort of situation, and you can have a chat and a laugh in between doing your exercising, which you can't do if you're on your own on Zoom. So I prefer it from that point of view, and it's a social thing as well as the exercise side, and I think that's quite good for your mental health.
- I: So when you said it was quite - it's been really sociable for you, and it's been quite good for your mental health, can you explain what differences you've seen, or noticed in that sort of sense?**
- R: I think it possibly would have happened anyway, because my going to the gym also came at the same time as we were able to do more anyway, because of lockdowns ordering. So the two sort of coincided together, but I think during lockdown, I, like many other people, suffered from a bit of lack of stimulation from the social side, because you just weren't going anywhere, or doing anything.
- I: Yeah. And then this going into exercise sessions, and seeing other people and having that social element impacted your wellbeing?**
- R: Yes.
- I: Yeah, and in what sort of way would you say it has?**
- R: Well, it just makes you more cheerful. I come home, and I've got more to talk to my husband about, because I've been out, I've done something different and we're not just stuck in the house together all the time. It's a positive thing from that way.
- I: Okay. That's great. Thank you. We're going to go back a little bit to those exercise sessions again, and I guess my next question is has the programme been what you expected it to be**

like, I guess from that start? You had that slightly negative view when you started, so I guess has the programme been what you expected it to be?

R: Yes, I think so. I mean, I was expecting to use the type of equipment that I used, and I used it in the way I expected to. What I didn't expect was how positive the outcomes would be, in terms of my ability to move more, and less pain.

I: And how had - have you enjoyed the sessions, as you've gone along?

R: Oh, yes. Yes.

I: What were the things that you liked the most, or least about them?

R: Well, I liked the variety of things. I liked that you were working on your arms and then on your legs, and then on your... So there was a good variety in what you did, and also with some of the stuff I could see myself improving. I could see I was going up and using a higher level of effort, for example, on the cycling. I was using higher weights on my arms, etcetera, so I could see myself that my physical fitness was improving.

I: Okay, that's great. And when you were seeing your physical fitness improving, and you were... Were you attending more sessions at that time?

R: Well, yes, I was attending the two sessions then, yes.

I: Okay. And you said you'd completed when you were - sorry, when you were attending the two sessions, did you...? Was there anything that influenced your engagement in those sessions, I guess, maybe the support from your exercise professional, or any [?other encouragement 22:52]?

R: Oh, yes, yes, definitely. He had a file that he brought with him, that was my file, each time. And so he would alter the exercises, and give me a variety of different things to do. And he would also note down where I'd improved and he would say to me, oh, you've done more this week than you did last week, or you've gone up a level, or... So he would be encouraging each time over this.

I: And I guess that encouragement and that process, how did it make you feel within the sessions throughout the weeks, going forward, did it impact your, I guess, overall experience of the professional?

R: Well, it builds your confidence, and it made you feel that what you were doing was worthwhile.

I: Okay. That's great. Thank you. And I guess, going back a little bit to that first exercise session that you've had, so that face-to-face, first gym session, I guess, when you were having those, basically, one-to-one session, what were your thoughts ahead of going into this first session?

R: I suppose, a little bit apprehensive. A bit apprehensive about what equipment I was going to be using, and whether I was going to be required to do something I was going to find very

difficult. I suppose you feel that initially. I mean, [name] seemed very willing to be led by what I felt I could do in the assessment, but then you don't know whether they're going to be like that when they actually get you in the gym.

I: And at that first session, did you receive - when you were having these concerns and apprehension, did you receive any encouragement from [name], or support?

R: Oh, yes. Yes. Each piece of equipment he brought me to, he'd say, have a go on this and don't worry if you can't do the full number of minutes, I've suggested, it's no problem and we can always try something different. Let me know as soon as you feel you've had enough. So he was very - both encouraging, and also allowing me to say if I couldn't do it, or I didn't want to do it without feeling a failure.

I: Was there anything else that you - any sort of encouragement or support, or additional support that you would have wanted or felt helpful within these sessions?

R: No, I don't think so, I think that was enough.

I: Okay. Great. And I guess you mentioned suitability for the sessions beforehand. Is there anything that you think it could have been - how it have been improved?

R: No, I don't think so. I had a choice of two places I could go to, and I could either have gone to the gym I went to, or another gym in town as well. There were two places I could go. I mean, I think the equipment would be the same in both, but... And I knew about that beforehand.

I: Okay. So no additional support, really?

R: No, I don't think so, I think that was adequate.

I: Okay, great. So you said you've done the whole 16-week programme, and so what have the challenges been in, I guess, attending these sessions, or is there anything that has kept you really motivated in attending?

R: Well, once I knew when the sessions were going to be, it was sort of organising other things around the time, so that I could make those times. But once I'd made up my mind that I was going to do it, it wasn't really a big problem.

I: So, I guess, overcoming those challenges by organising your schedule slightly differently, but is there anything... So when you'd redone your schedule to attend the sessions, is there anything that kept, did keep you motivated to keep going after organising when the times were?

R: I suppose it was the ongoing improvement, really? That (a) I was improving, and (b) I was enjoying the social aspect of it, and it fitted quite well into my schedule then, and it was part of my weekly life.

I: Okay. That's great. So do you think that your engagement in the 16 weeks, or the challenges that you had, or the motivation that you kept on going, do you think any of this

would have been different if you had a different format, if you had this virtual, or if you had a mix of both virtual and of face-to-face?

R: I don't really know. It's difficult to say how you would have been motivated, if you were doing something different.

I: **Yeah.**

R: I don't know. Usually, once I've made my mind up to do something, I stick to it. I'm not one really for giving up on things, and usually once I say I'm doing something, I will do it.

I: **Yeah. Okay, that's great. And do you think that - I know it's another sort of if you had a virtual, or if you had a mixture of the both, do you think that you would have made more progress if sessions had been face-to-face and virtual, or a mixture of both, or just face-to-face?**

R: Not really. I might have made the same progress, but I might have had less encouragement, and I might have felt that it wasn't working so well for me, I don't know.

I: **Okay. Thank you. That's interesting to know. And you said you've had the 16 weeks, like you said before, and that 16... Have you had a 16-week assessment?**

R: Yes.

I: **Yeah, and was this held face-to-face, or remote?**

R: Yes, it was in the office once again, and, in fact, the number of times I could stand up and sit down had improved, and also the number of times that I could March on the spot, and get my knees above a certain level had improved as well.

I: **Okay. Great. And so what was the overall experience of having it face-to-face, I guess?**

R: Yeah, it was good. It was good.

I: **Is there anything that, I guess, you could have, or could have been better about this experience, or anything that was particularly good, the fact that you had it face-to-face?**

R: I think it was good to have it face-to-face with the same person that I've been with throughout the whole scheme, because they'd known what I'd gone through right from start to finish, and so that made it good. And they were as hopeful that I'd improved, as I had been. They were willing me on, as it were, as well.

I: **Okay, great. I'm going to move on now to the relationships, unless there's anything else you'd like to mention about those exercise profession-...exercise sessions?**

R: No, that's fine.

I: **So throughout the - we'd just like to talk about what different... How different people have supported you on the programme, so you've spoken quite a bit about your exercise professional, [name], already. So I just wondered if there's anything else you'd like to add,**

or anything more you could tell me about perhaps your relationship with them, or how well you got along together?

R: Not really. The way they were with me, was when other people joined in the sessions, I noticed they were getting the same care and encouragement that I got; and that he had a very friendly way with him. But I've noticed that all the people at the gym, all the professionals on reception, etcetera, are all very friendly. It's a very nice, welcoming place to go to.

I: That sounds great. And do you feel that [name] was appropriately skilled to deliver these sessions?

R: Yes. Very much so. He had a good knowledge of the equipment, and a good knowledge of exercise. I mean, there were certain things I'd read - I read something in the newspaper and I'd go in and I'd have a chat with him about it, and he'd give me more background about it and explain more about it. So he had a clear idea of different exercise regimes, etcetera.

I: Okay. When you were having all of these chats with him, and him guiding you to do the sessions, what sort of style was he, I guess... Or what sort of style was his way of teaching, was he friendly, non-judgmental, encouraging? So, I guess, how was he?

R: Friendly. Approachable. Encouraging, I would say.

I: And you mentioned a bit beforehand about the encouragement he's given you, and explanations of the exercise machines and what pace to go at. So did you feel that he went at the right pace for you?

R: Yes. And I noticed that he does vary it a lot for different people. Other people that have come in subsequently, have started on a different level to the levels I've started on with some pieces of the equipment. So he very much gears it to the individual.

I: And when he was - and I guess when you were going at this pace, and he was offering support, was the amount of support offered to you right for you? Is there anything - any more support you would have wanted, or would you have managed it with less support?

R: No, it was right for me. It was right for me.

I: And would you have managed with any less support, or...?

R: Possibly. Possibly. But it was quite nice to have the support and encouragement, whether I needed it or not.

I: And, I guess, in what ways was it the right amount of support for you?

R: He was always on hand. Sometimes if somebody is helping you in a gym, if you get, if there's a difficulty with a machine, you have to call them over and say, oh, excuse me, can you help me with this, please? And maybe they can't come straightaway. But he was always there, and I never had to call him. He always saw that there was a problem, before I had a chance to speak about it.

I: **Okay. And this support, do you think it could have been improved in any way?**

R: No, I don't think so.

I: **Apart from the two sessions a week, how often were you in touch with your exercise professional?**

R: Well, that was it, just the two sessions a week.

I: **Okay. And do you think that your - that [name] was important in your engagement in the programme, and with your progress?**

R: Sorry, do I think that [name] was what?

I: **Do you think that [name] was important with your engagement in the programme, and your progress?**

R: Yes, I think so. Yes, I think so.

I: **In what sort of ways?**

R: I think on a session-to-session basis, what he had said during the session made me feel that it was a good thing to go to the next session, and I was making a positive difference to my health.

I: **Okay.**

R: He was reinforcing, if you like, what I was already noticing myself from the sessions.

I: **Okay, that's great. Thank you. And we're going to chat a little bit about now, friends and family. So, did you have any support from friends and family outside of the programme, and could you tell me a little bit about that?**

R: Oh yes. Yes. My family were quite supportive, yes, and friends too.

I: **In what way were they supportive?**

R: Quite encouraging for me to go, and made it easy for me to go. Rearrange their lives slightly, so that I could go.

I: **What do you mean about making it easier for them to go, what did they do?**

R: Well, if there was going to be a joint shopping trip at the time when I was actually having to go to the gym, they'd help rearrange the shopping time or something like that, that sort of thing.

I: **Okay. And any - did any of your friends and family help accompany you to classes, or drive to classes?**

R: No, no, I drove myself. But there was a coffee morning, well, in fact, a day, actually, where we went. It was for Macmillan Cancer, and I made a cake and some bits and pieces, and my

family came with me and we went and had a coffee there at the gym, and dispensed the cakes, etcetera, yes. So, yeah, they did support me in that way, as well.

I: Great. Thank you. And how important was the support for you [over speaking 37:51]?

R: It would make it difficult if they hadn't been supportive, if they had demeaned what I was doing and saying, well, it wasn't worthwhile, and what was the point and all this sort of thing. Then, obviously, then that would have made it more unpleasant to go.

I: Yeah. That's great. Thank you. And I guess my next question is, were there any negative influences around you for the programme?

R: No, no, there weren't.

I: Okay. So you talked a bit about the social aspect of being at the classes, and I guess being on the programme, and you said you made a few friends there. Is there - I guess, in what way did your friends you made, support you, or provide any support in the sessions?

R: Well, they were always sort of quite encouraging, when you notice that you were, for example, not lifting a weight as heavy as somebody else was lifting. They were saying, oh, I was like that when I first came, and all this sort of thing. So they were quite supportive as well.

I: Yeah. And did you outside of sessions at all?

R: No. No.

I: Okay. And do you think that - so you made friends on the face-to-face sessions, do you think friendships would have been the same if it wasn't delivered face-to-face, if it was online?

R: Well, it would have been more difficult to talk to people remotely, if you're remotely... If you're on Zoom, you can't sort of chat in between exercises in the same way, can you?

I: Yeah. Okay. So how important was the support from others in the class, and the friends that you made in the programme?

R: Well, it wasn't terribly important to have the support from others in the class, but it was quite nice to see friendly faces, and smiling faces and other people happily getting on with exercise. That was quite a nice positive vibe.

I: That's great. And I guess, overall reflections of the programme, going on to that, did you develop an extra enjoyment for exercise during this programme?

R: Yes, I think I developed an appreciation for it. I think I - I wasn't really aware of how those sort of hourly sessions, twice a week, how much effect it could have physically on you, and I was quite surprised.

I: In what ways were you surprised about it?

- R: Well, I was surprised at things like that my husband noticed, for example, that my arms were getting trimmer and more toned, the upper part of my arm. And that wasn't something that I went to do, but it was a nice side-effect.
- I: **Okay. That's great. Thank you. And so you've already mentioned that you continued - you joined the gym, and you've continued to do exercise after the NERS programme, is that correct?**
- R: Yes, that's right.
- I: **Brilliant. And, I guess, in the future, would you like to see any changes of the NERS programme, or how it's delivered?**
- R: No, I don't think so, I think the way it's delivered, and, I mean, I would like it to reach more people, really.
- I: **What do you mean by that, when you say?**
- R: Well, so that - I mean, at the moment, it's only really reaching people who are going to their doctors, who have a problem, who see a consultant, who mentions that there's this that they could do. And there must be lots of people who would benefit from this, who never even get that opportunity.
- I: **Yeah, that's interesting. Thank you. And, I guess, what ways do you think that they could reach other people?**
- R: I don't know. I mean, obviously, through doctors, they could reach perhaps more people, because, I mean, if you wait until you get to see a consultant or a physiotherapist, it's perhaps a bit late then. But, I mean, if somebody goes into the doctor's surgery, then maybe it could be mentioned to them at that stage.
- I: **Yeah, definitely. It's really interesting.**
- R: And I think there's a lot of people who are housebound, who perhaps could benefit from something like the NERS programme.
- I: **And, I guess, thinking about that housebound, do you think that some NERS users would be willing to pay for a digital content for the programme?**
- R: I suppose they might.
- I: **And, if so, how much do you think that they'd be willing to pay?**
- R: Well, certainly no more than the £2 you would pay to go into the gym, possibly less, perhaps £1.
- I: **Okay. That's interesting. Thank you. We're going to - because we've got ten minutes left of our session today, I just wondered if we could move on to understanding cost, so we'd like to understand the cost that the service user has to pay to participate in the programme.**

So I'm going to be looking here, because this is where my big screen, so do you mind me looking away? But so approximately, you've had 16 weeks of the sessions?

R: Yes.

I: And they've all been face-to-face, and you were attending two sessions a week?

R: Yes.

I: What did you pay for each of these sessions?

R: £2 each.

I: £2 each session. You said you drove to your sessions, is that right?

R: Yes.

I: And so how many miles is the sessions? How many miles away is it?

R: I think it's about - I don't know, three miles.

I: Okay. Is that three miles there and back, or...?

R: That'll be a round trip? Yeah, about three miles, three and a half miles round trip.

I: Excellent. And do you have to pay for any parking when you're there?

R: No.

I: Okay. And when you joined the NERS programme, did you have to buy any extra clothing especially for the sessions?

R: No.

I: Or any extra trainers?

R: No.

I: No. Do you think costs, or I guess the cost of £2 per session, because you didn't buy any other clothing, but do you think the cost impact you... Impacted on you being able to engage with the programme?

R: No, not at all. No, I thought it was very reasonable, actually.

I: Okay. Thank you. That is great. I've noted all of that down now. So, I guess, yeah, those are all of the questions for you today. I just wondered if you had anything else you'd like to add, really, apart from what we discussed already?

R: Not really, I can't think of anything.

I: And is there anything you were expecting me to ask, that perhaps I didn't?

R: No, not really.

I: **No. Okay. Sorry.**

R: It's okay.

I: **I thought I was going to interrupt you there. I'll stop this recording then.**

R: Right.

End of Transcription