

Participant F10

I: So thank you very much. So we're interested in understanding your experience of being invited to the NERS programme, and we'd like to know what's working well, and also how it could be improved. So could you just talk through, right from the start, how you found out about the programme and then what happened from there?

F10: So that's at the very beginning, before - when I was referred, yeah?

I: Yes.

F10: Okay. So the doctor's surgery at what they call a review session. I went to my first review session, and after having had a blood test and being [?weighed 00:44], the doctor said that I was on a scale of being pre-diabetic, and that I had put on two stones in weight in the last couple of years. So she recommended that I went - and referred me to the programme to help with weight [?loss 01:04] and general fitness.

I: Okay. So it was your doctor who referred you?

F10: Yes.

I: And you understood why you were being referred, was to help you with regards to the diabetes diagnosis that you had received?

F10: Yeah, pre-diabetic.

I: The pre-diabetes diagnosis.

F10: I don't know, whatever the level is, so I was at 43. So the kind of indication that the blood sugar level was a bit too high.

I: Okay. And how well was the programme? So the exercise programme, how was it described to you?

F10: It was for 32 weeks

I: Yes. And what were you told about the programme?

F10: Well, the next step was, I went to the leisure centre to meet [ERP], who was the professional person there. And we had like an interview where she asked me structured questions about the nature of the things, health things. And then she [?recommended 02:11] which sessions I was to join. So she recommended that I went to circuit training and Pilates, which is complimentary, and it was to do with helping with the cardiovascular side of things, and [unclear 02:32] muscle reserve. Whereas Pilates is very much about mobility and balance. So [unclear 02:40] initially to two Pilates classes a week and circuit training, and that was pre-Covid, pre-lockdown.

I: What were your expectations about the programme?

F10: Expectations? I suppose, for me, it was very much I think if you haven't participated in something organised like that, it can be [unclear 03:15] I think my expectations [unclear 03:21] because you might [unclear 03:37] already.

I: **I'm so sorry, I'm struggling to hear you clearly.**

F10: Okay.

I: **It keeps [going 03:47] in and out.**

F10: Yeah, I'm getting a bit of an echo.

I: **Right, I'm not sure why that's happening. I'll just mute myself whilst you're talking, and maybe that will help.**

F10: Yeah, let's see.

I: **Okay.**

F10: Okay. How is it now? Is it better? Okay. It must be bouncing back and forwards. All right. Shall I rewind a little bit then? So you were asking me what my expectation was. So I didn't have huge expectations before I went into it, and I thought, well, I'll try it and it's been recommended. Having not been in any sort of formal classes of that type, probably ever, or not since I was in my twenties, which is about 40 years ago. It was a little bit nerve-racking, because I not wasn't sure what to expect and whether everybody else there would be really fit and everything. But quite soon, I realised there's a range of abilities at it and the classes themselves, the tutor is very, very supportive.

I: **Okay, so I'll just ask you another question. So how interested were you in this programme? What appealed to you?**

F10: I suppose it what appealed to me, was it was almost like a taster, and it was almost like in the doctor referring me, and almost like pushing me in to do it, because she said... Because the leisure centre is next door to the GP surgery, she said, go round there right now and make an appointment to see the referral person. I can't member, what was the question? It was...

I: **What appealed to you about the programme?**

F10: What appealed? Yes. So what appealed to me was, it was just an opportunity to try something, really, something different, because I kind of consider myself to be relatively fit and active, because I do a lot of walking. But I think that type of activity, circuits and Pilates, is totally different from just walking, isn't it? It involves a lot more different muscle types, and pushing yourself, and lifting weights and things, so it's different. Yeah.

I: **And was there anything that you weren't sure about?**

F10: Before I started doing it? Just whether I wouldn't know enough. I mean, just whether I'd embarrass myself, or whatever. But it's not like that at all, is it? It's not competitive, in that way.

I: Did you have any questions you asked before starting?

F10: No, I don't think I did, just what do you wear?

I: And how encouraging or supportive was the person that referred you, so your doctor? How encouraging were they?

F10: Well, I haven't seen the doctor since and that's, it was about October 2019, I think, that I was actually referred. So I haven't been to the doctor's since. But the - [ERP] who is the exercise professional in the leisure centre, she's very supportive of all the people I see, who go.

I: And did you speak to anybody else at all? Maybe your family or friends, before attending the programme?

F10: Well, my husband had been referred before, and he had had a very positive experience.

I: Overall, how would you sum up the experience of being invited? Was there anything that could have been improved?

F10: To be quite honest, no, I don't think anything specific that I would recommend for improving. But I would encourage other people to consider it, although obviously you need to be referred to - whoops! My battery just said it was a bit low here, so if I... It's at 20 per cent, [unclear 08:19]. I'll go get a plug and rejoin, okay?

I: Okay. Okay. So I'd now like to know a little bit more about your first meeting with your exercise professional. So, again, I wanted to understand what is working well here, and how it could be improved. So could you talk me through this first meeting?

F10: Okay. It was an appointment made - a specific time where she had, she was free and I went along. She did things and talked me through what was available, what she recommended I did after listening to what my situation was. And she - there was like a target weight, I think discussed that she put down. What else about it? It felt relatively relaxed, and it wasn't rushed in any way, and she was very personable.

I: So what were your thoughts ahead of this first consultation, so did you have any concerns?

F10: Not really. I was sort of open to her advice on what the best activity sessions would be to help me, really. And part of - so she recommend classes, but with working, you have to consider the times that they are delivered, so that it fits in with your pattern of life. But I managed to find relevant classes that I could go along at 5 pm, which fitted in fine. So I think - well, we'll move on to Covid and things later, but that it's really quite important that the... There are enough options for people to fit in with any other commitments they have.

I: And were you contacted in person by your exercise professional [unclear 10:31]?

F10: I don't - I think the way it works is that I went to the reception of the leisure centre with the referral from the doctor, and they arranged... They knew what appointments the exercise professional had available, so that's how we got to make the appointment at the agreed time.

I: How supportive or enthusiastic was your exercise professional at this meeting, that initial meeting?

F10: Very supportive, yeah, and very friendly. She has a personality that she gets on with a lot of people; she's a people person.

I: And did they expand - did they discuss with you what to expect from the programme?

F10: Not in any more detail than saying these were the things she recommended, but she didn't say. They've got - well, I suppose when you're talking about diet and weight and things like that, she... I think she talked about the - it's not just exercises, that you've got to look at what you consume as well as what you burn.

I: And, overall, how would you sum up your experience at this meeting? Is there anything that could have been improved?

F10: No, I don't think so. There's nothing specific, I would - to say, so I didn't come out and say, oh, it would have been better if... No, it was fine, and I think probably came out of it quite relieved. I'm just getting a plug for it now. I don't know if that - I'll have to check, yeah, it is charging, it's all right, yeah. Okay. Right, I'm back again.

I: Perfect! So what were you hoping to get out of the programme at this point? Were you hoping, obviously to improve your health, or did you also want to establish some new friendships from the people attending this programme as well?

F10: I mean, that wasn't a particular objective of mine to sort of build up my social network. But by going to the classes you do meet people regularly, and get to know them, and, yeah, not, that's a good aspect. It's just like an added benefit of it.

I: Exactly. Now I want to understand - obviously, you have some face-to-face sessions initially, and then when the pandemic hit, you chose to postpone your involvement until the sessions were available face-to-face [unclear 13:20], rather than use the virtual session, so is that correct?

F10: That's correct, yeah.

I: Perfect. So, first, I would like to ask you about the experience of those initial face-to-face sessions. So, again, we want to understand what is working well and less well, and I would then move to asking you about your decision to postpone, if that's okay?

F10: Yeah. Yeah.

I: Okay, so tell me a little bit more about the experience of the face-to-face exercise session?

F10: Okay. So the face-to-face sessions? Yeah, I mean, I think they were really, really good. Pilates; I remember going to my first session, and the room was actually quite crowded, in terms of I don't know the number of people there, and there were lots. The mats were relatively close together, but I soon find out... And it was absolutely - put me red in the face after trying to do the first session. But you quickly find out that in doing it, you don't actually see anybody else, and they're not looking at you, you soon realise a lot of it's on your back or your front. It's not some-...so you're...the nervousness about the first session soon wears off. And the second session, while that becomes more of a... That's slightly more of a social thing, in a way, because sometimes you pair up with somebody else, and as you move around the different activities, you're doing it together. So that's - that was quite positive, and so, yeah, I'd get to know different people by doing it that way.

I: So, initially, you were a little bit nervous before your first session?

F10: Well, yeah. The first sessions in there are always quite nerve-racking.

I: And did you receive any encouragement or support from your exercise professional to attend this first session?

F10: Well, yes, and a welcome as well. I think she makes an effort to know everybody, to get to know everybody's names and say hello, and everyone's got an opportunity. And you see other people talking to her about, any physical issues they might have that particular week, or have strained their back, or... So she will advise how to - if you need to take something easy, or do something differently.

I: How suitable did you feel that the sessions were for you?

F10: Very suitable, yeah. I think you're on mute.

I: Were they what you expected?

F10: I wasn't [unclear 16:19] I wasn't sure what to expect in terms of how - what am I saying? - how stretching it would be physically. So, take an example, imagine I was to go to a weight-lifting session, although I can't imagine me ever even doing that, proper weight-lifting or something. But I found that although it was physically stretching, it wasn't beyond my capabilities. And between the first and, say, the fifth session of Pilates, I could feel a gradual improvement and finding a little bit easier each week.

I: So you enjoyed the sessions. So what did you like the most, or what did you not like?

F10: About the sessions? I suppose what is quite good, is that having gone through an hour of circuit training, it releases endorphins, doesn't it? And afterwards you actually really feel them. It is quite good! Yeah, I mean, the Pilates sessions, if there was anything I didn't like, it was just sometimes you'd find out that you don't, you're not able to bend in ways you feel you used to be able to do, or you would like to do. But, I mean, that's just something to work on, isn't it, something to improve? So you find out where your limitations are.

I: Yes, exactly. So you've already mentioned some positive impact that the sessions had, and [unclear 18:00] on your mood. Was there anything else, maybe on your wellbeing, or maybe on your...? Anything else?

F10: No, I don't think I would have continued doing it at all, if I didn't actually begin to enjoy it. If it was a chore, and you didn't get pleasure out of it, I think people would quickly drop out. But, yeah, I thought there are particular activities that are quite nice to do, that you might not have done for ages, like on the circuit skipping, or putting a basketball into a net, just things you might not have done since childhood, but actually enjoy doing, and it's allowing you to do that.

I: Yeah, and did you attend all three sessions during the week?

F10: Yeah, for a while, I'd do two Pilates and circuit training. So I think I started probably late-October or November and it was 32 sessions, and by the time we got to March, when lockdown started, I think I'd probably done about 28 of the 32 sessions.

I: Okay, and did you experience any challenges of attending?

F10: No, only very occasionally I might have a work meeting, or something which meant I had to miss one, but because it was - what am I saying? - 32 sessions, if you miss one, one week, it just continued just ticking off a sheet. Yeah.

I: And was there anything that would have - so what helped you to, or what motivated you, should I say, to keep on attending?

F10: Well, feelings that it was doing me good, and it was enjoyable, really. Yeah, feeling - I mean, I did actually lose weight at that point. I won't talk about lockdown yet, but, yes, that combined with a fairly strict diet, I probably lost a stone and a half over a period of four months, and felt better for it.

I: Sorry?

F10: And felt better for it.

I: Okay. And how would you sum up your overall experience of these face-to-face sessions? Is there anything that could be improved?

F10: I suppose it was good at the very beginning to have the one-to-one sessions with [ERP], the professional exercise person, to set you off. And then there was supposed to be, at the end of 32, a review session, but then I didn't quite get to that stage, because Covid interfered. So what might be better, is if the resources allowed, would be... And say you're kind of prescribed 32 sessions, what might be quite good is, say, halfway through, in the sixteenth session, if you had another appointment with them in case there was... To monitor progress, actually, to re-weigh you, or just to get feedback on how it was going. Yeah.

I: Okay. So approximately - so how many [unclear 21:46] are face-to-face sessions did you have, before the first lockdown?

F10: I think it was about 28.

I: **Twenty-eight, okay.**

F10: I knew I only had a few left.

I: **Sorry?**

F10: I knew I only had a few left on the actual NERS scheme.

I: **Okay. And can you please talk me through your decision to postpone?**

F10: Yes. So what do you mean by postpone?

I: **So when the pandemic hit, and services moved from the face-to-face to virtual, you decided to postpone from face-to-face until only face-to-face was being offered again. So can you talk me through your decision to not continue the programme online during the pandemic?**

F10: So it wasn't - I mean, the leisure centre closed down entirely, so it was only available online until September, I think. And then when it opened up again, I did start going back to the leisure centre, but during the time that it was Zoom only, I did at least one Zoom a week, if I could.

I: **Okay, so what made you to not continue online during that [unclear 23:11] period, that it wasn't being offered face-to-face?**

F10: You mean doing it via - so what I found was, if it was being offered live via Zoom with [ERP], the exercise person at the other side live, that motivated me enough to do it. But even if there's just a recording, or you can go on YouTube and watch something, and you haven't got somebody at the other end, I found my motivation just wasn't sufficient to do it myself. It was like, I need somebody live to do it, so even now when she runs the sessions in the leisure centre, and has some people at home on Zoom, I'd rather get out of the house and go down there to do it live, than do it at home over Zoom, if that makes sense?

I: **Yeah, that makes sense. So what were you told about how the new programme would be like, and how did you feel about this?**

F10: So which programme are you talking about now then?

I: **Just the virtual one, so the one that was delivered online. So what were you - were you told anything about how the programme would...?**

F10: When it was only online, you mean? Yeah.

I: **Yes.**

F10: Yeah. So I think it was new for the leisure centre and the tutor to deliver, and it varied from her, for her for whether she could do it from home, or from the leisure centre, and the equipment wasn't ideal, really, and they'd got some technical issues. But as time has gone

on, they've improved the equipment, and they've improved their skills at using it, and in Zoom. Like, for instance, sometimes you'd find in the early days the sound quality of the background music when you're doing Pilates was really bad. And I think there's a difference between Pilates and circuits, because, obviously, when you're at home you don't have the range of equipment available to do circuits, you don't have the space. So I did do a couple of sessions improvising, but that was certainly not as enjoyable as going to a leisure centre, and doing it with lots of other people, and lots of suitable equipment.

I: Okay, so what made you stick with, or wait for face-to-faces? Is it because you get to leave the house, you get to see people? Is it [?you got 25:58] to make friends? Is it more of a suitable environment for exercise? So what were you [unclear 26:03]?

F10: All of these things, I would say, yeah.

I: Is there anything else you want to add?

F10: Anything I'd want to add? Well, I mean, it's really good to having - to get out of the house, and I work from home and it's refreshing to have new surroundings. Much better to be in a room with different people, isn't it, rather than watching a screen again, when you're working on it all day. Yeah, sort of these things.

I: And what do you see as the downside, so as the negatives of virtual exercise? So you've already mentioned a few.

F10: The down sizes, downsides, well, the tutor, no matter how well you try and position your camera, would necessarily be seeing you as well to advise you, if you need to do something slightly differently.

I: Okay.

F10: Yeah. I mean, certainly for circuits I sort of tried to do it in the garage, but also you could be slightly more lazy if the tutor has not got an eye on you, and it really helps.

I: Yes, I agree with you. Could you see any benefits to virtual delivery at all?

F10: Well, and this is of the Covid situation, if anyone is more vulnerable, is more nervous about mixing with other people, it's certainly a really valuable option.

I: Yeah, definitely. Is there anything that might have encouraged you to maybe try the virtual delivery?

F10: Yeah, so I did do it when it was the only option, but if you're saying now, would I do it when I've got the option to go in person? No, not unless it was snowing outside or something, and it was difficult to travel there. Yeah.

I: Did you discuss your total concerns with your exercise professional for, regarding this virtual delivery? So did you discuss you weren't happy with it?

F10: No. No. Because [unclear 28:42] that she was doing it at all. It was much better than nothing, and I think you've got to remember the alternative. Yeah.

I: Now, I would like to talk to you about how different people are supported on the programme. So regarding your exercise professional, can you tell me a little bit more about your relationship with her?

F10: I'm not quite sure how to describe this. She's a very pleasant person, and I know I could approach her and communicate with her. She, well, initially set up a WhatsApp group. Well, there is still a WhatsApp group, but if we need to individually contact her, we used to by texts more. So she was very accessible, and open to any feedback about how we find sessions. I mean, what she does find is that you can't please everybody all the time though, but she does come and ask. I can't remember what the most recent thing was. Oh, yes, I don't know if you do Pilates, but you can do... She was doing a session where you use... Well, I'll show you one. Whoops. So you use these and you lie on them, and put them on different bits of your body and it was very specifically using them all the time. But some people like them and some don't, so she was... She's asked people details like that in terms of what they like in the session, and sometimes she asks us about the music, whether we like it, because it [unclear 30:31].

I: Oh, okay. So it sounds like you get along really well, and you got along really well with your exercise professional, that's correct?

F10: Yeah. That's correct.

I: And do you feel as though she was appropriately skilled to deliver the sessions?

F10: Yeah, I think she's highly skilled. I mean, she doesn't just tell you what do, she is doing all the exercises as well, and she's very, very fit, so she's a very good role model to show you how to do it yourself there, but supportive if it's very hard.

I: That's a good balance. And you mentioned that she was - she's friendly as well. Did she go at the right pace for you?

F10: Yeah. Yeah.

I: Was the amount or the type of support that was given to you, was it enough, was it appropriate or would you have liked more?

F10: No, I think it was appropriate, and I've seen in the classes when they were live, people coming along to try it, who maybe never come back again, but they've had that opportunity to see if it's right for them.

I: Okay. And is there a way in which the support offered could have been improved, or you're completely satisfied with it?

F10: Yeah. I'm completely satisfied.

I: How often were you in touch with your exercise professional? Hello, [participant], are you there?

F10: Sorry, you froze there.

I: Sorry. So how often were you in touch of your exercise professional?

F10: When you say 'in touch', what do you mean in touch with? Communicating in writing, or just...?

I: Yeah, or communicating, those times that you were receiving support from her, how often were you in touch with her?

F10: I mean, you're in touch on every session you attend, so you've got the opportunity at the beginning or at the end to talk to her, if you needed to.

I: Okay. And was the engagement of your exercise professional, was it important to progress of your own commitment to the programme?

F10: For me, [unclear 33:00] not hugely important. I wasn't going out and saying, how do you think I'm doing? Because I don't think she - I think she appreciates that people go and do the best they can for them. But you're not actually measuring how each individual - it's not like an exam or something graded, if you see what I mean? It's not like it was a measurement of how well I can bend a certain way.

I: And did you have any support from family or friends outside of the programme?

F10: My family is certainly supportive that I do it, yeah.

I: And in what way did they provide the support to you?

F10: I suppose psychologically by not laughing at the fact I'm doing it, that kind of thing. Listening to me as I spout on about how I think it's a really good thing to do, and that they ought to do it as well. But, yeah, definitely supported.

I: And how important was this support?

F10: I mean, it's not something I've really thought about, but if people weren't supportive, it would be quite upsetting, wouldn't it? If they laughed at me for doing anything like that, but yeah, supportive.

I: Did you make any friends during the first few weeks on the programme?

F10: Well, I mean, certainly a lady who, if she needed a lift home, I would make a detour and take her, to help her, rather than her standing for a bus and that kind of thing. So, yeah, you get to know people by name. Yeah.

I: Were they a source of support for you?

F10: During the sessions, people are supportive of each other, yeah. So on circuits, when you're in pairs, sometimes I needed someone who had been there for quite... Some people had

been going for years, who knew how to use particular equipment or do certain movements. Yeah.

I: In what way did they provide you the support? Did they provide with encouragement? Did they agree to go to sessions together with you? Did you meet outside of the sessions together, and in what way were the friends that you made during the first weeks of the programme supportive to you?

F10: Okay. No, I wouldn't say I'd met any of them outside of the sessions, but certainly at the beginning of sessions people are friendly and you catch up with how their week has been. And although I only started in October, the centre organised a sort of Christmas social celebration type thing, and that was not last Christmas but the Christmas before. So I think there's a general camaraderie, if that's the right word, between people who go.

I: I understand. So, overall, so through the programme, have you developed an enjoyment for exercise?

F10: Yeah, I have and I've even - I haven't done it yet, because the centre is just really getting back going. I've considered going to some other type - trying some other types of things.

I: And have you found it's a benefit to your mental health, or your wellbeing?

F10: Yeah. I enjoy being active and doing different things. And the things I tend to do myself, so are more lone things. I might cycle or I've got a kayak, or I walk the dog, that kind of thing. Not in groups with other people I don't know, so that's sort of pushed me into doing exercise in that way, and it's quite enjoyable.

I: At the start of the programme, did you have any concerns about your mental health?

F10: No.

I: Do you think that you'll continue to exercise now, now that you've developed this fondness of it?

F10: Definitely. I'd like to [unclear 37:46] and I'm 61. I think in my head that if I didn't do this, and then I looked forward to how fit or otherwise I was in ten years' time, it's much better for me to continue. Does that make sense, yeah?

I: Yes, that makes a lot of sense. And do you think the different types of delivery modes are suitable or less suitable for different types of people? For example, are there some parts of the programme that should always be face-to-face?

F10: Oh, I think it would be quite hard to start doing something like that purely by Zoom. Yeah. I mean, the whole Zoom experience, for me, is a less good quality experience than face-to-face, but I cannot see how in situations of lockdown, or if maybe people don't have transport, or maybe something on mental health issues that makes them anxious in rooms with other people, or something like that. There will be circumstances where I think now

they've set up and they've got the equipment and the skills, it's a good option to keep it available as an option.

I: Yes, definitely. And would you also agree that perhaps it's important that the first contacts you had with your exercise professional would be face-to-face, in order for you to build that rapport and that bond?

F10: That would be ideal, absolutely ideal. I mean, I feel quite sorry for - what am I trying to say here? So during lockdown, and maybe now, there are not so many people able to access GP services for that type of health review, which prevent, which might... So that there may be a gap, isn't there? A load of people who haven't been referred over the last year, because it's the exercise referral is kind of preventative medicine, isn't it, really? Or maybe some rehabilitation for people, and there's maybe a whole kind of cohort of people who've just not had access to that.

I: Yes. So what changes would you like to see for the NERS in the future, particularly in terms of how it's been delivered?

F10: Oh, changes? Well, if I was a health professional myself, I suppose I'd be quite interested in looking at... Because I don't know, I managed to stick it for me, and I would have done the whole 32 weeks, and I've continued on after. But I think what's quite interesting, is understanding if there is drop out and, again, it maybe is the sort of questions you're asking me, what is it that motivates people to keep going? And helping the people that don't keep going, in some sort of way, to try and find that if there is anything that can be done to help them continue.

I: Yeah. So what changes do you think that the NERS programme should incorporate, in terms of like how it's being delivered in the future?

F10: Perhaps, as I said earlier, and halfway through the session a review of how... Halfway through the 32 sessions, a review of how it's going rather than waiting to the end. Because I've never - although I filled in a bit of paper answering questions, that face-to-face discussion with the exercise professional, hasn't been available or offered. Even though I know I can go and talk to her, it's different, isn't it? If it's a more formal appointment for reviewing what targets you set out in the first place.

I: Yeah, I agree. So if some content continue to be delivered [unclear 42:17] going forward, like, for example, live sessions and recorded sessions, how important do you think it is that it's created and delivered by the same exercise professional each time? And that way, you have that continuity [in terms of 42:33] delivering sessions. Do you think it doesn't really matter, if they have different professionals delivering at different times?

F10: I think - what am I trying to say here? I think continuity is quite important, depending on how... So say you had to go to ten sessions and you got ten different exercise professionals, that's not very good because nobody's got continuity to get to know... The person doesn't get to know you. If it was just two, that would be okay. So what am I trying to say here? It's

that - it's the relationship with the exercise professional can build up with the people participating, that's really important, I think, yeah.

I: That was important to have that same - that continuity in who is delivering the sessions?

F10: Yeah, I think continuity is definitely a good thing.

I: And how important is it that the exercise professional is from your local neighbourhood? Does it really matter?

F10: So this is if it was delivered over a Zoom, do you mean?

I: Yes, so - yes, [unclear 43:56]. So how important is it that they are from the neighbourhood?

F10: Well, if I was to say out of ten, I'd say it's quite important, but not 100 per cent essential.

I: Okay, so why would you say it's quite important?

F10: Yeah.

I: So why would you say it's quite important?

F10: It's a good question: why would I say it is quite important? I suppose you'd feel they might have - more invested in you, because they're more likely to meet you, are more likely to have a one-to-one session with you, or build up a relationship with you. It's more difficult to build up a relationship with somebody virtually, I think, in that kind of classroom session setting. Yeah, because in any of these sessions, we were talking about the importance of that initial meeting when I've suggested a mid-review, and that being face-to-face. If it's sessions delivered by somebody 300 miles away, you're maybe never likely to meet them and that face-to-face, is quite valuable.

I: Okay. Do you think that the NERS users would be willing to pay for access to this digital content? Would you be willing to pay for access to digital content, so the live sessions, the recorded sessions?

F10: Well, I did - there was no compulsion to pay for the Zoom sessions that were carried out [unclear 45:52]. But we were encouraged to donate to the leisure centre, so I donated £5 every time I did a Zoom. So, yeah, I would be willing to pay, if that... If Zoom was the only option.

I: Okay. And how much would you - what would you say is a reasonable amount to pay for live sessions?

F10: Over Zoom, you mean?

I: [?That's it 46:15].

F10: Yeah. About a fiver, I think, is reasonable. Ten pounds seems a bit much, especially if it's a class with lots of people.

I: Okay. So we're nearly finished. So now I'd like to understand any costs that you might have incurred as a result of participating in the NERS programme. So just during the time you were on the NERS programme, what items have you had to pay for yourself to participate? So what I'll do is, that I'll ask you just briefly, just some questions regarding this. So regarding driving, how much did it cost you to drive to the sessions?

F10: Well, it takes a seven minutes' drive there. So it's only about three or four miles. So how do you work out the costs of that? I don't know either.

I: So you said three or four miles? You're not sure of the costs?

F10: No.

I: Okay. I'm guessing you don't know how much it cost you to go back, or travel back from the sessions, so back home?

F10: Yeah, I mean, if I were going by bus, I've got a bus pass, so it wouldn't cost me anything, but the timings of the buses in a rural area aren't suitable, so driving is the only way to get there. Yeah.

I: And it's four miles to get there, and then four miles from to the class?

F10: Yeah.

I: Okay. And did you have to pay to attend any of these sessions?

F10: Yeah. So when it's in the leisure centre, and you're on the exercise referral programme, it's £3 for each session. When you know that I'm off the NERS programme, I've joined the leisure centre and it's £5 each session.

I: You mentioned that you used to drive to and fro, and did you pay for parking at all? Did you have to pay for parking?

F10: No, you don't have to pay for parking.

I: So that's very handy.

F10: Yes, it is.

I: And did you have to - if for any exercise equipment to participate, such as like maybe an exercise mat or weights?

F10: Yeah. So when I started out, I mean, I didn't even have suitable clothes, so I had to buy exercise trousers. And then when it went on to Zoom, I bought these... A mat, a pair of prickly balls and some weights.

I: Do you remember how much everything cost?

F10: Goodness, if I was to add all these things up, it was probably... If I was to add all of that up, and which I've never done, because I got them at different times, it could add up to £40 to £50, really. If you think a mat was about £15. I can't remember how much the weights were,

let's say £20. A pair of trousers could be £15. These were about - I can't remember, £10, something like that. So it really does add up, doesn't it? It's surprising.

I: So in total, how much would you say you spent on the equipment, a rough estimate?

F10: Well, I would say in the region of £50.

I: Okay. And have you had to buy any additional equipment since you started participating? For example, did you have to replace any items? Did you have to replace any clothing materials?

F10: No, I haven't replaced anything, no.

I: Okay. And how much was your exercise clothing materials, do you know?

F10: I think I only bought the trousers, so it was about £15, I think, around that.

I: And you mentioned before that you attended for 28 weeks? Okay. And that you attended [unclear 50:41] sessions every week, or...?

F10: So that's 28 sessions, not 28 weeks.

I: So you attended 28 sessions. So how many weeks did you attend for?

F10: So that was probably spread over November, December, January, February to lockdown.

I: Okay, so you said December, January, February, so that's three months?

F10: Yeah.

I: So roughly, 12 weeks? No, sorry... Yeah.

F10: Yeah, roughly. Roughly, that time.

I: Okay. And how many sessions did you attend per week?

F10: Up to three, so two Pilates and a circuit training.

I: Okay. So thank you so much, that is the end of the interview. We managed to reach the one-hour timeframe, so thank you for answering. Is there anything else that you would like to ask that wasn't covered, perhaps, or that you felt wasn't covered?

F10: I don't think so, I think you've probably asked me a lot of relevant questions, and hopefully I've covered it okay.

I: Perfect! And is there any way we could improve this interview? Do you have any feedback on how to improve the interview?

F10: No, it's fine. I'd be interested to see the overall results, when you get to that stage. Because I've no idea whether other people have different views to me, so I'm just interested.

I: We'll keep you informed. We'll make a note of that. But that's the end of this, so thank you so much, [*participant*]. I'll just stop the recording now.

F10: Yeah.

End of Transcription