

**Prepared For: Anna Hurley-Wallace**

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**Recording Details: olive**

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**Transcriber: N. Brown**

**Recording Length: 24m**

ANONYMISED

Int[[1]](#footnote-1): Okay. It should just say there it’s started recording …

R[[2]](#footnote-2): Mhmm.

Int: Just to double check that you're still happy to go ahead with the interview and happy to be audio and video recorded for this?

R: Yes.

Int: Just a note as well, I’ve got my screen over here with my checklist so I might look over there to go through my checklist, but I’ll still be listening to you, okay?

R: Hmmm.

Int: Do you think you could start by telling me a bit about your experience of pain?

R: Yes, so do you want me to tell me how it started, how I experience it like every now and then, when it happens?

Int: Whichever one you want to go for.

R: So first it happened, like for the first time it happened in April and I think it has to do something with um, because I started running with my partner back then and I think it has something to do that when you're out and you're sweaty and then it’s a bit windy, and something with the muscle endurance happens and I think that’s what initiated it and then one day, I did a rapid movement, like it wasn’t really rapid, I just tried to catch something and when I did it, it felt like I don't know, as if something is not in its place anymore, like I didn’t break it or anything but I don't know, it’s something has to do with the muscle or the joint and like I really, I had to put something under my arm to ease the pain because it would drag, the gravity would drag my arm down and then it would be even more painful. And it lasted, I don't know, for a few days and with painkillers and with like keeping my arm up, it went away but then because I was exercising at the time, every time I would work out on my arms or my shoulders, then it would come back again and then I don't know, if I would dance and do a rapid movement, it would come back again and now, I’m not really doing anything so I’m not exercising as much, so I don’t have it as much but like during the week, I can just feel like something is going on but it’s not as, the pain is not as big as it was before, when I would do something and it would come back and would be really painful.

Int: Yeah, okay, so that’s starting from your shoulder isn’t it and then going down your arm, yeah?

R: Yeah.

Int: You said a bit there about how it affects your physical abilities, if you're trying to do a work-out, can you expand on that a bit more? How does it affect your physical abilities day to day?

R: Yes - so I stop doing any workouts because especially on my shoulders and arms, as I said because every time I would do it, eventually the pain will come back and it would be very painful so now it’s normal so I can do some type of workout on my legs, for example, it wouldn’t affect the shoulder.

And then yeah, just like I have this constant thought that “I have to be careful”, not do any rapid movements because “it will come back”, I’m just very cautious of that and just sometimes it’s very annoying because it’s like, I don't know, as if I’m an old lady who complains about “oh my back”, being in pain or something. It’s in this way it affects it.

Int: Do you think pain affects your mood and emotions and if it does, how does it affect those?

R: I don't think it really affects it now that I’m not doing anything in particular but before, it would affect it a lot because I would try and build my routine, like exercising, for example, the exercising routine and I would say that I can really do it because of it so I will like go two or three days or four days and I’ll try to do something for a week, but then after a week I can see that I can’t do it anymore and I have to stop and then if you stop, it doesn’t really help and you have to start all over again.

Int: Okay. How about your work or university life, does it affect that in any way?

R: No, because I graduated last year and I’m not working at the moment, so it doesn’t affect really anything.

Int: Okay. That’s fair enough. How about your social life? Does it affect your social life at all?

R: Again, not really because of the lockdown and everything, I spend all my time with my partner, and we’re at home pretty much all the time so it doesn’t really do anything to my social life.

Int: Yes, I guess it’s quite hard to say with the circumstance. Okay. Have you had any advice from doctors, nurses or any other healthcare professionals about the pain?

R: No, as I said during our first call, I didn’t really think about going anywhere, especially now with how the NHS works, and GPs, they don’t really take any appointments and I just didn’t feel like it’s really worth looking into at the time. With the study, when I found the study, it was like a call to action, “maybe now I have to search for more information about it and do something actually about it.”

Int: When you saw this study?

R: Yeah.

Int: Okay. Just to clarify, have you contacted your GP online or anything? Or not really?

R: Yeah, I tried to, I had a look if they have any appointments and they didn’t have any, not even video appointments so I was quite discouraged and I changed my practice as well but they don’t have anything as well, like the other one so I guess I just have to wait or go to a private doctor instead.

Int: Okay. And have you had any advice about it from friends and family, or your partner?

R: It’s pretty much what I came, the conclusions that I came to myself, that’s what they were telling me as well that just try not to do any rapid movements or do any intensive workouts and stuff like that. It was very weird, because my friend, she had something similar and one day she just told me, “I have this pain and it starts like that and it started when I did this” and I’m like it’s very weird that you have it as well and it was exactly the same way, and on the same arm and shoulder and I was like “it’s very - how does it happen that you and I have it in the same arm?”, it was quite weird.

Int: What did she say to do about it?

R: From what she said, she researched it and that’s how I researched as well later, that it was the frozen arm or frozen shoulder or something like that and that it happens when people, like what I said when you're sweaty and you exercise and then there can be like a breeze or something through the window or it can be a wind if you're outside and then it just … like freezes the shoulder and then you have this pain for some time. That’s the only thing I knew about it and certainly have to do something more about it.

Int: When you said you're researching, how are you doing that?

R: The only thing I did, I went on the NHS website because they had an article about it, the frozen shoulder or arm, I don't know how it’s called and... I didn’t really want to go on any other websites because I know from my experience in the past, when you go on the other websites and there’s more information and there’s more misleading information sometimes, you just start thinking, “maybe it’s this, maybe it’s that” and in the end you just end up thinking, “I have cancer” or something! [*laughs*] So I just did the NHS, I just read the NHS website and that’s it.

Int: So, NHS website, when you were searching the NHS website, what was your experience of that like? Was it quite easy or what can you tell me about that?

R: It was easy but they had very limited information because it was like either from exercising or it was something to do with dislocating your shoulder or something like that, and then it only had like one or two options what you can do about it, I can really remember because it was like two or three months ago and I was like, it doesn’t really have any room for other experiences, it didn’t really cover my experience so I wasn’t really sure if it’s that actually or not.

Int: Okay. Did you end up going on any other similar health websites like Healthline or those similar websites at all, or not really?

R: No, it was the only website I went to.

Int: Okay. Did you look on YouTube or anywhere like that to try and find out or social media anywhere?

R: No, to be honest, now that I’m talking about it, it sounds weird that I didn’t really do anything about it, it was like “Oh okay, that’s it” but now I understand that I have to do more about it and not leave it like that because it’s been bothering me for so many months now.

Int: You looked on the NHS website which is a good first place to go. When you went to the NHS website, did you go to Google first and then go from there or did you go straight to the NHS website?

R: Yeah, Googled it first because I didn’t really know how to look for it so I think I Googled something like, “pain in the shoulder” or something like that and then I think it was one of the first things that came up, the NHS website and this frozen shoulder or something like that.

Int: Okay. So, you literally just typed in the symptoms you were having?

R: Yes, I think it was just pain in the shoulder and surprisingly, it was the first thing that came out.

Int: Yeah. What do you think you were thinking about when you were looking for information online on the NHS website? Were you thinking about anything or hoping to find anything?

R: As I said, I was hoping to find something more that would cover more examples of how it could happen but as I said, it was just one or two things and so I wasn’t really sure if it’s that or not and that’s how I just left it and then I didn’t really come back to it, to look for more.

Int: Okay. You said it was a few months ago when you looked so - your internet resource use for finding information, has that changed since you first started getting that pain compared to now?

R: If the pain changed you mean?

Int: I mean... Do you still look online?

R: Not really, no because like of the whole situation of what happens now in the world and then my mental health as well, I didn’t really, like it was the last thing I was bothered by, like it bothered me but it didn’t bother me to the extent that other things bother me so I was like “hmmm, I don’t really want to go into this now, maybe later.”

Int: Yeah. Do you use, just because you mentioned it then, do you use internet resources and media resources for mental health purposes?

R: Hmmm, yeah.

Int: What sort of things do you use?

R: Like currently, I do therapy online so I don't know if that counts as looking for information about mental health.

Int: That’s okay. I’d like to hear about it if you're happy to speak about it?

R: Yes, so I started doing my therapy a few months ago and apart from that of course, I read different articles about mental health and because I have some, what’s the word, I think that I have something to do with depression so sometimes I read about it, just different information about it.

Int: Okay. That’s interesting thanks.

Have you found any internet resources for the pain - have you found any internet resources that were unhelpful and if so, why were they unhelpful?

R: Because it was just one research and as I said, it was quite unhelpful because it didn’t really cover much, it was really short as well, the whole article, the whole web page and because it didn’t really cover my experience of it, I didn’t really look into it anymore so that’s why I left it. I didn’t really want to go and look for more information, as I said probably I couldn’t be bothered back at that time because of all the other things.

Int: Yeah. And, is there anything you do yourself at home to help with the pain aside from changing your exercise routine, like you say, is there anything else you do like taking medications? Or some people do relaxation and mindfulness to try and help with pain, anything like that?

R: Sometimes when I get really painful, I take painkillers because otherwise I cannot sleep or sometimes I can wake up in the middle of the night because of the pain in the shoulder, so I’ll take some painkillers then and as for other things, from what I read on the website, it’s the only thing that I found useful is that it’s good not to sit like that, it’s good to have the posture straight so it really helps with the shoulder because it’s not dragging it down, it’s like keeping it straight so yes, that’s the only thing I try to do and like I can see, like for the whole day I’m sitting like that then I can feel that it’s getting worse actually, so I try to keep that in mind during the day.

Int: Yeah, sure. With the online therapy that you have, have you learned from that any relaxation and mindfulness stuff that you use at home generally, not necessarily to do with the pain?

R: Because the type of therapy I’m doing, it’s not really targeted at relaxation, it’s more like talking therapy so we don’t really go into relaxation techniques and stuff like that.

Int: That’s fair enough, I’m just curious.

Okay. When you've been trying to manage the pain when you're at home by yourself, or with your partner, have you had any problems with the strategies you've tried to use? Any problems – you mentioned medications - or anything that you've tried that you had any issue with?

R: With painkillers, because I have frequent migraines or just headaches, sometimes it’s a matter of “should I take another one because I’ve already taken so many or maybe I’ll just pass on this one and just be patient and maybe it will be okay in a day or in a few hours”, and then with the posture, because I spend a lot of time on my laptop and it just naturally comes to sit like that after some point and because I don’t have, my partner sits at the desk because he is working from home, I just have to find another place at home every time to sit somewhere else and it’s not the perfect place to sit and have a good straight posture. So I end up sitting like that many times or just not what I need for my shoulder, for me to feel it better.

Int: So a bit of a limited space maybe at home, at the current time especially?

R: Yes.

Int: Okay. We mainly talked about the NHS website, but if you think about online resources, is there anything else that you think would be helpful or would have been helpful at the start, to help manage the pain?

R: I think I could do, I don't know if it counts as resources, like doing some exercises from YouTube videos.

**Int:** **Yeah.**

R: Because it helped me before with back pain, lower back pain and I don’t have it anymore, so I was thinking during this time maybe I should start doing something targeted at shoulders, maybe it will help me like some yoga exercises or stuff like that.

Int: You said you’ve used YouTube before for your back pain so what’s stopped you from going to YouTube this time?

R: I think it’s the same reason that I didn’t really think about it, yeah it bothered me but for some reason, it wasn’t the main issue for me, like I don't know, like it’s weird because always I would just go and seek information and go to the GP and this time, I was like “I can’t really think about it, maybe at some point in the future I will do something about it but now …”, because all of the other feelings and emotions, like what was happening in the world and my mental state, I just, it was the last on the list to think about.

Int: Yeah – and that’s completely understandable.

I don’t really have any more questions about the online stuff, but do you think you could tell me a bit about those things that are at the front of your mind, at the top of your list? What are some of those things? Can you label them?

R: The first thing would be like what’s happening now in the world and because of that, I’m limited in what I can do myself in terms of travelling, in terms of doing something with my friends, something with my family and then it kind of links with the job as well because when the lockdown happened, some of the applications I had at the time, I had some interviews that I should have attended but because of the lockdown, they were cancelled because these jobs, they didn’t really need anymore people for that moment in time.

Again, because of the whole situation, I’m very limited in my options now because companies, they don’t really seek other new people to employ, so these are the main two things, like what’s happening and it’s the job part, that I can’t really find anything.

Int: And obviously you’ve sought a bit of help with your low mood with the online therapy as well.

R: Yeah.

Int: That’s understandable, I think I’ve got a good idea now of why it was further down on the list and what the top things were.

Okay - do you have anything else that you would like to add about online resources, or to add to anything else that you said?

R: No, I don't think so, the only thing is that as I said, when I found your study, it was kind of a wake up call that maybe I should do something now, now that I’ve tackled the therapy thing, now that I’m doing therapy and I’m feeling better, maybe it’s the next step that I should take to tackle this problem rather than just leave it like that for months.

Int: Yeah, okay.

That’s the end of my questions, unless there is anything else that you suddenly are thinking “I need to say that”, then I’ll turn the recording off and then I will allow you to ask any questions to me which you don’t want on the recording.

R: I think I’ve said everything.

**Int:** **Okay, thanks.**

[CLOSE]

1. Interviewer [↑](#footnote-ref-1)
2. Respondent [↑](#footnote-ref-2)