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**Recording Details: starfruit**

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**Transcriber: N. Brown**

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ANONYMISED

Int[[1]](#footnote-1): The recording’s started now, just to double check that you're still happy to go ahead and that you're still happy to be audio recorded just for this interview?

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

Int: Perfect. Some of the questions I start off by asking might be quite similar to what I asked in the screening but don’t worry about that, it’s just to help warm up into the conversation a bit, so if there’s any repeats, that’s absolutely fine.

R: Okay.

Int: Do you think you could start by telling me about your experience with the knee pain that you’ve been getting?

R: I injured myself playing hockey. I didn’t play it for quite a few months after. I still try to play it and then on occasions, quite frequently at the moment, I get pain sometimes.

Int: Okay. How would you describe the pain that you're getting now?

R: It’s not as bad as it was at the start, but I still have it.

Int: How long ago was that, that you injured your knee?

R: Um... I think it’s been two years now? I injured it a few times but then I injured it quite seriously.

Int: Mm - But a couple of years ago?

R: Yeah.

Int: Okay. If you were going to describe how the pain is in terms of how it feels to you, what kind of words would you use to describe it?

R: Discomfort, tiring.

Int: Yeah? That’s it – okay. We discussed before, you said it’s been coming back quite frequently, so how frequently is that at the moment?

R: About two or three times a week, it doesn’t seem the same as my other knee.

Int: Yeah [*coughs*] excuse me.

Would you say that the pain you're getting affects your physical abilities and if so, in what ways does it affect your physical ability?

R: I can’t run as much as I could before. I prefer not to go upstairs unless I really need to, so if there’s a lift available, I’ll try to use the lift.

Int: How about just getting around, and getting to school or college and things like that?

R: It’s not as easy as it was before, but I can still do it.

Int: Yeah – okay. In terms of your school life, do you think it affects that in any other ways at all?

R: Yes, because I don’t do as much running as I used to.

Int: So, what impact does that have... on your social groups is it, or?

R: I can’t do some of the clubs and activities that I used to do before.

Int: Would you say that the pain affects your mood or your emotions in any way and if so, how would you say it does?

R: No, I don't think so.

Int: Okay. So, despite the pain, it sounds like you're getting on okay?

R: Hmmm, yeah.

Int: Would you say that, or would you say something different?

R: If it’s bad, I won’t play hockey, because I’m scared it might make it worse but then most things I can still do, so I’m not too upset about it.

Int: Yeah. Playing hockey, is it quite a big part of your life? Is it one of the main things that you like doing?

R: Yeah.

Int: Do you think you could tell me about advice that you've had from any doctors, nurses or any other medical professionals about the pain?

R: Er... they talked about recovery time and applying heat to it, resting, not engaging in as much physical activity, taking breaks. Some of it I don’t remember but they gave me a bunch of advice on stretches, I think.

Int: Okay. Was that the GP?

R: Yeah, and there was a nurse that gave me advice too, I think.

Int: Oh, okay. What parts of that advice have you used or what parts have you found helpful?

R: They told me about gels that you can apply, I like them. I do stretches sometimes, I stretch more when I - before I do certain activities like hockey, and I do take breaks so I might just stop if I want to.

Int: I’m just interested - do they give you the stretches like on just an information leaflet, is that how they gave them?

R: I think so.

Int: It’s good that you're doing them as well.

Alright. How about any kind of alternative therapists or specialists, have you seen anyone like that about the knee pain?

R: I had a few sport massages done, those were nice.

Int: Was it just on the knee?

R: It was around the legs.

Int: Okay - and that gave you quite a lot of relief?

R: Yeah.

Int: Do you still have them, or not?

R: Not, because of COVID.

Int: What about anyone like a psychologist or people like that, have you spoken to anyone like that about it?

Even if you speak to someone for a different reason initially, I wonder whether they might have spoken to you about it for the pain as well?

R: I spoke to the sports coach at school and they said injuries can take time to recover and it doesn’t mean that I can’t play, I just have to be a bit more aware of it.

Int: Yeah. Do you speak to them quite a lot or was it more like a ..?

R: Yeah, they’re very nice to me.

Int: That’s good, okay. Do they reiterate the advice that the GP gave, and the nurse gave to you as well, about taking breaks and things like that?

R: Yeah, I think it was my dad that gave the letter to the school, so they know.

Int: How have school been about it generally? Has everyone been helpful?

R: Yes.

Int: That’s good.

When you've been trying to find out how to deal with the pain that you’ve been getting, who or where would you say you've turned to in the very first instance?

R: My parents.

Int: Yeah? What do they say about it?

R: They observe how it’s affecting me, and then they might look online or they might contact the GP, I think.

Int: Did you go to the GP on your own, or did you take somebody with you?

R: I take someone with me.

Int: Did you find that helped a bit with things?

R: Yeah, I don't think they take you seriously if you're by yourself.

Int: In the appointment, when you're talking to the GP, were you doing most of the talking with the GP or was the family member talking with them more?

R: Yeah, they were talking more.

Int: What about any kind of practical advice that either your family or your friends have given you, has anyone given you practical advice?

R: Not much, just about letting them know if it’s getting worse.

Int: So, it sounds like they want to have a sense of how you're feeling along the way?

R: Yeah.

Int: Yeah, okay.

When you're just at home on your own, what kind of things do you do yourself to help you cope with the pain? I’m thinking of things like medication, you mentioned exercises before but also-

R: I take Ibuprofen, that really just sorts it out for me, sometimes it takes about an hour or I don't know how long, for it to work but it’s really good.

Int: You mentioned before about the gels, do you use them as well?

R: That’s more when I want to go out, if it’s discomfort.

Int: Do you take some with you when you go out, or do you put it on before?

R: I try to keep it with me, but my parents keep it in their car, I have some with the school nurse at school just in case I forget.

Int: Okay. What about things like relaxation or mindfulness type things, do you try anything like that to help with it?

R: No.

Int: Do you do any of that more generally? Have you tried any of it?

R: I do yoga sometimes because my mum does it but other than that, no.

Int: Okay. Do you find yoga helpful, or at least okay with the knee injury?

R: Yeah, it helps me with stretching.

Int: Do you practice it with your mum?

R: Yeah.

Int: In-person or is it like online classes at the moment?

R: Everything is online but before we used to go.

Int: Have you had any problems with the coping strategies that you've tried to use to manage the pain, even with taking the medication or with having access to gels or any problems?

R: No, not that I can think of.

Int: That’s good.

You mentioned before that your parents sometimes look online for information to help you out, but could you tell me about internet resources that maybe you have used to find out information about the pain?

R: I’ve seen my mum use WebMD, NHS website but I don’t do it myself, I just look at what they show me.

Int: Okay. So you yourself are not really doing the searches as much?

R: No, I’m not.

Int: Okay. What about the pages they have shown you from the NHS website, have you found those useful?

R: Yes.

Int: What page was it that you got shown? Was it just about injuries or managing pain?

R: I think it was to do with managing pain.

Int: Okay. When they’re looking on the internet, is it to help with the doctor’s appointment or is it independently of that? Do you think?

R: A bit of both.

Int: Did your parents ever take some of the information like from the NHS website and take it to the doctor’s appointment?

R: Yeah, I think they might have.

Int: Okay. You mentioned WebMD, that your mum was looking on there, did you look at that as well or did she show it to you?

R: She showed it to me, she likes that website.

Int: Why do you think that she likes it?

R: It’s easy for her to search what she’s looking for.

Int: Mm. What did you make it of it when you had a look at it?

R: It looked reliable.

Int: What about other types of internet resources, like social media platforms, have you looked anywhere like that for information or to find support with the pain?

R: I think I saw somebody once have a bandage that you could put around the knee, but my doctor didn’t give me that I tried it, I didn’t like it so since then, no I don’t look at it.

Int: Where was it that you saw that, can you remember?

R: I think on Instagram and they had the website link too …

Int: Was it the NHS website or a different sort of website?

R: I think it was a link where you can buy it from.

Int: Okay. You said you tried it and you didn’t really get on with it?

R: I think it was a waste of money.

Int: Okay, yeah - so that was Instagram.

Do you follow any sort of pages or have you seen any information to help with the knee pain on there, apart from what you just said?

R: I think I saw something about a cold bath or something like that but I’m not going to try it.

Int: Okay, was that another thing to purchase?

R: Yeah.

Int: What about YouTube, do you go on there to find any information or support?

R: No.

Int: Alright. The other thing I’d like to ask is whether you use any of the relaxation and mindfulness apps, like Headspace or Calm?

R: No.

Int: Okay. It sounds like you don’t use internet resources, websites and apps too much, right?

R: Not myself, no.

Int: Not yourself, okay.

Do you think from when you first started getting the pain - when it was sort of first really bad, when you had the bad injury - do you think from then until now, either yours or your parents’ internet use to help with that has changed?

R: I think my mum always used WebMD, so I don't know really how to answer that.

Int: Okay.

It sounds like a lot of the searching when they were doing it was more around when you had the initial appointment and initial advice with the healthcare professionals, but do you use the internet at all now to help with it, or not really?

R: Hmmm, not really. I don’t use it.

Int: Okay. That’s fine.

Is there anything else, online, that you think might have been helpful for you or would potentially be helpful to other people in the future, for managing this type of pain?

R: Listen to GP advice? Don’t buy stuff from Instagram, because they’re trying to just sell stuff.

Int: I think that happens sometimes - these pages are quite good at knowing what other stuff you look at so that’s why that pops up I think, but yes, trying to avoid, not scams, but to not buy things that are not helpful, maybe?

R: Yes.

Int: Okay. Is there anything else that you’ve come across that you thought, “this is really unhelpful” or it looks a bit unreliable or untrustworthy?

R: Hm... I think my friend once showed me about some sort of massager you can use but I did research myself, it just looked funny.

Int: So, you weren’t too sure about that either?

R: No.

Int: Okay. Is there anything else that you'd like to add about your experience with the knee pain, or about internet resources, to what you’ve already said?

R: My mum likes WebMD more than the NHS website, I think but I don’t really know myself. I can’t think of anything else actually, sorry.

Int: That’s absolutely fine - you don’t sound like you use it that much at all, so we’ve talked about quite a lot considering you don’t really use it that much.

That brings me to the end of the questions, okay. What I’ll do now is I’ll turn of the recording and do a quick debrief with you.

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