**Interview 24**

**(family member)**

Q1. To start with, can you please tell me a bit about how you've got on with trying the CALM website?

**F:** Thank you for letting me take part. I have logged on to the site again to try and work out why the CALM website increases my levels of anxiety. The immense feeling of helplessness that I have as I watch my husband deteriorate with MND has put me under a great deal of stress. As a result, I have

difficulty concentrating, particularly with reading. Although the amount of text is limited on each page, the site resembles a power point presentation. Additionally, the lack of images and format is repetitive and unappealing. I'm sorry to be negative about this research but having just gone back into the site, it still makes me feel anxious. The site I used to compare this with is MND association. Would there be any chance of working with the association to include some of the good ideas in CALM?

Q.2 Can you tell me a bit about when you generally used the website? How often, what made you log in?

**F:** High levels of stress and sheer desperation for support are the main reasons for logging onto the site. I logged on a few times but was easily irritated by the layout of the site and the power point presentation approach.

Q.3 Which section or activities did you mainly try? Why did you decide to choose them? Were there any sections or activities you did not look at? Can you tell me a bit more about why you didn't choose them?

**F:** Dealing with worry and stress. I looked at all sections. I found the Building Positivity section lacking sincerity. I would have found more comfort seeing and listening to them via a short video clip.

Q.4 Can you tell me about whether you had a go at trying out the activities and suggestions from the website? How did that go?

**F:** I tried the thought distancing and decided to contact the MND association for a Association Visitor to talk to.

Q.5 Did anything make it easier or more difficult for you to use the website? Could you please tell me a bit about this?

**F:** The power point approach was highly irritating for me. Change in fonts, format, including images, video clips, links to other sites would improve the site.

Q.6 Could you tell me about any part of the website that you had problems with or that didn't seem to work properly?

**F:** I have covered this above

Q.7 What did you think about the Building positivity section? Did you try out any of the activities - Pleasant activities, Finding positives, Values and Goals? Were they relevant to you? Was there anything you liked or disliked? Would you have changed anything?

**F:** No, I did not try these activities. That is not to say they are not necessarily helpful activities, I think I am not ready for these just yet. One stage at a time... and I suspect these stages are different for individuals depending on circumstances.

Q.8 What did you think about the Adjusting to changes section? Did you have a look at the activities and suggestions for anger, sadness and frustration? Were they relevant to you? Was there anything you liked or disliked? Would you have changed anything?

**F:** I did look at this area and I do use the 3 minute breathing.

Q.9 What did you think about the Dealing with worries and stress section? Did you have a look at the activities and suggestions for worry and stress? Were they relevant to you? Was there anything you liked or disliked? Would you have changed anything?

**F:** I did but found my stress levels increase as I read the questions " Do you .." felt like I was reading an advert for some soap powder - it was too direct and tasteless. Thought Distancing was useful.

Q.10 What did you think about the All activities section? Did you try any off the following activities -- Compassion break, befriending yourself, self-kindness letter, 3-minute breathing space, safe place meditation, body scan, pleasant activities, finding positives, values, and goals, and thought distancing. Were they relevant to you? Was there anything you liked or disliked? Would you have changed anything?

**F:** Again, the format was the same power point approach and more reading which is difficult to do when under immense pressure and stress. I did like the main page of this section with all the tabs to choose from but I was hoping for something different in approach and format.

Q.11 What did you think about the ''Other support'' section? Did the information make sense? Was there anything useful or not useful in this section?

**F:** As above. I do apologise for the negative feedback and it may reflect my state of mind but I found the site very frustrating and would not use it again. I wish you well in developing the site as there are some good activities and information. There needs to be a more engaging approach, with more varied ways of presenting information. I hope this helps in some way. Good luck and thank you for your interest in MND.

Q.12 After having gone through the website, how do you now feel about dealing with your emotions? Has anything changed?

**F:** No

Q.13 Is there any advice or activity from the website that you think you might use, now or in the future? Can you tell a bit more about this?

**F:** No.

Q.14 How has it been for you using this website during all the restrictions and limitations we've had because of COVID? Were there any activities or suggestions that were difficult to follow?

**F:** No.

Q.15 Is there anything else you would like to mention about the website or the activities and suggestions in the website?

**F:** Please see previous comments