**Interview 1**

**(person with MND)**

**I:** Started recording Yep.

**P:** OK. Um, yeah

**I:** So, if you could just go back one more page, I think there's one page before this. Yeah, so this essentially is the introduction. Um, but before we kind of go through it, I just wanted to ask you what your thoughts were about the title of the website – CALM…And what you thought it was about maybe?

**P:** I guess it's slightly onomatopoeic. OK, you know, it does sound… ‘Calm’ is a word which…it does what it says like. What I would’ve thought it was about? I wouldn’t necessarily have known from that. And even trying to work it out. What if it was an acronym? What that might stand for? So until that first page, I wouldn't really have known.

**I:** Ok. No, that's really useful to know. I'm just making a note of that. OK. And this page that you're on essentially tells you what to expect, what it's about. I'll give you a moment if you haven't read it, um, just to tell me what your initial impressions are?

[Introduction Pg1 – What is CALM about?]

**P:** OK, I'm, I'm not mad on the colours first of all. I get, I'm quite anal about stuff, it’s 'cause those colours remind me of an NHS hospital?

**I:** No. That’s absolutely fine

**P:** You know, I quite like striking colours that will stand out and say this is what we are. But the actual content, all fine I wouldn't argue any of that, draws you along with it nicely. Apart from the last line, where it says ‘it doesn't mention things,’ that sounds quite negative. OK, I appreciate the point. It doesn't mention things that are too upsetting, but I quite like things rather than saying what it doesn't do, is say what it does. That's the only thing I would say on that.

[Intro – Pg 2 Who is it for?]

**I:** That's yeah. Um, OK if you go to the next page. Does this information capture clearly who it's for?

**P:** Yeah. Yeah, that's fine.

[Intro – Who built CALM]

**I:** If you go on to the next page. Yeah, so this is a little bit about who built the intervention.

**P:** My sister and brother-in-law are both psychologists. I won't start on what I call them.

**I:** Are they? (laughs) OK. Yeah, if there’s nothing we can move on to the next page…

**P:** Yeah there’s nothing controversial about that.

[Intro – Team]

**I:** Yeah, yeah. So the next page, um, says who the members of the team are.

**P:** Yeah. (Pauses)

**I:** I think there is probably not much really…

**P:** Yeah, pretty straightforward bios. OK, OK.

[Intro – PPI team]

**I:** Yeah, if you continue. So we also spoke to people who have MND and family members. These are some of the people who helped out with the study. Any thoughts about this page?

**P:** No, I think, actually if I took the bio page and this page, again, it's only in presentation of it, you know.

**I:** But what specifically about the presentation?

**P:** I think the presentation is clear. I mean, I'll be honest, I look at that page in the first thing I see is the picture [name of PPI member in wheelchair] in the bottom right hand corner (pauses) and I don't look at the other two pictures. And it mentions four people, and there's only three people listed there.

**I:** Yes, I think one person didn't want their photograph there.

**P:** That's why, ah. I'm just saying, I know I read more than that, why did they choose three, so...that's fine. Yeah yeah, OK.

[Intro – what to expect]

**I:** Yeah, so this is just sort of setting expectations on. But I guess… sorry I'll give you time to read.

**P:** That’s okay, carry on.

**I:** So before having seen the website from this information. Does it clearly see what it's about?

**P:** Yes.

**I:** OK. Um, if we go into the next. Yeah. OK. Any thoughts on that?

**P:** So I would agree with that, OK, Fine, yeah are these all stock photos? Yeah

**I:** Primarily Yep. OK. Yeah, this is a bit more about how to actually use the website. Does it seem clear? Would you like any more information?

[Intro – how to use CALM]

**P:** No, but again, it's just in layout. I would probably almost treat each of those links like a bio and put the meaning of each one under each box. So you know there's the ‘building positive & meaning’ is a box underneath that says activities and tips for staying positive, ‘adjusting to changes’ information under there, instead of all that unnecessary jumping around

**I:** OK, yeah, that's really useful. Yeah, if we could go into the next page, I think there's just this is the last in the introduction.

**P:** OK

[Intro – summary and motivational message]

**I:** Does it feel sort of clear when to use it?

**P:** Yeah, if anything, I would think it's a bit simplistic but that's fine. It feels like, teaching you to suck eggs, as such. 'cause I guess by the time, people have come onto it you’ve already signed up to what it's going to be. But I mean, there's nothing controversial. No, it's fine. It's fine, I would probably have got all this into one of the previous two pages.

**I:** OK, Yep, that's fair. OK, if we go into the next page, so this is the actual home page. And yeah, just. What your thoughts were? Does it seem clear where to go?

**P:** Yeah, I guess I mean, I think that's fine like that, with the buttons like that.

**I:** If you were using this on your own or something like that, where would you likely click next?

**P:** Probably adjusting to changes.

**I:** OK. Let's go with that then. Any particular reason you picked this option?

**P:** I don't have… I should never say never… I don't have too much of a problem with positive thinking or negative thinking or emotional issues with it at the moment, I'm pretty pragmatic about things. So it's more the practical, day to day stuff, I go ‘Oh I can't do that, I can't do that,’ ‘I wonder is there a way of doing this easier’ and that's where the emotional frustration comes from rather than some fear or angry with somebody or dealing with why me, that doesn't, doesn't enter my thoughts at all. So more it's about techniques and adjusting to change the thing. OK, what do I need to be getting my head around practically.

**I:** OK. I'd be very interested to see here what you think of this section. Yeah, I'll let you have a read of this initial bit.

[Changes and how you feel]

**P:** OK.

[Adjusting to changes – menu]

**I:** OK, you can click next. So. Yeah, similarly, what did you think of kind of break up and which option you might pick and why?

**P:** I guess of those three I would say frustration. Only because that's the emotion I would most generally feel with, with things like I say. Yeah.

**I:** OK. So that seems more relevant to you?

**P:** I mean anger and sadness, like I say I would never say never, will they come? Maybe as the increasing frustration perhaps, but not at present particularly.

**I:** OK. Let's click frustration then. Yes, this is just a bit of an introduction.

**P:** OK yeah.

**I:** I guess, a similar thing to what you said as well. People deal with things differently, so that's why there’s kind of suggested a technique and then practical tips because some people like to be a bit more practical with coping with things as well. So the flexibility is there. You could click one of or both options. We can try one at a time, or if you feel you want to choose a particular one or not…

**P:** No, if I came on to this, I'd probably just do one after the other.

**I:** OK. Uh, yeah, let's go with suggested technique.

[Compassion break]

**P:** OK.

**I:** Um? I noticed you smiled, does that mean…

**P:** That's just me. I look at it and just go…no it doesn't, I wouldn't argue with any of it. I call it selfish selfishness. For me self-kindness is the same thing, yeah.

**I:** Oh, like looking after yourself, that kind of thing…

**P:** Well, you’re no good to anyone else until you've looked after yourself type thing.

**I:** Oh OK OK

**P:** yeah. So yeah, but self kindness is the same thing.

**I:** Yeah, that's true. OK, let's go to the next page. So this…I’ll let you read.

**P:** Would you rather me listen or read it?

**I:** Um…just to get a feel of what would you typically do…

**P:** I'd probably do the written instructions.

**I:** The written instructions OK. Yep, we can click the written instructions.

[starts reading compassion break instructions]

**I:** Yeah. And while, sorry while you're reading, just let me know your reaction to the way certain things are said or phrased stuff like that as well.

**P:** OK.

**I:** Any thoughts? Or should we…

**P:** No, it's self explanatory. I sort of feel it slightly patronizing is not the right word…

**I:** Is it the last sentence?

**P:** No, it's not so much that. I mean my English teacher will pick me up on the presentation of the middle paragraph, but that's because I had a strict priest teaching me. Yeah, yeah, I just feel it, it's slightly, I mean, I don't deal well necessarily with anybody’s language. Then ‘it's OK for you to do this’ or you know ‘this is normal.’ It's OK 'cause I think yeah, well, I don't need permission to feel this way or that way. And that's the way it puts across to me, but if I saw that somewhere I wouldn't be arguing it anyway, and say, well, that's not right because everybody's different.

**I:** OK. OK, no, that's important too.

**P:** It's a tough balance, isn't because you want to be empathetic without it becoming like I say, patronizing.

**I:** I know what you mean here.

[Next instruction page]

**I:** OK. I need to adjust that writing at the bottom. See, I'm not a website designer, so this was all learning for me.

**P:** Yeah.

**I:** Do you think that's a similar thing about language?

**P:** No less so on this page. I think, it's probably quite a wordy way of presenting it, in the firstly, secondly and thirdly, where especially….basically, what we're aiming for is almost a meditative way, which to me would need to be, a little, not bullet points, because that means short and sharp and people won’t relax with that. But it’s a slightly wordy way of getting to the point there I think. Which means you're sort of replaying is over, to analyze it, to go ‘well, what my… What should I be doing?’ But no, I don't think, it doesn't strike me in the same way as the last time.

**I:** OK. Yeah, You’re right when you said it's intending to be a sort of meditative thing. So if you were doing this on your own and you were looking at the instructions, how would you typically go about it like. Would you read and practice?

**P:** yes yeah, because you know it sort of has to be a summation of the first one. That's why maybe the audio is better 'cause you can do that as it's going along. Um.. It's almost a self hypnosis type thing. And that… I mean, I guess the thing there when I read the bit about saying, and express this wish silently to yourself. That's almost a bit didactic, and you're almost saying ‘this is what you should be saying to yourself’ and it's…you know, I would never use those words in my mind or in my day-to-day language. It has to be…I would be suggesting you try and describe the positive thoughts without the actual words. I don't know what that would, because it would be different for every everyone else. But you know, I would never sit here and say, ‘may I be kind with myself’ I might be saying, ‘OK, this is what's going on.’ As we said before. ‘Accept this. What's what's gonna happen from there?’ But I mean, I can't argue with what’s there, I get the point of it and I would read that and say, ‘well I'm not saying that because I don't say that.’ Yeah, it would be unnatural and then you start getting the jarring. So that's all my thoughts will be on that, is maybe not to be so exact in the… in what the wish is to be.

**I:** Yeah, almost like these are examples, but you can use it based on how you would speak to yourself or say something…

**P:** Probably needs to be more suggestive.

**I:** Ok

**P:** I'm terrible, sorry I feel I am being negative.

**I:** No, no this is exactly what I want. It's absolutely fine.

**P:** Um, I like the picture though, but I like the sea.

**I:** Can I just ask why you went for the written instructions over the audio?

**P:** I think it was mainly because a lot of the audio things I tend to be a bit impatient over. And sometimes it's not…and I’m going come on, because then your sort of beholden to the pace it's at. Where as the written one, you know you can go do it at your speed and say OK, that's what I need to do. Now I may well have done the written one and then thought I'll go back to the audio because maybe there's, maybe there is the sound of crashing waves in the background to help you get into this meditative space. And maybe the way to present it is a bit more hypnotic because you're not going to read something and think, OK, I can do, then you need to turn it off and sit back from it. But I would maybe read that and having read that, go back to the audio and see if that in itself was a sort of, semi hypnotic presentation to help you.

**I:** OK OK, almost like a preview of it in that one, yeah?

**P:** I don’t want panpipes but I think that's the way I would have come into. I would say, well, let's see what it is first, and then maybe I'll go back to it and go through it that way.

**I:** OK, fair enough. Um, here if we could go on to the next button. I think that’s just a kind of concluding thing.

**P:** OK.

**I:** And if you click next again. Yeah, so it comes back to this menu. And you can go ahead and look at the practical tips.

**P:** Couldn’t argue with any of that.

**I:** Um… What do you think of how it's presented?

**P:** Yeah, I think again, it's just some of the language I would….Give yourself a bit of a break, I'd leave ‘a bit’ off and just say give yourself a break. Um, when you say so, you're not disappointed in the second one, ‘change expectations of what you can do’, because I'm always conscious that once you put it, it's a bit like the pink elephant. When you say ‘so you are not disappointed,’ I straightway go ‘Oh disappointed’, you know it's quite an obvious word. ‘Try not to compare yourself with how you used to be able to do things well’. What do you start doing? You start comparing yourself. So I would be thinking of changing the language on that. You are what you are, you can do what you can do. Congratulate yourself on that type thing.

**I:** OK, that's really useful. I'm noting this down because is very helpful.

**P:** And likewise, ‘Do each activity slowly.’ ‘Try not to do too much at once.’ I just find ‘not’ I don't find your language wrong, it’s just when there's negative language you have to switch around. And I have a pet hate about things like ‘do not do too much’ 'cause I go ‘No 'cause that's too much. Why would you do too much?’ You know, ‘don't make it too hot.’ ‘No 'cause then it would be too hot.’ Yeah it's just a way of finding, of making the language positive without being, going back to that patronizing, you know, subtext of it all. You know, we're not talking down to anyone but the same time, everything that's ‘the not’ and ‘do not’ and ‘try not to’, I think the mind is gearing that it will do those things.

**I:** No, this is this is really useful 'cause I've been staring at it for so long. Um…I'm just trying to see if there's anything else in the way the rest of this stuff is phrased. No, there’s not as many negatives.

**P:** No.

**I:** Anything else about this page?

**P:** I would put the bottom thing first. I say this because it’s something which I'm terrible at doing. I have probably asked one person for help with things so far, and it's terrible and I would be saying probably the most important thing. I would be saying people want to help because it feels like the only thing they can contribute at the time, they want to do something. Even if sometimes, my wife tells me even if I don't need the help, take it because it's helping those giving help as well. So of all of those, I would probably be saying, ‘ask for help.’

**I:** Yeah.

**P:** Again, all good.

**I:** OK. If we go into the next page. Think it gives a couple of examples. I guess this is just kind of illustrating a similar thing, but more with real people

**P:** No, I like, I like that. As soon as I dislike the talking heads they have on the news thing, I think that does make it more personable. I'm not sure the descriptions I think of ‘Liz Person MND’, you know and Michael a ‘family member of someone with MND’ sounds a bit dismissive. I'd put Liz MND since 2017.

**I:** Ah ok

**P:** I don't like the word sufferer or victim and in that way, but you know, you know what I mean, and Michael, MND family carer or something. But just this, someone in person seem a bit anonymous

**I:** yeah, that's a really good point. This is all incredibly useful feedback.

**P:** Yeah, but otherwise I like those

**I:** 'cause. I also tend to see things quite almost like academically in a way rather than how it comes across to people. So that’s really useful. Um, yeah, any other thoughts about just presenting these sorts of quotes?

**P:** No, not really. Again it's in web layout. I'd probably offset the boxes, offset the boxes if, but likewise I'm not a web designer, I tell the guys from my practice reps who I want… it just trying to…. they need to be front and center, I think they're quite important things like that. If anything, I would maybe be inclined to put these earlier on. Because again, they do quite highlight the situations that arise. And so it's showing the empathy and understanding quite early on to say, look, we know this goes on because look, it says it here. It's almost like here's the problem. This is what mentally you can do with this. Rather than necessarily at the end.

**I:** Almost in the introduction…

**P:** Yeah, because it seems like you've gone through the, you know, these are the things you can do and ask for help and take a break and then you come back to it and it's then reminding you again of what the issues are, whereas I'd probably have had this a couple of pages ago. You know, we say yes we know people have frustration because they tell us.

**I:** OK, that is easily fixable. Yep. And this is here. [navigating back through to frustration intro] So… You could go back to the section menu if you wanted, um..

[Frustration intro and menu page]

**P:** Yeah see I would maybe even have those. I would even have maybe one of those quotes on that page. If you, if you're because it’s called frustration, and that's basically what either of those quotes are about, especially from Liz. It's about the frustration over, so when you say many people were MND and their families feel frustrated, well, nothing shows it more than because look, this says so.

**I:** I see what you mean. Yeah, definitely. I can do that. Um? If you wanted to go through any of the other options you could, or if you don't want to as well, that's fine...

**P:** I’m happy to, I'm not, I'm not angry. I'm not particularly sad. I'll quite happily go through them if you like.

**I:** I'm happy to be sort of led by what you would typically use so. If you wouldn't use it, that’s also fine.

**P:** Yeah, I wouldn't do at the moment now.

**I:** OK, let's go back to the home page, done. Do any of the other options seem like something you'd use?

**P:** Yeah, I think I would do if I came into it I would give it a go. Well let's see, of those I’d probably do worry and stress ahead of positive and meaning. Because, again, the worrying and stress seems to be the problem, and the positively and meaning would seem to be the solution. So I’d do the problem bit, first of all, and then the solution.

**I:** OK, let's click that section and see what you think of it? Similar in layout really. Oh, I need to change that bit below, I just saw that.

**P:** Yep. OK, see I think that's quite a repeated line if you're going through this website a lot. And again, it's difficult when you're looking at 100 times a day, but if you're going through that website and going, well the opening line on a lot of those pages seems to be ‘a lot of people with MND’, and so therefore loses its, it's… it starts to be quite generic.

**I:** Yep.

**P:** I would say ‘it never helps’, but you're right, I like that line

**I:** which line…

**P:** Worrying rarely helps you find solutions. I would say it never helps, OK. Yep.

[Thought distancing]

**I:** I don't know what you initially think of the idea…

**P:** Yeah. Well I said before, I've got two psychologists in my family telling me the whole time. No, I think it's right as is. I can't remember who said to me years ago. It's not the voice in the head, it's the person who's listening to the voice in their head. So you're trying to separate the two out.

**I:** Yeah. So this doesn't feel like too unfamiliar a concept. OK. We can go to the next page. Does this information feel relevant?

[Thought distancing – Step 1]

**P:** I can see how it would be. It's probably not to me at present, but only because I wouldn't, I wouldn't dwell on any of those thoughts, but I you know, I can certainly see how it would do.

**I:** OK. Is it clearly explained, do you think? If you had to actually do the task.

**P:** Yes. It seems slightly repetitive there, as if it's almost the same thing a couple of times, but I appreciate it's not.

**I:** Ah the different types…

**P:** Oh well, sort of negative outcomes and worst possible outcomes sort of feels like the same thing to me. I know it's, I know it's not because you're saying this negative and the most negative it could possibly be. ‘All or nothing’, ‘always or never’, pretty much means all or nothing.

**I:** OK, I see what you mean.

**P:** But yeah, I get what it is, as in saying it's almost trying to label those people might have if they haven't necessarily been analyzed before, if they haven't analyzed their thoughts. Then going ‘well it’s this, that means that's because you're using this language’. So, yeah I can see what the unhelpful thoughts may be, I'm not, I'm not sure they need the labelling beforehand. You could list out half a dozen, half a dozen of these types. You could – ‘Here's the six types of thoughts. OK, these are often using all or nothing and negative outcomes in the thoughts.’ I don't know

**I:** So something like the example of being more helpful than actually the labels on them.

**P:** Yeah. Or yeah, the examples coming first in, the labels afterwards maybe

**I:** OK, I see, yeah. If you're happy to continue..

[Thought distancing step 2]

**P:** yeah, yeah, I wouldn't have… that's all reads well, I wouldn't have any argument with any of that. Yeah, it's good.

**I:** OK.

[Thought distancing metaphors]

**P:** I like that. I hadn’t heard of the beach ball before I like that one.

**I:** OK, does it sort of help because it's quite an abstract thing.

**P:** Yeah I think so. I think that's quite a good one. Actually, I prefer that to the online shopping one, but yeah, I like that.

**I:** OK? Yeah, on the next page. I think I spell it out a bit more. It's all essentially saying the similar thing, but just different ways for people to do it I guess.

**P:** Yeah.

**I:** What do you feel about the level of instruction?

**P:** I think that's good, I think, uh [reads] Stop what you’re doing, pretty good. Take a breath. Again, how descriptive do you have to be? You could say take a deep breaths, you know use your diaphragm but you want it to be simple. So take a few breaths in and out. What thoughts are going on in your mind? What do you notice your body? What's the focus of your attention? My question, I always ask is, does it help? What's the focus of your attention? Is it helping you know, if not then moving on. It's the same as the worry. Yeah it doesn't help, moving on…

**I:** Yeah. But I like the way of just saying it quite directly, does it help, yeah.

**P:** Yeah, well, either way it's presented well….it’s ba ba bup.

[Thought distancing example Alex]

**I:** I need to make this font bigger. But this is just giving an example of someone using it..

**P:** OK, that seems pretty simplistic to me, or unrealistic

**I:** Which bits in particular?

**P:** Using the stop technique. I think that I think the first bit could easily be the case. I'm not sure about ‘these thoughts were stopping him from going about his work’. You know, ‘these thoughts were constantly interrupting his day, and affecting his work.’ Because then, the using the stop technique well, it pretty much seems like a more wordy repetition of the page before. And I it seems slightly unrealistic to say OK, he sat down, he did all this, had a cup of tea and carried on, you think, well that's not gonna happen? You know, because it's something you'd have to do repeatedly to learn the technique or to get into a frame of mind that you could do it that simply. So to me, I would read that and go someone just made up that that's not… It's not like when those you know personable quotes. So although it's a way of putting it into practical terms of how you would do it in a day. I read it is very unrealistic and just go well, I wouldn’t give this any credence really.

**I:** So do you? Do you think maybe a more realistic description of which bit was easy or which bit was difficult would help or does the example not really add much?

**P:** So using the stop technique. It could be ‘Alex decided to try the stop technique. You know yes, that evening he sat himself in a quiet room. Deep breaths. I know you have to put in the words of the STOP, so it's to observe his thoughts, he sat there and reflected back on his visit and on the form. And how things had spiralled from there and then perspective, is saying ‘but yeah, that form is for everyone. It's gotta cover everyone, it's not for me. No one knows what will happen in the future and worrying about them isn't going to make it any more or less likely to happen. Here to proceed, proceeding with this he got himself a cup of tea and some biscuits, you know something like that. It just seems like he took a break, made himself a tea and then continued with his work and you think nah, that’s not happening. And said you could even be ‘he repeated this, a couple of times during the day, over a few days and felt he was more in control of it.

**I:** OK, yeah.

**P:** Yeah. That to me reads as he sat down, he did this, he had a cup of tea, went back to work and was all fine. You’re going well, obviously it's not. So that it would just seem unrealistic to me.

**I:** I like that and then people won't think it's sort of like a magic thing you just do get better, yeah?

**P:** It's actually, it's a technique that you just get used to, almost adapting it repeatedly into an everyday lifestyle.

**I:** Yeah, yeah, that's really useful. I'm just wondering as well whether it would be useful at all to actually mention the stages because as you said, it is kind of a repetition from the last slide. If it flows better just like a story or an example...

**P:** Yeah, I don't think it's a problem having it in the, in the parenthesis you know, the stop, take a breath, observe and perspective proceed in there. But it's almost reads the other way around like these are the steps, so this is what we're doing to tick those steps. Instead of saying this is what he did, and actually that will count us towards that. So he paused for a moment and stopped his work. I can't see that anymore necessary…I would be ‘when he got home, had a quiet time, he sat down.’ And that's almost a stop from everyday life. I don't think people will ever stop what they're doing, yeah? So yeah, I wouldn't necessarily be saying take those bits out of it, but well, the text reads as if it's trying to fulfil the points, as if, ‘oh here's an example of stop’, here’s an example take a breath, here's an example of observe, and here's an example of the perspective and proceed. Instead of maybe having something descriptive of what happened and then say ‘and that counts as that’. So instead of saying ‘he began to observe the thoughts that were worrying him’ I go ‘observe’ and thought well, you know, it's you wouldn't have to say observe twice. Yes, after a few deep breaths, he started analyzing his thoughts, yeah, and which were the source of them that counts as ‘observe’.

**I:** I see what you mean…yeah, I might use some of the phrasing you've given me.

**P:** Don’t listen to my language.

**I:** No, it's good. Um, in general, do you think you'd use a technique like this if you are experiencing worry?

**P:** Yes, yes, I’d say I probably do sort of a reflective thinking anyway, on you know, we have a thing in our practice where you almost, like this at the end of each session you sit down and there's no one else in the room. And just without any notes or anything, just OK. What was good? What was bad? Would I have changed anything? Could have changed anything? And then come out of it and say, ‘OK, is there anything I need to take from that? And the things you can't take, you leave behind. So yeah, I can see the whole process of it. It might not be exactly that, but yes it would be.

**I:** OK. Um, shall we go on to the next? I think that takes you back here. If you like to look at the practical tips, we could. Yeah, so this was again, 'cause some people may not necessarily either like the technique or are just not used to doing something like that. So having other options. Um, does it seem sort of relevant to your situation or you’d say some you never do?

[Anxiety – practical tips]

**P:** Well, I think you know, that people are just generally awful about talking with anybody else. And I guess, especially males more than females. So psychologist or counsellor, I wouldn't even know where to start. You know, if someone said share them with someone else, I go, but who else so? Aside from the fact of my family members, which I wouldn't count as being psychologists I would talk to. A counsellor? I’d be going well [shrugs] So that that to me, sounds quite generic. I know that may be that works in some big cities somewhere, but I wouldn't know a pathway to that. Chatting online with other people, it’s odd isn’t it? That was one thing I was told to avoid. And I've said it to my children as well is stay away, stay away from the forums 'cause you'll just get depressed. Yeah, but I can guess that's what it is. Because it's going to be two sides of the conversation if you want to encourage people to chat online, then of course they're only going to chat, not only going to chat online with an issue, but there's going to be people chatting online with problems. Last thing you want, it is a bit like Alex and his form. If I go online and see people listing out all these issues, they got. Oh, is that what's coming next week or next month? But I yeah, I mean, I guess what it is some people do want to put the things down or chat online. So it can't be all things to all people. But yeah, I mean I would say the advice, I would definitely be having is that couldn’t make things better.

**I:** OK, no that's useful 'cause I've only heard from say people who tried it and found it helpful…

**P:** To which I would say I never say I'm never going to do, but I know it, but at the present it was someone else, someone else at MNDA had said to me, don't get sucked into it. 'cause you'll spend all night going. ‘Oh no, and then what happens? Oh no, and then oh no, and then this is.’

**I:** OK maybe, maybe I should say something like if you feel ready or if it helps, something like to make it sound like it's not the only thing.

**P:** Yeah, no, but I think it, it's right, you're not, you're not sending them to a specific form, or you know, a platform. So you're not saying and this is how to do it. I mean, people have to have a bit of responsibility and accountability themselves. So I'd like say I just know for me, and on the day I was told (diagnosed), what do you do, you google it first of all and it’s the worst thing you can ever do. Yeah, and I know when I said to my kids, I said don't go on Google and then I said I started looking things up on forums and someone else was warning me off. Because exactly like Alex’s form you just see the worst things, and say OK that's going to happen in two months, that's going to happen in six months…

**I:** Yeah. Yeah

**P:** I think the activities, especially now it’s, you know, that's getting pushed around a lot anyway with the coronavirus, is everyone saying activity, outside activity as much as possible is good for you.

**I:** Yeah, that's going to be tricky.

**P:** Do what you can while you can.

**I:** That's a good way to phrase it, lots of little gems here. (laughs)

**P:** (laughs) I'm going to put that on a T-shirt.

**I:** Yeah, I think that's it on this page, OK? If you go back. Um? I could, I actually want you to maybe look at another section if that's OK, return to the home page. Um, the all techniques section. So this is because, um, say some people may relate to either of the previous blocks, but maybe for some people it doesn't. And they just want to look at general techniques that they could use so. If you came here directly. Is the information clear?

**P:** Yep.

**I:** Do you know where to go or what to try or that sort of thing?

**P:** Yeah. Can I be really picky again? The only exception is thought distancing, distancing should have a capital D if you're going to give T a capital T, because in compassionate letter writing you've got capitals in values in those, so that I read that and it just grates on me. Sorry, OK. I don't like saying… No, I like the layout of it though. That's all, yeah, could do that, yeah?

**I:** And is, I guess it may help having gone through a section, you were like ‘oh I know what that exercise is about,’ but do the sort of labels at the left hand corner help?

**P:** Yeah, no, that’s good

**I:** Any of these techniques you are particularly drawn to?

**P:** Maybe breathing space, body scan, values and goals. I like that, the staying positive 'cause I think that’s…I like the way it's laid out as well the ‘dealing with difficult thoughts’ at the bottom because I think that should be. Again, if you put it the top people see it more and go ‘Oh no, I should be doing that more so.’ Yeah.

**I:** OK, thank you. I'm just trying to see if I have anything to ask you about this. Yeah. Now that you've seen the other techniques and this section, what would you, hypothetically, how would you typically use the website?

**P:** I suspect if I was doing that and I came into some of these techniques, and I found… you know, I would probably go through all of them. And some of them I might be dismissive of in my way, and some I’d probably go, OK I can see the value of that, and I'd probably bookmark those areas, those pages, rather than coming back to the front of the website each time. So if I thought values and goals is good and I want to come back to that, I’d bookmark just that page and so then in a few days I might go. What was that again? Bang on to that, so I probably do it that way and I'd access it. That way, rather than going through everything from the front page.

**I:** OK, OK so bit of exploring first and then…

**P:** Oh yeah I think I would go through it all first of all and then say OK that's good for me, that's good for me. That's not good for me, these are the bits I want…

**I:** OK. I know this is also hypothetical, but do you have any idea, like when you'd likely use something like this? Just because I know like if you're going through something, you may not immediately go, I need to open website…

**P:** No, because I guess you, you need to be doing this before you need to do it type thing. So if it is a case that you're angry or fed up or frustrated, you’re definitely not going to think of this way. So I would be trying to say it's more of a maintenance thing. If I got into one of these and finding it was a beneficial thing, I might say, ‘OK, look, you're going to do this once a week, once a day, once every couple of days.’ And not wait for the problem to arise, because if you're at that stage and feeling quite negative, you’re gonna be even more dismissive and just go, ‘No, that's no good, that's not good.’ Even though in your mind previously, you have accepted that it is good. So I think I would be more doing it as a maintaining that mental or physical health rather than problem solving.

**I:** I see, yeah. Yeah, 'cause even if it is a problem like say anger, you're not going to jump into it at that moment. It's almost maybe retrospectively…

**P:** Yeah, you might do a couple of days later and then go, ‘how do I stop that happening again? Or how do I lessen the effects of that?’ I’d say my thought on this is, if I’d gone through the bits first of all, and it's OK, if you do this on a regular basis, whatever that regularity might be. If you on a regular basis, it'll be avoidance of the, no prevention rather than cure type thing.

**I:** OK. I guess having looked at the website you came to this conclusion yourself, but yeah, I guess the introduction may not have explicitly said that. But I guess it allows for flexibility to use as you like.

**P:** Yeah. Yeah, see I think even on that page we’re on at the moment (All techniques menu). Like you say, can use the techniques at anytime. I'd almost be saying don't wait, don't wait till you're feeling down or stressed. You know, but that is true, so rather than ‘even when you're feeling fine,’ it might be you know what, ‘especially when you're feeling fine.’ Getting into good habits.

**I:** I like that, good habits, framing it like that. I have lots of notes from this interview (laughs)

**P:** Sorry

**I:** No, no that’s absolutely fine. Overall, is there was anything in particular you wanted to say about things you liked or disliked by guess you kind of mentioned some of it…

**P:** Yeah, I would probably go for stronger colours in this. Don't repeat any of the pictures. And as I said 'cause people will sort of clock that unless the pictures were on a theme. So if it was you know, any pictures were repeated in safe place meditation or something. No, that's all I would say if you could. I’d start to make it complex, but if you can link from one place to another. As I say from me, I'd probably just bookmark the pages I thought were a value to me. It's all, it's all self explanatory. Pretty good. Yeah, did you do all this?

**I:** Yes, I did.

**P:** Well done to you

**I:** Thank you (laughs) Um…yeah, I’ve basically asked you most of my questions, but if there's anything else you did wanted to add?

**P:** No, well done to you!

**I:** Thank you, I'll stop the recording then I'll still be on the call, but just stop recording it.