# Appendix: Data Excerpts from Patient Interviews

This file contains data excerpts from qualitative interviews with patients. They are organised under high level codes. Potentially identifiable details have been removed (replaced with XXXX where possible, otherwise completely removed).

**Bold text** indicates interviewer speech.

# Code: Seeing the Advert for the Study

Reference 1 - 1.24% Coverage

Right. I can't remember. I think it was an email. I think it may have- was there any internal university email that perhaps went round? Or- I can't remember to be honest it’s now about two, three months ago.

Reference 2 - 2.44% Coverage

Yeah, I think it must've been either NHS or university email circulation, I think that's probably where it came from. I don't know, I don't think- it wasn't a notice for example. I don't think it was sort of mentioned when I made contact with the- unless it- right and, and yea. But I don't know- I do get emails, I do get emails and texts from the surgery. I don’t know if you sent it out as part of a text.

Reference 1 - 1.88% Coverage

**Right, so I've got the recording started now, so we can actually start with the interview. About the study that you took part in.** **So, thinking back to when you saw the advert to take part in that questionnaire that you filled out. Can you tell me where you saw the advert?**

Actually, my wife found, emailed it to me. She got an email about it. Exactly how it happened, I don’t know.

Reference 1 - 1.39% Coverage

**Right, so that's the recording started now. OK. Right, so let's think back to when you took part in this, this questionnaire after your, after your consultation. So can you tell me where you saw the advert to take part in our study?**

Facebook. Yeah facebook.

Reference 1 - 2.22% Coverage

**Right, so thinking back to the time that you saw the ad for this study, it might have been on Facebook, or it might have been somewhere else on the Internet. Can you tell me where you saw that advert to take part in the ‘talking in primary care’ study?**

Gosh, no. I think I just saw an email.

**Okay.**

I'm not sure, it could have been on Facebook.

Reference 1 - 1.06% Coverage

**So can you firstly tell me where you saw the advert to take part?**

I think it was emailed to me. Was it? I I can't remember now, I’m sorry. No, I can’t remember where I saw it. It might have been Facebook.

Reference 1 - 2.10% Coverage

**Okay, that's the recording started. Just to confirm for the recording that you are participant XXXX. So can you talk to me about where you saw the advert to take part in the study?**

Online.

**Where online, can you remember?**

Was it Facebook?

**It's quite likely to have been Facebook, yes. So was it someone you knew had shared it or…?**

No, it was just something that grabbed my interest.

Reference 1 - 0.09% Coverage

I think it was on Twitter

Reference 2 - 1.16% Coverage

Um? I mean, I don't know if I just try. I'm trying to think, there is nothing really springing to mind, but I don't know if I if I saw it on Twitter because I'm because of my profession and if it I don't know where else I didn't. I haven't seen it anywhere around. I don't see it anywhere else advertised so so I don't know how. Why your yeah?

Reference 1 - 1.39% Coverage

**Okay, the recording has started. Okay, could I just firstly ask you where you saw the advert to take part in the Tip Study?**

I believe it was on Facebook.

Reference 1 - 1.01% Coverage

**Can you tell me where you saw the advert to take part in our study?**

Um? Oh Gosh. The first time. I can't remember, probably Facebook. With a lot of research on Facebook. You know, look at so many different studies. I forget which ones which, but.

 **OK.**

Book,

Reference 1 - 1.24% Coverage

**Can you tell me where you saw that let's take part in the tip study?**

No, I mean, it was obviously on the Internet. On my phone somewhere.

Reference 1 - 2.14% Coverage

**So firstly, just talking about the study in general - so you completed some questionnaires after having your consultation - so could you just, firstly, tell me how you found out about taking part, as far as you remember?**

I was sent an email. That's why I was asking; I assumed it had come from GP's surgery, but I wasn't 100 per cent sure, but I believe it came from there originally.

**When you had the consultation with the GP that you had, did they mention at all about the study?**

No.

**Or was the first thing you knew about...?**

The first thing I knew about it was when I received the email.

Reference 1 - 1.15% Coverage

**Do you remember where you saw the advert about taking part in our study?**

It must have been, was it on social media, it must have been on social media.

**Yes, because we did do some advertising on Facebook.**

It was Facebook, for somebody who never looked at it I've now become an addict.

Reference 1 - 1.50% Coverage

**You kindly completed our questionnaires and our survey. I know it was a while ago, but if you could think back and think about where you saw the advert to take part. Do you remember?**

No.

**Was that…?**

I think I might have got an email about it. I honestly don't remember. No. I can't remember what… Maybe it came up on the website. The doctors' website.

Reference 1 - 2.31% Coverage

**Okay. So you obviously kindly took part in our study, the Tip study which was basically we were asking people to complete some questionnaires quite soon after a consultation, and then again a couple of weeks later. Firstly, could you just tell me where you came across the advert for taking part?**

I think I'm part of - it's called XXXXX I don't know if you've heard of it.

 **Yes.**

 [Over speaking 0:20:03.0] and they posted it on there.

**Did they?**

 Yes.

Reference 1 - 3.75% Coverage

**Right, that's all I need to ask you about the consultation, so if I could just briefly just go on and ask you about obviously filling in our questionnaire, so the survey that you took part in, so do you remember where you first saw the advert about taking part?**

I actually got it sent, so XXXXX

**Oh right, okay!**

Patient participant 28: From M\*.

**Oh yes!**

Yes, so then she was like, 'Oh, I think you probably have had some, like seeing the GP for something recently surely, so do you want to do this?' I was like, 'Yes, I don't mind'.

Reference 1 - 3.81% Coverage

**If I could now just ask you about, briefly about the questionnaires that you filled in for us. It was a while ago I know. Do you remember first of all how you were approached to take part or where did you see the advert for taking part in the study, in our questionnaire study?**

I'm trying to remember. I thought it was in, it might have been an email, but I actually can't now remember.

**Could it have been a Facebook advert or something like that?**

It's possible, but I would have been a bit less likely to do that. I honestly can't remember.

Reference 1 - 1.44% Coverage

 **So, could you just tell me where you saw the advert for taking part?**

It was, I think it was on Twitter.

**Oh was it?**

It was shared by somebody that I follow on Twitter. Because I'm involved in some PPI work-

-**uh, hum-**

 -or other parts of the University. Yeah, so somebody had shared it on Twitter.

Reference 1 - 0.73% Coverage

Patient participant 30: I can't remember to be honest. I think it was on an email or something, yes? I think, I can't really remember! That's terrible, isn't it?

Reference 1 - 0.78% Coverage

I'm on a WhatsApp group from for the road I live in XXXXX and there was somebody in the WhatsApp group that that said that this study is going on and would would anybody like to help out in the study?

Reference 1 - 3.68% Coverage

**OK, great. Good. Lovely. Firstly, could you tell me where you saw the advert to take part in the tip study?**

Um that. Oh, crumbs. It must, I think it must be in after I'd had the appointment with the Doctor 'cause the doctor. You do it, but I did it via email and something came up. I think I don't know it's such a long time ago.

**You think, you got an email about it?**

Um? It may have been an email. Hang on let me just see. It may have been an email. I'm honestly, I can't remember.

**Don't worry.**

Where would you have picked it? Would you have picked it up and and emailed me or would it been done by the automatic email system that the Doctor has 'cause they use somebody other than themselves to make contact with.

Reference 2 - 1.33% Coverage

**Yes, I I'm not sure we were using that process. I think we weren't, look, we had. It was on Facebook and on Twitter. And did you see it on?**

I may have picked up on Facebook 'cause I am on Facebook so maybe I picked up on Facebook then. Sorry it was a while ago.

Reference 1 - 3.47% Coverage

**So firstly, I just wonder if you could tell me where you saw the advert to take part in our TIP study.**

I think I must have been sent an email. I can't think of any other way I would have come across it.

**Right, okay. Do you do you use Facebook or social media at all?**

I read Facebook, I don't subscribe to it. I don't think I would have seen it on Facebook. It’s I it's quite specialist sites that I consult on Facebook.

**Alright. Or from your doctors surgery?**

Yes it’s, it would probably be there either through the automatic request for prescriptions. Or I do receive emails from the NHS which are general information and it could have been on that.

Reference 1 - 2.14% Coverage

**So, can I just ask you to start with, can you tell me where you saw the advert to take part in our study?**

 UM I I got an email about it, I think. I'm not, I'm not actually sure whether I saw it on, I might have seen it on Facebook. Is that possible?

**Yes it is.**

 In that case, it was probably on Facebook.

**Right, yes. We've been, we've been, we had put it on Facebook. Was it through anybody you knew or you can’t?**

No, no

# Code: Perceptions of the study advert

Reference 1 - 0.90% Coverage

I think it’s about communication and about- I mean, particularly this sort of E-consult that's being developed and that the general practice are using

Reference 2 - 1.72% Coverage

No, I don't think so. I think there's a- as I say, yeah. This sort of stuff needs- I think the whole issue about communicating post COVID, is going to be very interesting. So information you gather in this way is going to be, going to be valuable. I’ll be interested to see what you find.

Reference 1 - 2.51% Coverage

**OK, that's fine. So, what was your understanding of what the research was about?**

It was looking into. How you felt about the the. The whole process of. About being assessed on the GP or physio therapy visits.

**Ok, ss there any other information that might have been helpful at that stage when we in from you saw the ad or the email from your wife?** **Or did it tell you enough.**

No, I don't think so. I think I I thought it was quite those relevant because I just had a, a. Video assessment on the telephone.

Reference 1 - 1.94% Coverage

**OK. And what was your understanding of what the research was about?**

Well, I knew that it was about, you know, these telephone consultations. Because it was, it was plain enough, you know. ???(00:00:51)

**OK, is there any other information that would have been helpful at that stage? To know more about the study?**

 No, don't think so. No, I knew what it was so.

Reference 1 - 4.49% Coverage

**Right, so thinking back to when you first saw the ad to take part in the talking primary care study, probably on Facebook, what was your understanding of what the research was about, when you saw that ad?**

I had no idea what the research was about, so that's why I wanted to take part to find out.

**OK. And, and what other information would you have liked to had before clicking on that link?**

 No, I can't say that I would have possibly liked any more information, no.

Reference 1 - 1.93% Coverage

**Okay. And what was your understanding of what the research was about at that stage?**

It was about finding out if GP’s could continue to use telephone appointments instead of face to face.

**Okay, is there any other information that might have been helpful to you at that stage?**

I can't think of any.

Reference 1 - 3.10% Coverage

**Ah yes, and what was your understanding of what the research was about?**

To see how effective GP practices have been, dealing with people during the Covid situation really, when everyone was trapped and working from home.

**And what other information might have been useful at that early stage to help you decide whether to take part or not?**

I don't think anything else would really. Just, I think yeah, no, having I don’t think there’s anything else that would have helped. I just thought I wanted help because I, obviously I’ve had to use the GP practice quite a lot and they’ve been really good so.

Reference 1 - 2.10% Coverage

**Great. What was your understanding from the advert of what the research was about?**

I'm not sure. It's a while since I did it!

**Yes, I understand.**

Basically I think it was - it appeared to be feedback from dealing with medical people and doctors and nurses and what have you.

**That's great. Was there any extra information that you might have wanted at that stage of the advert?**

No, no.

Reference 1 - 1.81% Coverage

Um, looking at how GP consultations were going. What? Well thing how they were going, basically how they were being, how during the during this period of lockdown time. I may have been getting mixed up with something else. But how it? How they? How did the appointments? What what was being carried out basically more and how. How does doctors and nurses would, Well, how they were communicating with the patient and adapting today. Yeah, adopting today with not face to face appointment and. Is that right? Am in on the right track?

Reference 1 - 2.60% Coverage

**When you saw that, what was your understanding of what the research was about?**

Just basically to get details of our medical conditions and doctor's surgeries.

**What other information might have been helpful at that stage?**

Basically anything which I reply to is going to help you out.

Reference 1 - 3.15% Coverage

**So what was your understanding of what the research was about?**

Well, at first I thought it was. I Thought well about. How they? The primary care systems are coping. Throughout the pandemic, I think. So the changes going on.

 **Okay, was There any other information that might be helpful for us to give you at that stage.**

Um? Yeah, possibly regarding mental health because. I set in some of my responses and and. The reason that I gave up the first time round was because it's never all just physical or mental. It's always a combination of the two that I go for and and it it is a problem for me generally even more so now during the pandemic.

**Okay.**

So you know, I think. Be good to have a bit more awareness of the of the holistic picture of you know mental and Poland??(00:02:12) and the whole person really.

Reference 1 - 3.09% Coverage

**OK. I'm sorry what was your understanding of what the research was about when you saw that ad.**

I thought it was about. Seeing how telephone consultations. With GPs. Whether they were beneficial or not or how people felt about them.

**OK, I thought. Is there any other information that might be helpful at that stage?**

So long ago, I can't remember.

Reference 1 - 2.82% Coverage

**What was your understanding of what the research was about?**

It was just, basically, from what I could understand, was to see if there were any ways they could improve discussions between a GP and their patient - not even during this time, COVID, but in general - and if there's any way it could be improved. That's kind of what I understood.

**How did you feel about receiving that email from them?**

Oh, I didn't mind in the slightest, because I do have a lot of contact with the GP surgery, and as I say, some is good, some is bad, and if it can help with other practices or this practice, or just in general, I think it's worthwhile, because a lot does get lost in translation. You do end up going around the houses and you do sometimes feel that you've not been listened to or understood, and if it can help then, yes, it's very, very good.

Reference 1 - 0.91% Coverage

**When you saw the advert, if you can remember, what was your understanding of what the research was about?**

I thought it was just basically looking at people's experience of engaging with a GP. So I thought, well, yes, I'll have a go at that.

Reference 1 - 2.53% Coverage

**Do you remember thinking…? What was your motivation for taking part? Why did you think, oh, that's something I can take part in?**

My motivation was I feel that because I knew it was for research, and for providing a better medical service. That's what prompted me to do it. I'm rather anti-surveys, but I felt that you would be a worthwhile cause in terms of helping to improve the service. Not just for myself, but for others also because you seem to be trying to understand why we were doing all [over speaking 0:32:40.1]. [?While/why 0:32:40.9] we were doing [unclear word 0:32:42.0] to help other people really.

Reference 1 - 2.38% Coverage

**Ah, okay, all right, so what was your understanding of what the research was about when you first saw it?**

So, I mean she didn't give me much information, she just sent me a link, but I guess it's to understand people's perceptions and attitudes regarding the change essentially from face-to-face consultations, or the old kind of way of doing things to remote consultants. That's kind of what I got from it.

Reference 1 - 1.12% Coverage

So, it was if I had a GP consultation within the last two weeks, which was quite timely because I had. It was understanding GP- how your communication with the GP had gone at your last appointment, was kind of what I gathered it to be.

Reference 2 - 0.30% Coverage

 Uh, no it seemed pretty clear to me what you were looking for.

Reference 3 - 1.20% Coverage

No, no. No, the only thing, the only thing that I would say is, your Twitter page, it’s named the tips study.

**Yes.**

Is linked to an ???(27:50), I can't say it.

**Oh yes, EMPATHICA. Yes.**

Yeah, is that all is that interlinked with the tips study or not?

Reference 4 - 1.35% Coverage

No, yeah. I sort of checked the link just to have a little, little look. And I found very little information about the tips study on there.

**Okay.**

I think, if you were recruiting, particularly by Twitter. If someone was looking for more information, they would struggle to find it.

Reference 5 - 0.66% Coverage

Yeah, and you know, even a little information in the bio about what it is.

**Yeah.**

About what you’re trying to achieve might be helpful.

Reference 1 - 0.73% Coverage

I can't remember to be honest. I think it was on an email or something, yes? I think, I can't really remember! That's terrible, isn't it?

Reference 2 - 1.49% Coverage

I did wonder if it was because obviously because of COVID more people and doctors surgeries are overwhelmed, aren't they, and I did think maybe the research was to maybe see for the future if more of these sort of consultations can be done to save time or use time more effectively and efficiently, yes.

Reference 3 - 0.43% Coverage

I don't know really. No, I think what information was there was fine.

Reference 1 - 0.71% Coverage

About helping you understand about the communication that GPS are having with their patients and how maybe it can improve if you get some feedback. That’s what I understand it to be.

Reference 2 - 0.84% Coverage

 That stage? But nothing really 'cause as soon as I agreed to do it then there was an online, I think it was online, questionnaire to do and then that linked to 1 two weeks later. So I was quite happy with everything.

Reference 3 - 0.39% Coverage

 I suppose just answer answer questions. I can't think of anything more than that. Yeah, no just that.

Reference 1 - 0.57% Coverage

On Twitter. Someone has retweeted it that I know I think. It just showed up on my feed and I thought I'd just been to my GP about 10 days before so I thought that I was eligible.

Reference 2 - 0.59% Coverage

**Ah yeah. So reading the advert was your understanding of what the research was about?**

That you wanted to know about my experience of visiting my GP in Corona like in this current time.

Reference 3 - 0.86% Coverage

**So what other information might have been helpful at that stage, if anything?**

Probably nothing because I think I got the gist of it and then I clicked the link and read through so it had everything that I would have wanted to know on the initial page of the website?

Reference 4 - 2.34% Coverage

Oh I thought of one other thing. Now I can’t remember what illness it is, but I think that I think that there was a a mention of something about TIPs research on, I can't remember what it was but do you work with like a particular group of people or something? There was something about it that I had to check I was eligible because I think that you say, I think it talks about the TIP study does this or something, but it was like anyone who's had an appointment can do it, I can't remember what the, I'm just trying to find it now for you … I can't find it, but it was, I'm trying to look for the tweet, but when I clicked on it, I don't know if it made me think that you had to have a certain condition for the research area.

Reference 5 - 1.25% Coverage

Yeah and I think I think that I saw something that said, yeah I like I say I don't remember what condition it was, but I think I read something and I thought oh well I haven't got arthritis or I haven't got whatever this is. But then it’d said that you could still take part in it, but I just thought that was a thing where I nearly just clicked off it because I thought well, I don't have.

Reference 6 - 2.24% Coverage

I think it was a link to the website that I clicked initially before I did the survey. I think the survey took me off. I'm just having a quick, quick look now but, yeah 'cause you had a twitter account 'cause it was just TIP Study and it was, it was a picture of, it was like a person or something I think. But I'm sure when I clicked the link it said something about … I’m sure there was something I clicked and I read it and it said, I can't find it now sorry, but I'm sure it said something about or whatever.

**Yeah not to worry I’ll have, I will have a look up though, I’ll look through the links that we have and see what…**

It it genuinely might have just been me misunderstanding it though.

Reference 1 - 0.92% Coverage

**And so firstly, can you tell me where you saw the advert to take part in the tip study?**

 On Twitter.

**On Twitter, uhm and what was your understanding of what the research was about?**

Oh, it was about GP consultations and pain.

Reference 2 - 2.07% Coverage

I'm not sure really, because there was so much information available. You know, if I wanted to get more I, I could have, I could have looked into the tips to be more I could have done, you know, looked at the Department looks at the ethics board 'cause everything is available online so I don't feel that there was any need for me to look for any more evidence. And I think because because I'm a researcher as well and I'm very familiar with these things. I didn't personally need. More information about this today.

Reference 1 - 1.35% Coverage

**So what was your sort of understanding about what the research was about when you, when you saw that advert?**

Um, from what I vaguely remember, I obviously should have revised to this. It was just finding out about communication between doctors and patients, yeah.

Reference 1 - 3.43% Coverage

**Ah okay. So what was your understanding of what the research was going to be about?**

The perception of patients and views and how they had been dealt with, by the clinicians, doctors, nurses, etc. either face to face or over the telephone.

**So what other information might have been helpful at that stage to help you decide whether to take part?**

I don't think I really needed anything, It's I understand the importance of research, I understand the challenge of academia to obtain a sufficient number, of responses. And it it Southampton University it’s got a provenance and I was just, thought well if it could be of benefit, anxious to do that.

Reference 1 - 2.20% Coverage

**OK, so when you when you saw it, what was your understanding of what the research was about?**

About Medical diagnosis on the phone with GP’s, rather than going to see them. Obviously at the moment because of the virus but, I thought that's what it was.

**So what are the information might have been helpful at that stage?**

 I don't know really. I quite like doing surveys and things like that, so I'm always sort of happy to have a go.

**So you mentioned the trustworthiness. What part of it, what part of our whole project in our adverts made you think it was trustworthy?**

Because it was the University, university research kind of take that on trust. But yeah, I mean it's I know, sort of, there are, you know medical and all sorts of University researchers and then if nobody actually takes part, then you can't do the research, can you?

# Code: Motivations for Taking Part

Reference 1 - 1.67% Coverage

And which I had used two or three times and I met-was surprised that I met, met-I met the criteria that you had on your advert. I think I did, on the request that came around. Having been on the other side often enough, it was quite- it was good to be able to assist in some way.

Reference 2 - 1.56% Coverage

Yeah, I mean it, it was basically research is important. It’s important to sort of properly debate, these new ways of communicating are very important, and may become more and more the norm. I mean, I think I was using the E-consult before the COVID situation.

Reference 1 - 1.38% Coverage

**OK**. **So what motivated you to take part?** **I think you said, spoken about this a bit already.**

Um? Partly people didn't think the. The interaction of being really, really good at all.

 **OK.**

I'm sorry, I think I think I probably started off with a. All of this negative feedback.

Reference 1 - 0.76% Coverage

**OK, and why did you decide to take part in the study?**

Well, because of the telephone consultation had died out, I wasn't very happy with.

Reference 1 - 1.68% Coverage

**OK. So what is, was your motivation to click on that, that research link then? Why did you decide to take part?**

 I'm a XXXXX and I thought this might be interesting.

Reference 1 - 1.31% Coverage

**Okay. So when you saw that advert, why did you decide to click on it? Why did you decide to take** **part?**

Because, because I have a good experience of my GP practice and I wanted to share that with people.

Reference 1 - 1.09% Coverage

**So what was your main motivation for taking part?**

Just in case it can improve this, any other services, for anybody else really 'cause my my GP practice has been brilliant, but I don't know if others have been.

Reference 1 - 2.30% Coverage

**What made you decide to take part?**

Curiosity.

**Did you have any other motivation other than curiosity?**

Just basically feedback, giving feedback about my surgery and my doctors.

**Was that because you had a particularly good or bad experience or just general interest?**

One bad experience, one extremely good one.

**The appointment that you filled in the questionnaire about, was that a good or a bad one?**

Oh, good.

Reference 1 - 1.23% Coverage

It triggered the thought. Well, it’s in the last two weeks I've happened to have a consultation with the doctor therefore I'm eligible on that whole. Therefore I will see what it's about and you know it. It will what my experience will contribute because it's a real life experience and it's in the last two weeks and it was a you know. So that's that's all I really.

Reference 2 - 0.89% Coverage

Um looks like that I could do something positive. Yeah, in fact I was eligible. Uhm, and I could contribute whatever because this is the fact that it was a real experience and therefore however came with a realistic experience and that I could contribute something.

Reference 1 - 0.97% Coverage

**Why did you decide to take part? What was your motivation?**

I just like to help out people really.

Reference 1 - 2.27% Coverage

**Okay, was There any other information that might be helpful for us to give you at that stage.**

Um? Yeah, possibly regarding mental health because. I set in some of my responses and and. The reason that I gave up the first time round was because it's never all just physical or mental. It's always a combination of the two that I go for and and it it is a problem for me generally even more so now during the pandemic.

**Okay.**

So you know, I think. Be good to have a bit more awareness of the of the holistic picture of you know mental and Poland??(00:02:12) and the whole person really.

Reference 2 - 3.77% Coverage

**What made you decide to click that link initially? Then? What was your motivation to take part in our research?**

For quite a few years of. I’ve recognized problems, particularly in the mental health service and the NHS in general. Um? And otherwise being. I've always wanted to become engaged and. Give input you know. I believe in in research, I believe in people's stories and I don't think there's enough of that, particularly the mental health world, about what what people need. The so called professionals just haven't got it right most of the time and I do a lot of voluntary work and and I know. Got a better idea of what people need, including including me and those people are not getting that you know, the the data at the NHS. The data in the services is only reflecting the ones that do actually make it to the to the service. Then you know that many that don't because in the complications, particularly mental health.

**OK,**

I'm not sure.

**that makes sense, yeah**.

Reference 3 - 1.54% Coverage

**Thank you so much because what you said really, really important.**

Not giving up don't usually want to give up. As I've got a bit older, I've learned to children. Try and be kind to myself and if I think something I'm doing for the good of the bigger picture that is actually making me feel worse. I have to give it, whereas previously I wouldn't done, you know and just put myself through it anyway.

Reference 1 - 3.59% Coverage

**That's fine. How did you decide to take part in the in the study?**

 Because I was interested.

**OK can you tell me a bit more about why you are interested in our study.**

Well, I think it's useful to know whether telephone consultations or. Are can be? As good as face to face conversations and whether there's a place for them. I just thought that any study that showed light on that would be a good thing.

Reference 1 - 4.32% Coverage

**How did you feel about receiving that email from them?**

Oh, I didn't mind in the slightest, because I do have a lot of contact with the GP surgery, and as I say, some is good, some is bad, and if it can help with other practices or this practice, or just in general, I think it's worthwhile, because a lot does get lost in translation. You do end up going around the houses and you do sometimes feel that you've not been listened to or understood, and if it can help then, yes, it's very, very good.

**So why did you decide to take part in this?**

Because I feel very privileged in having such a very good GP practice, and I think they do a very, very good job. There's a couple of things that you think, oh... but again, they're not my GP, and I actually only do see my - the one particular GP, because she's the only one that can deal with my situation. If I do find that she's off and I have to have tests done or bloods taken urgently, or something, I tend to find that everything is left in her inbox for her return, so it's not deal with. So that's my only problem. I've had one GP say, 'I can't deal with you. You're too above and beyond.' So yes, I do feel a bit restricted in that respect, but thank goodness I have such a good GP. Without her I wouldn't still be here.

Reference 1 - 1.48% Coverage

**Thank you, we're glad you did. What made you decide to take part? Was there any specific things?**

I was quite involved around the health side. XXXXX I do take an interest generally in health and I actually don't mind take part in surveys. I do odd surveys as well.

Reference 1 - 2.53% Coverage

**Do you remember thinking…? What was your motivation for taking part? Why did you think, oh, that's something I can take part in?**

My motivation was I feel that because I knew it was for research, and for providing a better medical service. That's what prompted me to do it. I'm rather anti-surveys, but I felt that you would be a worthwhile cause in terms of helping to improve the service. Not just for myself, but for others also because you seem to be trying to understand why we were doing all [over speaking 0:32:40.1]. [?While/why 0:32:40.9] we were doing [unclear word 0:32:42.0] to help other people really.

Reference 1 - 1.50% Coverage

**What motivated you to take part? Why did you decide to do that?**

I had recently had a telephone consultation and I have heard quite mixed reviews about it. Also, it's a new way, because I know it's a new way of interacting with patients, so I thought it would be quite interesting to find out more about the study.

Reference 1 - 4.80% Coverage

**What was your - well, you've answered this maybe a little bit - but your motivation for taking part?**

Well, yes, I guess it's to help XXXXX, I suppose, but also because I think it is important to understand that there is a difference, to see if patient care is affected, because we're in the dental school and we are doing remote consultations, which is very difficult for people who are in pain or need certain treatments like root canal treatment. In fact, I did a couple this morning, and it is completely different, and I am actually doing an audit on remote consultations to see whether or not we can kind of improve them in the dental hospital. So, I can understand the importance of this kind of a study for sure, yes, because it's, yes, because I don't think it's going away any time soon.

**No, it's not, is it?**

Yes.

Reference 1 - 2.46% Coverage

**That's no problem. What was your thoughts, what's your motivations for taking part, why did you think that you wanted to help with that?**

Well, having done a fair amount of research myself and having XXXXX, I thought well, if there's anything I can do, well, why not?

Reference 1 - 0.48% Coverage

So, it was if I had a GP consultation within the last two weeks, which was quite timely because I had

Reference 2 - 1.04% Coverage

Just because it was timely, I’d literally not long finished talking to the GP on the day that I saw the advert. So, it was very timely, and I think anything that potentially improves communication with the GP in future.

Reference 3 - 0.71% Coverage

Yeah, so I think anything that improves that sort of like communication, or can contribute towards it, it’s an important conversation to have really.

Reference 1 - 2.31% Coverage

I think, because I'm like a social scientist at heart! I just think it's important to take part in things, in research, if you can help and if you think it's going to help in the future. It's like at the moment my husband and I are doing the COVID study every day and I've applied to do the vitamin D one as well. Yes, I just think it's important to take part in research because I think otherwise you're not going to get any progress, are you, if people don't take part in research.

Reference 1 - 1.30% Coverage

 Well I have had a doctor’s appointment, well consultation relatively recently so I thought, well as its recent within all this lock down sort of thing it's quite relevant and it would be useful to share my experience. And it's all about giving back anyway, so you know. Nothing is going to improve unless people ask questions and find out

Reference 2 - 0.37% Coverage

**Yeah sure, so can you tell me about any reservations you had about taking part?**

 No, none at all.

Reference 1 - 0.39% Coverage

It just showed up on my feed and I thought I'd just been to my GP about 10 days before so I thought that I was eligible.

Reference 2 - 0.72% Coverage

I just thought I could maybe help. That sounds awful doesn’t it, and really lame. I just don't think I'm not, I'm not directly doing anything at work to benefit, so I thought like if I could help in some way I would want to.

Reference 1 - 0.28% Coverage

I was like, I've had a GP consultation and pain. I'll take part in that

Reference 2 - 1.29% Coverage

Uhm, I think I'm a bit weird one for you because I'm a researcher, but ,uhm, I want people to take part in the study that I do, so I like to take part in studies when I can. Uh, as I thought of like we used to call it research Karma but you know you, you take part in studies. Other people take part in your studies so yeah

Reference 3 - 0.87% Coverage

And I already ???(00:01:50) on twitter and I thought wow, you know I do have experience on that now? You know, having had a GP appointment in lock down I think is the same, I might as well, and I've got plenty of time

Reference 1 - 1.53% Coverage

Really just took to help the research with regard, you know to to doctors generally. I mean, you know my practice, but I mean doctors generally so wanting to help you find out the information you required. Regarding communication and how you perceive your doctor’s treatment of you and things so yeah.

Reference 1 - 3.55% Coverage

**So what other information might have been helpful at that stage to help you decide whether to take part?**

I don't think I really needed anything, It's I understand the importance of research, I understand the challenge of academia to obtain a sufficient number, of responses. And it it Southampton University it’s got a provenance and I was just, thought well if it could be of benefit, anxious to do that.

**That's super. So that was, so the question, so why did you decide in this case to take part in this study?**

It happened to be at a time that I just received consultation with the Doctor and it it seems appropriate to do it.

**Ah okay, so quite timely then?**

Yes.

Reference 2 - 1.88% Coverage

I retired from XXXXX

**Oh were you?**

I'm I'm fairly well acquainted with, student questionnaires and research. And, and I I just understand the importance of the work. So happy to be able to, return if you like, so what have you ??? (23:48).

Reference 1 - 2.25% Coverage

**So what are the information might have been helpful at that stage?**

 I don't know really. I quite like doing surveys and things like that, so I'm always sort of happy to have a go.

**OK, that's good. So why did you decide to take part in this particular one? What was your motivation?**

Well, part of, because, because it was applicable to me really. I thought, well yes I have, have been in touch with the surgery and maybe I could help you know.

Reference 2 - 2.04% Coverage

**So you mentioned the trustworthiness. What part of it, what part of our whole project in our adverts made you think it was trustworthy?**

Because it was the University, university research kind of take that on trust. But yeah, I mean it's I know, sort of, there are, you know medical and all sorts of University researchers and then if nobody actually takes part, then you can't do the research, can you?

# Code: Reservations about Taking Part

Reference 1 - 0.37% Coverage

**Did you have any reservations about filling out the survey for us?**

No.

Reference 1 - 0.33% Coverage

**OK. Did you have any reservations about taking part?**

No.

Reference 1 - 0.69% Coverage

**OK, did you have any reservations about taking part?**

None whatsoever.

Reference 1 - 0.54% Coverage

**Okay. Did you have any reservations or worries about taking part in the study?**

No.

Reference 1 - 0.30% Coverage

**And did you have any reservations about taking part?**

No.

Reference 1 - 0.48% Coverage

**Going back to the study, did you have any reservations about taking part in it?**

No.

Reference 1 - 0.59% Coverage

Just just the fact that I you know you never know how long these questionnaires are going to be or how long it’s gonna take me and I'm already behind with a lot of my own work.

Reference 2 - 1.73% Coverage

Whether if I start something, whether we have to finish it and. You know, just just carrying it through that, you know if my 3 year old would have been here, I wouldn’t have been able to do an interview, but it just the other thing is gone. It's going to come back. This is things like that really more, not reservations from 'cause I was worried about it from anything that you said about it 'cause? It seems low risking everything is just talking, just reservations to whether I could actually fulfil it basically.

Reference 1 - 0.74% Coverage

**Did you have any reservations about taking part?**

No, I didn't, no.

Reference 1 - 1.82% Coverage

**Can you tell me any reservations you had about taking part in our study then?**

Well, initially it was it. It was about a specific visit to the doctors. Which didn't really. It was a personal thing and I didn't feel comfortable talking about the personal part of it and be that I it wasn't just about the physical issue is about a mental issue as well, so I couldn't really complete it. When you contact him in a second time, I was able to say that and. Oh I'd give it a go.

Reference 1 - 0.67% Coverage

**OK can you tell me about any reservations you had about taking part.**

No.

Reference 1 - 2.38% Coverage

**So just about taking part in this study today, can you tell me about any reservations you had about taking part, so completing the questionnaires?**

None whatsoever. I just wanted to be able to put forward as truthfully as I could how I was feeling at the time, the questions that were asked. When the second survey came through the questions were very similar, but slightly different, and I was probably feeling a bit more poorly, so I think I maybe answered them a little differently, because when I am struggling I do find things a bit hard work, and just [?what's - signal breaks up 0:03:57.1] the point, you know. So that's the only thing I might have done differently, if I'd been feeling better. A lot depends on that, yes.

Reference 1 - 2.23% Coverage

**Can you tell me about any reservations you had about taking part at that stage? Any concerns?**

No, none at all. One of the key things, if I want to walk at any time I'll walk, that's the key thing. Obviously, the only concern sometimes is when they can look like a genuine survey, is actually an advertising hype to get you sucked into [unclear words 0:27:27.8], financial products or whatever. So that's always at the forefront. It's quite easy to check things are genuine, I think anyway.

**Yes, did you check up whether it was genuine, did you go to any of our...?**

Yes, I did, I stalked you on Google.

Reference 2 - 4.35% Coverage

**Just finally, the questionnaires that we asked you, there was a range of topics, including your appointment and your treatment and about your overall health and your thoughts and feelings. How did you feel about answering some of those questions?**

That's when I checked on you, because when you get those, you sort of think, is this gen, or am I going to get somebody phoning me up from Saga offering me an over 60s holiday, for people with arthritis. I had a quick look at that bit, then probably went straight to my phone and Googled it and then, well, yes, that's all right, so I didn't have a problem. Once I believed you were genuine, then I didn't have an issue in being more open with the answers and everything like that. So obviously, there are thousands of supposed questionnaires and proper surveys and I have taken part in surveys for universities before about completely different things, mainly engineering ones because I'm an engineer. So I do know that research is very important and the feedback from it. So I'm quite happy to take part in things that are genuine, but unfortunately, especially with Facebook, I've noticed, there are a lot of advertising links, so once I was happy it wasn't that, I didn't have a problem in answering the questions.

Reference 1 - 0.37% Coverage

**Did you have any reservations about taking part, any concerns?**

No, not really.

Reference 1 - 2.09% Coverage

**Did you have any reservations about taking part? Any things you were concerned about?**

No. Only the memory, because even at the time that I did the survey, I can't remember how long ago it was, but it was maybe a few weeks, because that study focuses on one appointment. Like I said, there was a previous appointment and then a follow-up appointment, I don't know how important that is to know, the follow up and the previous, the context.

Reference 1 - 2.79% Coverage

**Sure thing, so did you have reservations about taking part? Was there any sort of part of it you thought oh, you might not like to take part, or any reasons why?**

Not really, no. The only thing is, I mean before, when I was patient-facing, you wouldn't have the time to do a conversation like this in the daytime, but apart from that, I mean if you're free to do it in the evening or at lunchtime, then I would have to change that, but I wouldn't have any reservations to not do it.

Reference 1 - 2.41% Coverage

**That's great. Did you have any reservations about taking part?**

 Not really, I mean, obviously the main problem people can have with things like that is they're not sure about how the information is going to be treated. I felt certain from what I was looking at there, at the information, that there wasn't going to be a problem with Southampton University.

Reference 1 - 0.84% Coverage

I didn't have any reservations. It was very clear from the outset what was expected from me, so I wasn’t, I didn't have any uncertainties. I didn’t really have any reservations.

Reference 1 - 1.54% Coverage

**Yes, thank you! Can you tell me about any reservations you had about taking part?**

No, I think because I know about social research, so I know that in research things are confidential and your data has to be held securely and all things like that but I think maybe other people might not understand that, yes.

Reference 1 - 0.37% Coverage

**Yeah sure, so can you tell me about any reservations you had about taking part?**

 No, none at all.

Reference 1 - 2.30% Coverage

It wasn't so much for me because mine was a positive experience but I maybe thought if people had a negative experience of visiting my GP, 'cause it was a little bit intimidating seeing them come out and I thought I didn't want that to reflect badly on my GP practice. But like I think mine was really positive, but I did think of the, you know I did think of it from other peoples you know like obviously I've told you I work in the NHS so I'm quite used to, I’m quite used to seeing sort of I say masks and things not in that way, but I'm sort of used to the health care environment so, I my only thought was I I wouldn't want it to reflect badly on anyone if they had a bad experience because of the PPE situation.

Reference 1 - 1.03% Coverage

**Yes, so can you tell me if you have any reservations about taking part?**

I think sometimes with surveys that they can't feel really laborious. I need you ??? (00:02:16) things when you sign up you are like Oh I hope it's not too tedious really.???(00:02:23)

Reference 2 - 2.32% Coverage

**Ok,do you think that was with that clear at the beginning before you started? How much, um, of undertaking it would be?**

Yeah, I find that. Quite often with surveys and things we we overstate how much time it will be. Because I think instead it would be like 20 minutes survey. It didn’t take me 20 minutes. And I think I kept that in mind. I was like. It's not actually gonna take me 20 minutes to get out and I would be shocked if it did. Could you find out with online surveys they say Oh, this will take you? You know 5 to 7 minutes and you finished it in three, you know?

Reference 1 - 0.62% Coverage

**So can you tell me about any reservations you had about taking part?**

No, I can't think of any reservations at all.

Reference 1 - 1.04% Coverage

**Can you tell me about any reservations you might have had about taking part?**

Not really, no. No. If anything had bothered me about the questionnaires and things like that, I would, I'd probably stopped.

# Code: Technology Used to Complete the Questionnaire

Reference 1 - 1.57% Coverage

Yeah. Yeah, I mean, I think electronically is quick and effective. And I think being able to do it that way, there's a lot of benefits. I don't remember-I don't, as I say I, I don't remember having any difficulty completing it, or that it was particularly clunky.

Reference 1 - 0.92% Coverage

**OK, what kind of device were you using? Computer or a tablet or a phone?**

 Phone.

**OK.**

It was a phone. Oh no, or was it on my tablet. Oh it might have been on my tablet.

Reference 1 - 2.83% Coverage

**Now I want to talk to you a little bit about the questionnaire and the tip study. I I know you didn't go all the way through it, but I want to kind of explore that with you. Right, so what device did you use? When you clicked on that link to the tip study, was it a tablet or computer?**

My phone.

Reference 1 - 0.63% Coverage

**Okay. What device did you use to complete the questionnaire? Was it a phone or computer?**

Laptop.

Reference 1 - 5.30% Coverage

**Good, right, so the last thing I just want to ask you, I know it's probably a little while ago that you filled in our questionnaires, that we’re collecting this information. So I just wondered if I could, ask you whether, what you thought about completing the questionnaires in general so you completed them online, did you, what device did you use?**

I did it on my phone.

**On your phone, and how did that work?**

In some of the questions some of their responses were a little bit like mushed up together. You feel like you couldn't, you couldn't always see all the responses.

**Oh right okay.**

They like I did have to like scroll and make it bigger and smaller than things to make it see like see it properly.

**Oh did you? So it wasn't quite optimized enough for for your phone?**

No.

**What what, do you know, I'm sorry you will know, what phone do you have? Is it an iPhone?**

iPhone.

**It's an iPhone?**

Yeah it’s an iPhone.

**Okay. No, that's helpful to know and we will be trying to iron out any of those sorts of issues that we have.**

Reference 1 - 1.05% Coverage

**What did you use to complete them? Did you use a computer or a phone?**

No, I've got my tablet.

**Is that an iPad?**

Yes.

**Did you have any technical issues with them at all?**

No.

Reference 1 - 0.50% Coverage

Oh, what did I use? I think I did it on my on the laptop. Think I did it on the laptop. Sat doing work and do that that so it was there. Yeah yeah.

Reference 1 - 3.57% Coverage

**Yes, okay. So if I could just ask you now just going on to talk about the questionnaires that you very kindly filled in for us, so you saw it on Facebook and you completed our questionnaires. Did you use a computer or a tablet or a phone?**

I used my phone.

**On your phone, okay.**

Yes.

**How did that work on your phone? How easy did you find it to complete them?**

I found it fairly easy.

Reference 1 - 1.02% Coverage

**Can you tell me what you thought about completing questionnaires? Um online in general,**

I always feel their very rigid in the answers. Very rigid, you know. I alwas find I need an extra box. End.

 **What device did you use. Was it a phone or computer?**

IPad OK.

Reference 1 - 3.98% Coverage

**Can you tell me what you thought about completing those questionnaires? I know you didn't get all the way through,**

didn't crash, I don't remember. What did I think about it?

**completed questionnaires about your health concerns. Are you confident completing them or pictures or?**

Happy to. I'm quite happy to.

**What um, device to use to to access those things?**

Can you say that again?

 **Phone computer, tablet**

with it was the phone I think.

Reference 1 - 10.94% Coverage

**That's really interesting. Just finally, part of this research we're doing, you completed some questionnaires for us. It was really, I suppose, asking you in general, what device do you use to complete the questionnaires, do you do it on your computer, on your tablet?**

Probably on my tablet, I would think.

**Is that what you generally would use for that sort of thing?**

Well, it's changed of late, my husband died XXXXX It allows me to keep up with the news, to check up on so much that's going on in the world. Not just locally but overseas as well, because I've got family overseas, XXXXX so all these places interest me.

**It keeps you connected.**

Yes, my son and I will video chat, my daughter and I, xxxxx Occasionally I video chatted my downstairs neighbour. So I am au fait with this modern world, online world. I love it, it's an easy way of getting information, and news, and enquiring. If I hear a word, I don't know the meaning of, look it up. Ask what's his name, I can't think what his name is, it's not Siri, it's something else. What does discombobulation mean, or what's this flower called, XXXXX So these sort of things, I can find it all out on the internet.

**Yes, so it's all there for you, it's a window on the world as well, isn't it, with the news.**

Bless the man who invented it, I can't remember what his name is, but bless him anyway.

Reference 1 - 2.35% Coverage

**Yes. So the last questions are just to ask you about completing the questionnaires that you kindly completed for us. So those questionnaires, did you complete them on your computer, or on a phone, or on a tablet? How did you complete them?**

On my iPhone. I do everything on my phone; everything. Yes, all my banking, everything.

**How did that all work for you? How did the questionnaires all work?**

It was absolutely fine. People find it ridiculous that I don't use my tablet, but because I think I'm so used to using the phone when I'm in hospital, because it's just easier, I'm actually quite used to it, but it was very clear, very self-explanatory. Yes, it was very good. A good layout.

Reference 1 - 2.77% Coverage

**Did you complete them on your phone or on a computer or tablet, what do you use?**

Knowing me it would be on a tablet; it would be on an iPad.

**Is that would you normally use to complete them?**

Yes, I'm a XXXXX I tend to use my A4 iPad for most things. I've got a PC as well, the only thing, I'm saying I use the iPad, I can't always remember, because I do use my PC a bit. Sometimes the format of things doesn't come out particularly well on an Apple product. I find sometimes that I have to go on to a PC. I can't remember in this case, so I'm pretty certain it's probably on an iPad while my wife was watching some rubbish on the telly.

Reference 1 - 1.24% Coverage

**Can you remember, did you complete the questionnaires on your phone or tablet or computer? How did you?**

No, it would have been a laptop.

**On a laptop. Did they all work okay for you? Did you have any problems completing them?**

I don't think so, no.

Reference 1 - 2.38% Coverage

**Completing the questionnaires, can you remember how you would have completed them? On an iPad, a phone, or a computer, what would your normal preference be?**

**I think I was on my iPad, yes.**

**As far as you remember, how did that work, was there anything that was difficult?**

No, that was absolutely fine. No problems.

Reference 1 - 0.10% Coverage

I did it on my mobile.

Reference 1 - 1.07% Coverage

On my tablet.

**On your tablet.**

Yes.

**Yes, and as far as you remember, did they all work okay for you?**

 Yes, it was fine, I didn't have any problems.

Reference 1 - 0.08% Coverage

I did it on my iPhone.

Reference 2 - 0.81% Coverage

That was fine. That was fine. I mean, you know, but I've got certain views on iPhones that you have blooming good eyesight and tiny little fingers and to do things on them. But that's what I’d, no it worked well

Reference 1 - 0.47% Coverage

My phone, yeah sorry I had to think whether it was my phone or my laptop, no it was my phone 'cause I saw it on Twitter and I just clicked through.

Reference 1 - 0.57% Coverage

 **Do you remember what device you used to complete them? Do you use a phone or a tablet?**

It was my laptop. Yeah.

Reference 1 - 1.93% Coverage

**Just actually for completing the questionnaires did you, what did you complete them on? Was it your phone or a computer?**

Yeah, with my desktop, my desktop computer.

**Yes yeah.**

Cause I sit each morning with my breakfast and and look at my emails and things like that, 'cause I'm happier with the proper keyboard.

 **Are you? Yeah, yes. It makes life easier, doesn't it?**

It does.

# Code: Time to Complete Questionnaires

Reference 1 - 0.74% Coverage

I mean, my memory of them, which is not that brilliant, it was that they were straightforward and not- didn't take too long.

Reference 1 - 3.12% Coverage

**Can you tell me a bit how you what you thought about completing tip study questionnaires? How long it took you? What device you used to complete them?**

Uhm, completing is quite easy, I didn't. Uhm, have any difficulty with that. I can’t remember.

**They went too long or too short.**

 I think it was a bit long, but that's you know it's a. It's a real trade off. Getting information is too. And, and enough information to do something to do some proper analysis they are asking a lot of questions. I think. The. I, I think progress through didn't seem to be. Indicated clearly with the appropriate light. How much more I've gotta do.

Reference 1 - 3.35% Coverage

**What I’d like to talk to you next about is your experience of completing those questionnaires. Thank you for completing both sets. You’ve been very helpful to the study. So can you tell me overall what you felt about completing those questionnaires? Were they difficult? Did they take long? Did they take too long? What was your experience?**

I didn't find them difficult, only parts where I've got to write something about you know when the consultation, why, that that part I found found a bit difficult, because I wasn't quite sure how to put it. But no, I didn't find the others difficult at all. I don't think it too long.

Reference 1 - 0.61% Coverage

**Okay. And did they take- take you long, or were they good length?**

No, they didn't take long.

Reference 1 - 1.21% Coverage

**Do you know roughly how long it took you to complete them?**

I can’t remember, probably about ten minutes fifteen minutes.

**Okay, and did, how did that feel? Did that feel, not too bad?**

Yeah, it was fine, just did it sat of the sofa.

Reference 1 - 1.22% Coverage

**Roughly how long did they take?**

Oh, I can't remember.

**Fine, did you feel like they took a long time?**

No.

**So were you happy to spend that amount of time on them?**

No, it didn't feel as though it was a drag.

Reference 1 - 0.38% Coverage

I think it's not. I think it was about half an hour to complete. They were quite, they were quite user-friendly,

Reference 1 - 2.94% Coverage

**So did you complete them all in one go?**

Yes, I did, yes.

**I know it was a little while ago, but you do you have an idea of roughly how long they took?**

I think it was about 15, 20 minutes.

**Okay and how did that feel as a time to complete these sorts of questionnaires?**

Yes, I didn't mind any at all.

Reference 1 - 0.39% Coverage

**And how long do you think is a good length of questionnaire?**

 Um? I think no more than 15 minutes.

Reference 1 - 1.97% Coverage

**And some questionnaires can be quite long, Internet roughly. How do you think? I'm a question that has to be before you give up.**

 You get bored. I don't know. Depends how much time you've got, um? 10 Minutes I don't know,

Reference 1 - 1.12% Coverage

**Do you remember roughly how long it might have taken you?**

Let me think. I might have paused for a cup of tea at one point, but pretty much what it said on the tin, about 20 minutes or so. It wasn't long-long.

**How did that feel? Did that feel okay, that sort of timing?**

Yes, it was absolutely fine.

Reference 1 - 1.32% Coverage

**Oh, good and just completing the questionnaires, as far as you remember. How long did it take you to do, how onerous do you think it was?**

It wasn't long, I can't remember now. I doubt it took me ten minutes to be honest.

**It didn't feel like too long to complete then?**

Patient Participant 25: No, not at all, no, it was fairly just questions and answer.

Reference 1 - 3.59% Coverage

**You don't need to remember exactly how long it took you, but did they feel generally not too onerous to complete?**

I think it did take quite a long time, but I think it's because the questions were quite subjective, so you had to really think about it. For example, one of the questions was like, did the doctor show care? It was quite subjective and you had to really think about it, because I wanted to be really objective and give you a correct picture. Yes, I really had to think about it, did I think the doctor was caring and compassionate? Did I really think the doctor was listening to me? Yes.

**So really detailed questions that make you think.**

Yes.

**You felt you considered them all individually rather than rushing through them?**

Yes.

Reference 1 - 2.20% Coverage

**Do remember roughly how long they took?**

Somewhere under quarter-of-an-hour, I think.

**Oh right, and how did you feel about that sort of time?**

It seemed to be a reasonable use of my time! If it had been three-quarters-of-an-hour or something I might have thought twice, but it wasn't.

Reference 1 - 0.49% Coverage

 Yeah, it was straightforward, simple and it, it didn't take as long as what it suggested it would take.

Reference 1 - 1.27% Coverage

Yes, if they're really, really long and that! Yes, so no, I didn't have a problem.

**Did you have a sense of how long it took you?**

I can't remember to be honest, I'm not very good at this, am I?! I'm sorry, I can't remember.

Reference 1 - 0.81% Coverage

Oh 5 minutes. It really didn't take very long.

 **Did it not, OK.**

 I did think about the answers honest. I didn't just rush through it. But it didn't, It didn't, no it wasn't, It didn't take very long at all.

Reference 1 - 0.48% Coverage

About fifteen minutes I think from, maybe twenty minutes from initially clicking the link and reading a bit of information about it to finishing it.

Reference 2 - 1.42% Coverage

I think it was fine yeah. I mean we were in lockdown so I wasn't doing anything else. Maybe I would have given up had it been a different time, but no it felt fine 'cause it was I think if I remember rightly, I think it was a lot of like multiple choice questions, and then I think there was a occasionally a little bit where you could type more information if you needed to. But yeah, it felt like an okay amount of time I was happy to do it

Reference 1 - 1.56% Coverage

**Did you think we over estimated how long it took?**

Yeah, yeah but I don't. I appreciate why. People do that because there will be people who are less familiar with the tech and stuff, who whom it may take them 20 minutes. Yeah, and you would rather tell someone that something was going to take longer than. Than shorter you, yes, you know, I appreciate why you would. You would do that.

Reference 1 - 0.93% Coverage

I think yes yes yeah. I can't remember, but I don't think it was very long. It's probably 5 five minutes or so. Vaguely. OK, I think I got through it quite quickly. I can't remember.

Reference 1 - 4.54% Coverage

**Did you notice at the beginning, did you register how long it said that it would take you?**

Yes I did.

**And do you think it took you roughly that amount of time or?**

Yes it did. Yes it was very accurate.

**Was it, yes. And did it seem a sort of, an okay amount of time to to do the questionnaires? Or was it rather lengthy?**

No, it was okay. I yes it it was a long questionnaire but then, it it's a long survey that needs to be completed. And again I don't know if I had the option at any time to have left the questionnaire and to have come back to it later I I I don't know if that option was available or not.

**Would that sort of option be helpful do you think?**

Oh yes. Yes. Yes there, there are unplanned interruptions, in the domestic situation. I think it would, would be nice to to have that opportunity to, to be able to click and and go back to it.

Reference 1 - 2.00% Coverage

**And then do you have a sense, sort of, how long they took? Was it generally, an achievable length of questionnaire?**

 Yeah. Its, I don’t know, 5 minutes maybe? I mean you have to read the questions obviously, but they didn't have very long I don't think. I mean, I do some surveys online that you know, I think My God. What do you want to know all this for? But they were quite quick to do really.

# Code: Relevance and Appropriateness of Survey Questions

Reference 1 - 2.16% Coverage

I mean, my memory of them, which is not that brilliant, it was that they were straightforward and not- didn't take too long. That’s what I think about it. And that they were straight-they were fairly unambiguous in terms of what they were asking for. There wasn’t a major problem in understanding what they wanted. Or at least as far as what I felt they wanted.

Reference 2 - 1.67% Coverage

I mean, I think, in a sense they were varying in relevance, as far as I was concerned. But then you know I'm not doing a research study and so I can understand there are things that you were looking for, which may not be the things that we're necessarily at the top of my agenda.

Reference 3 - 0.50% Coverage

They weren’t so irrelevant that I felt, you know this is a complete waste of time.

Reference 4 - 1.18% Coverage

I can't, no, I don't think there's anything like that I didn't want to answer or didn't feel like- yeah, no. I don't recall there being anything particularly that I felt concerned about answering.

Reference 1 - 12.77% Coverage

**And. So. Yeah, the questionnaires covered a range of topics about your appointment, your treatments your overall health, and thoughts and feelings.**

 I'm always amused by the question people ask about how severe your pain. From 1 to 10. Yeah. What is? What is severe pain? It is it just when, when, when? But that's not most of your pain and sort of chopping off your arm or. Is it whatever it but also pain changes it so you can have a very sharp pain, which can be really intent, so you can have a more dull sort of pain, which is just constant which is. You can’t just measure a scale of that I everyone asks that question? Gp’s asked it or the Physio asked me that sort of thing. And I'll probably get continue getting asked, but it says I think it's really strange little question.

**So, thinking about all the questionnaires, how relevant, relevant did you find them to your appointment?**

 Um? I suppose to have 50%. I don't realize that some of them are about. My, my state and how it felt before afterwards. The. Huh. Huh? Um? And it's. These other questions elsewhere. Did a study both with. Donation of blood and they were looking at whether they could. Reduce the time between blood donations for some people. This was set set arbitrarily it, I think 3 months or something like that, and that was probably that was a that would. Cover everyone. Under any circumstance, but they realize that a lot of people could give blood in a much shorter interval, so they're studying at, and there was a lot of things about. How involved you was, did you feel better afterwards, or? Have you any disabilities and what did you subject to movement or climbing stairs and all those sorts of questions? I I I suppose they were particularly relevant to me. Because. People are very grateful they not, I suppose because I I go for long walks. I cycle couple of kilometres a week. I’m walking around upstairs too easy I can. I I. Yeah, it says it's I. They seem to be be aimed at people which had much more severe term issues and disabilities than I have.

**Ok. So. Do you think that we could make it easier for people to complete these questionnaires by reducing or changing what questionnaires or for which people?**

 It may be a glitch. It's made, it makes it makes the questionnaires more complex, but If a person is regarding themselves as being active. Those sorts of questions may not be relevant.

**OK, yeah.**

 It's different from, uh. This is the physio consultation which is related to an activity. An injury caused by an activity rather than illness is quite different. Yeah. Appreciate that.

Reference 1 - 1.92% Coverage

**So the questionnaires covered a range of topics about your appointment, treatments, overall health, thoughts and feelings. What did you think about being asked these types of questions?**

It don't bother me, I have no problem answering things like that. It's just. You know, it just doesn’t bother me, I'm quite an open person, so it's not a problem for me.

Reference 1 - 11.88% Coverage

**Okay. Right so now thinking a bit about those questionnaires that you completed for us. Thank you very much for completing those. But can you tell me a little bit about what you thought as you were completing those questionnaires?**

Well, I haven't got the questionnaire in front of me, which probably would have been useful. But I just felt it was very black and white and didn't really- it was saying what was your treatment- it was asking about treatment. Well, I didn't get treatment on the day that my doctor phoned me, it went on from then. And I think there should have been some, some extra questions about what happened next.

**Okay.**

Or what was advised.

**Okay. So what do you think- what were the questions that we didn't ask you, that you think needed to be asked? What could we have asked?**

You could, you- well, it was all geared to doctor phones you and you say- the doctor decides what's going to happen and gives you a diagnosis. And it wasn't like that and it didn't- it didn't give any possibility for me to explain that.

**Okay.**

So it would have helped perhaps to have an extra little box at the end saying ‘could you- is there anything more that you want to explain?’ and ‘is there other- anymore comments?’. Perhaps one or two extra, extra blocks. So I know it takes longer for people to go through these questionnaires, if people have free range to say what they want. But sometimes it just helps to have, you know 200 words- up to 200 words or less than that to, to say- to add to the questionnaire. To explain what it doesn't ask. I haven’t got the questionnaire in front of me and I can't really tell you now, but it just felt to me that it wasn't- you wouldn't get a full enough picture.

**Okay.**

It was all to do with ‘ and what did doctor diagnose’, not- and it might have been also helpful to say ‘did that work?’. Or ‘was there a follow up?’

Reference 2 - 4.18% Coverage

**And how did you feel about completing them above what we've already discussed?**

A bit frustrated.

**Okay.**

Because It didn't- It didn't give me the option of saying what I wanted to say.

**Okay. Is there anything you think we could do to make it easier for patients to complete the questions, above adding in extra boxes to help them explain their story?**

Well some of the questions that you've asked me now, could be actually included in the questionnaire. But I would also like to- I would also like it to say ‘did the doctor arrange for you to be examined?’, ‘Did the doctor arrange for you to see a consultant?’.

**Okay.**

Because that eventually happened.

Reference 3 - 1.95% Coverage

**Okay, yes. Okay. So thinking about the study as a whole, what aspects of this study do you think we could improve on?**

It's- it's a bit robotic.

**Okay, yes.**

And it assumes to see things, which you know it’s human beings. It doesn't, it doesn't- they don't all fit into those categories on those questions.

Reference 1 - 2.10% Coverage

**So the questionnaires did cover a variety of topics, as you would have notice running through, so about your appointment, your treatments, your overall health and your thoughts and feelings. What did you think about answering questions around all those topics?**

Yeah fine, didn’t mind.

**Okay, and were there any that you thought were perhaps not relevant to you or your situation?**

Not that I can think of.

Reference 1 - 3.28% Coverage

**Okay, so I'll ask you a bit about the questionnaires. I know it was a while ago, but just anything you can remember would be great, so can you tell me what you thought about completing the questionnaires?**

I thought it was interesting. When I was doing it I thought I wonder if anybody'll bother to read it.

**Oh, really? What did you find interesting about them?**

It's questions you're not normally asked, to make comments about how you're dealt with by a doctor or a nurse and things like that. I don't know, it seems to be taboo to talk about that sort of thing.

**Was that a positive experience then, to be able to…?**

Yes.

Reference 2 - 3.02% Coverage

**So the questionnaires, they covered quite a range of topics including your appointment, your treatments, your overall health, your thoughts and feelings. So what did you think about completing all the different types of questions?**

In general it was fine to do. The questions to me felt as though somebody was interested in finding out what goes on in the outside world.

**Did you have any difficulties with completing any of them?**

No.

**Did you find all of the questions were relevant to you?**

Oh gosh, I can't remember. A lot of them were, I do know, but I can't say all.

Reference 1 - 0.80% Coverage

 They were presented well I think uhm. And they were. They they were logic. I don’t want to say logical, I want to say, um, they. Like it's not. They, uh, so they yeah they may say, they presented well, the easy to read, easy to follow.

Reference 2 - 1.31% Coverage

Yeah, because you expect things. I think we're just expecting togive information about the appointment and then as I said it went. It diverted slightly to the bigger picture, and that was that I didn't necessarily feel prepared for. But I didn't mind. I didn't mind answering them, in some respects it was nice to put down on paper how I was feeling, and tell somebody anonymous. But yeah.

Reference 1 - 4.68% Coverage

**Okay. That's good. So the questionnaires did cover a range of topics, some of them we've spoken about already about so your appointment and the treatments and your overall health and about your thoughts and feelings and coping. How did you feel about the range of things that we asked you questions about?**

I thought it was very good.

**Was there anything you would have preferred not to have answered?**

 Not at all no, no.

**Was there anything that didn't seem relevant to your appointment or to your health condition?**

No, it didn't, no.

Reference 1 - 1.71% Coverage

**OK. And how do you feel overall about completing questionnaires for research?**

Sorry, can you say that again? Please?

 **Do you feel overall about completing questionnaires for research?**

Generally I felt. A valuable thing to do. Yeah, so you I do. Some of them I get halfway through and think it'll go with. Hadn't started this and then give up. Not very often. I usually see them through because I think that they are valuable to research.

Reference 1 - 6.64% Coverage

**How do you feel about completing that kind of question on online questionnaire?**

Well, I obviously don't mind, because otherwise I wouldn't have done it.

**OK. Set. Could you tell me a little bit about what might encourage you to complete questionnaires? Dissuade you from completing them.**

OK, well, I think. Firstly, I would have to field. It was kind of worthwhile, but there would be a benefit at the end of it. Not for me, but but. But be benefits to which sounds a bit kind of broad, but SoC or two? To have some benefit, I need to wait to the community. So I. I don't think I would want to fill in a kind of frivolous questionnaire.

**Do you think we managed to convey that?**

I think you must have done so, we're talking. I'm service, anything more.

Reference 1 - 2.82% Coverage

**The questionnaires we asked you, were a bit about your appointment and your treatments and overall health and your general thoughts and feeling. How do you feel about completing them? Was there anything there that you had difficulty completing as far as you would remember?**

I don't think so, because I am a very opinionated person. So if I'm given the opportunity, as this did, to explain my thoughts and views and that sort of thing, and it's for a good cause and it's not to make money. It's for improving the human race, so to speak, if you know what I mean? Then I am perfectly happy to offer what little I know to help, and I've got plenty to say.

Reference 1 - 4.79% Coverage

Yes, it was absolutely fine. There was just a couple of times I thought, ooh, is that question the same as the last question, because they were quite similar, but they're designed to be that way, and they make you think, and they make you wonder how you're feeling. Yes, it's very well done, but I just wondered if I'd put the right things, because you thought, well, hmm, I'm just thinking maybe a bit better than last time; oh, I'm not sure. Yes, it was a bit difficult. You did get into that phase of just, ooh, I don't know now.

**So there were questions about your appointment and your treatments and your general health and your thoughts and feelings at the time. So how did you think about that range of questions that you were asked to answer?**

Again, I had to think. So if I had to think then I'm probably doing okay, otherwise straightaway you'd go, oh, yes, I definitely do feel that low, but I actually had to think how do I feel, so it was quite good in that respect. Yes, I just felt it covered pretty much everything, really, in the sense of - oh, just every day is different, from my situation, anyway. That's what I was saying to you; it felt quite different doing the second one to the first one, even though the questions were quite similar. Or maybe they weren't, but I thought they were. Were they quite similar?

**They were quite similar, yes.**

Yes, well, I felt quite different doing the second one to the first one, bizarrely.

Reference 1 - 5.64% Coverage

**Just finally, the questionnaires that we asked you, there was a range of topics, including your appointment and your treatment and about your overall health and your thoughts and feelings. How did you feel about answering some of those questions?**

That's when I checked on you, because when you get those, you sort of think, is this gen, or am I going to get somebody phoning me up from Saga offering me an over 60s holiday, for people with arthritis. I had a quick look at that bit, then probably went straight to my phone and Googled it and then, well, yes, that's all right, so I didn't have a problem. Once I believed you were genuine, then I didn't have an issue in being more open with the answers and everything like that. So obviously, there are thousands of supposed questionnaires and proper surveys and I have taken part in surveys for universities before about completely different things, mainly engineering ones because I'm an engineer. So I do know that research is very important and the feedback from it. So I'm quite happy to take part in things that are genuine, but unfortunately, especially with Facebook, I've noticed, there are a lot of advertising links, so once I was happy it wasn't that, I didn't have a problem in answering the questions.

**Once you'd established that we were okay, then were there any questions that you found difficult to answer, in relation to yourself??**

No, I don't think so.

**Anything that you didn't want to answer in relation to your health or your...?**

I don't believe so. I think I answered everything, I don't think I missed anything out.

Reference 1 - 1.76% Coverage

**Was there anything you didn't want to answer, or anything didn't seem relevant, other than what you've just been…?**

No. I don't recall there was any question that I didn't answer or wouldn't have answered.

**We asked about your consultation and your treatment, but we also asked a bit about your general health and your thoughts and feelings. How did you feel about answering those?**

Yes. That was not a problem.

Reference 1 - 4.08% Coverage

**Okay. Now, we had a range of topics including your appointment and your treatment, and then your overall health as well as your thoughts and feelings. How did you feel about answering a range of those sorts of questions?**

No, I didn't have a problem with it. I thought it was good though, it looked at it quite holistically. I know some of the questions were mental health ones, I thought that was quite interesting to not just talk about your appointment, but also how it fits in with the overall context.

**Were there any questions as far as you can remember in general where you preferred not to answer or didn't seem relevant to you?**

No, but maybe it's because I have a history of mental health, I'd recognise those questions, so I think I've filled them in before, so it wasn't a weird question I hadn't seen before. It was a question that I had seen before.

Reference 1 - 2.34% Coverage

**Okay, that's great, so the questions, we ask you a range of questions in our surveys. It was about your appointment and your treatments, if you'd had any treatments, your overall health and your thoughts and feelings. I mean what did you think about completing some of these questions?**

I don't mind. I felt quite comfortable because I knew it was anonymised anyway, so I'm not bothered by it at all.

Reference 2 - 3.85% Coverage

**So, can you remember, did you have any difficulties in completing any of the questions or anything that didn't seem relevant to you?**

Not that I can remember. I think there might have been a question or two that - I can't remember exactly what they were, but it felt like they were asking the same thing, but worded differently. I can't remember which one exactly it was, but I'm sure it was about my experience and my side of things, but I can't remember which ones it is, but I think I just wrote the same thing for both of them, yes.

**Did you mind having to answer these things in a slightly different way?**

No, I was fine to do that. That's okay.

Reference 1 - 6.70% Coverage

**The questionnaires that we had in there covered a range of topics including your appointment and your treatment and your overall health as well as your thoughts and feelings. What did you think about completing that range of questions?**

Again, I honestly can't remember now what particular part I decided on. I think I probably felt the most straightforward.

**Is there anything you sort of can remember thinking, you don't have to remember exactly what, but oh, I don't want to answer that question or anything that wasn't particularly relevant to you?**

No, not at all, no.

**There were some questions about your hip pain and your knee pain. Do you remember how you felt about answering those? Was there anything there you didn't want to answer?**

No.

**There was nothing that particularly stood out?**

No, not really, no, as I say, the questions all seemed to be quite reasonable in the kind of way that they were phrased. Seemed to be just quite easy.

Reference 2 - 2.93% Coverage

**Do you think is there anything else we could do to improve the questionnaires as far as you can remember?**

Not as far as I'm concerned. As I say, it seemed to be quite reasonably [signal breaks up 00:17:01] and relevant. Again, there was nothing that I didn't want to particularly want to ask. It seemed to have been created with reasonable thought for what people might want to include and generally be relatively easy to do for most people.

Reference 1 - 0.86% Coverage

Yeah. I mean, I've filled in a few of these questionnaires for different things and, and this was really, it flowed quite well and clear what- I knew where, what I wanted to answer

Reference 2 - 1.21% Coverage

There was, there was nothing- sorry I’ll start again. I knew how I wanted to answer the questions because the answers were clearly set in front of me. Yeah, it was straightforward, simple and it, it didn't take as long as what it suggested it would take.

Reference 3 - 1.67% Coverage

Yeah. It was, it was, it wasn't a problem at all. I didn't feel conscious about giving you that information. It always makes you think whenever you get any, asked any questions about your like, your mental well-being, like am I alright? Was I feeling alright? And it kind of makes you question it. So yeah. But it, I, it didn't trigger me in anyway.

Reference 4 - 0.80% Coverage

 No, I think, it was a fairly simple questionnaire and you don't need to overcomplicate it by offering anymore instructions, because it was fairly self-explanatory, so.

Reference 5 - 0.77% Coverage

So, it was just a very, very straightforward, easy, simple to complete questionnaire. And I don't, don't think I could offer you any more kind of comment about it

Reference 1 - 0.63% Coverage

I think the questions were clear and it didn't take too long to complete them as well. I think sometimes that puts people off, doesn't it?

Reference 2 - 0.44% Coverage

 Yes, I think they were focussed on what you were doing about the appointments and things, yes.

Reference 3 - 2.17% Coverage

**There were a few questions also about - because you consulted for your hip problem - so about your hip pain. As far as you can remember, did those questions all seem to be quite straightforward to complete? There were questions about the different activities that you did, about walking up and down the stairs.**

Yes, they were quite… No, they were fine to complete.

**Do they all feel quite relevant to your concern?**

Yes.

Reference 1 - 0.59% Coverage

Well, I’m quite an open book. So it was, I don't mind answering any of that and I didn't think they were too personal or anything. No I’m quite happy.

Reference 2 - 0.89% Coverage

 No. No, like I said quite an open book, so I'm one of those you know, quite compliant open people I suppose, than the other types should I say? They probably, they probably wouldn’t have done the questionnaire in the first place.

Reference 3 - 1.79% Coverage

Well I wasn’t sure if it was to do with a GP appointment but I understand ,in the current climate, of an interest in how people's, for example, mental state currently is. Because everyone's mental state is is, we will go into it a bit, like we were just talking about the very beginning. So it's important to know. I mean I, I don't tell that was relevant for the, the GP thing. But I certainly don't mind talking about everything myself. That doesn’t bother me.

Reference 1 - 1.95% Coverage

I found the pain scores one a little bit weird, but that's because I think that such a personal thing. And I think I probably have a high pain threshold for something, whereas other people that might have been, you know? And I think sometimes I think sometimes people maybe exaggerate their pain level to try and get something that they want, whether that's an appointment or whether that's some treatment or something. So, I think I I just thought that seemed like a, I thought you, I thought oh that's like an interesting one to measure because my pain, my pain level would be different to someone else’s.

Reference 1 - 0.22% Coverage

They were fine, yeah, yeah, relevant yeah.

Reference 2 - 0.55% Coverage

Oh yeah, no. I was quite happy to answer those. I don't. I don't worry about the questions like that really.

Reference 3 - 1.05% Coverage

I seem to remember they were alright, I'm just trying to think yeah, it's a bit. It's a while ago. To remember, I don't remember thinking all that's a bit stupid or anything like that while I was doing it.

Reference 1 - 8.22% Coverage

**Okay. So finally I just would like to ask you some questions about completing our questionnaires. So obviously part of this was getting your feedback about, the appointments that you had but actually the effects on on your health and wellbeing as well. So firstly, can you just tell me what you thought about completing our questionnaires?**

Yes, I thought it was a, a well-designed, detailed questionnaire. And it it I, as question of course it has to be a catch all so. But for my particular circumstances there were a couple of questions that weren’t quite relevant or the answer perhaps was not the ideal answer, but on the options that were given I, it was probably a multichoice, nearest that one could but if if one’s doing research and and you're looking for more details that’s the only way you can get the information.

**I know it's a while ago, but can you remember what sort of questions you thought were less relevant?**

No, I can't but it might’ve, the sort of thing that. No, I I really can't.

**No no problem at all no it's it's, there are lots of questions there. But just in general, so the questions were about your appointment, about your treatments, about your overall health, and then there was a questions about your thoughts and feelings, and wellbeing and coping. Does that, do they all seem generally relevant and okay to complete?**

Yes I thought they were very valid questions and, easy to understand. Yes.

**Do you remember any questions that you would have preferred not to be asked or not to answer?**

No, I can't think of any.

Reference 1 - 12.59% Coverage

**o what are your thoughts about completing the questionnaires? In general.**

Well, quite, because of the nature, mine was a, sort of a, as it turned out a muscle injury. A lot of the questions didn't apply, but I knew they wouldn't apply, but some cases I thought I need to be able to, I have to say something rather than say this doesn't apply. And I did, where there were boxes to, where you could say what something else. I did try to explain why 'cause I mean I didn't. I didn't really have treatments etc and I wasn't given medication and things so. XXXXX So in that way I felt a lot of it didn't, didn't apply to my case. But I tried to fill it in as best as I could because I know you know, It mentioned, it mentioned that not all the questions will apply. I know, I know that.

**OK, would it have been helpful to have something where you have the option of saying this doesn't apply?**

 Possibly, yeah. I mean, I find I find that with online surveys you do and things, I mean, at least I could go on with yours whatever I put, but some of them you, you've got to tick a box in order to get the next question, and I think, well, none of these are the right answer, you know? So yeah, occasionally to, there were instances where it would have been good to have been able to say this is not applicable, you know. But I was able to explain it in the boxes for further information anyway, so.

**Oh yes, yeah. So was there anything any questions that you would have preferred not to answer?**

No, it's, no, because I mean, I suppose I suppose it depends on the nature of the illness or injury, but but no 'cause sort of none of them were unduly, personal at all. If I know what I mean. They were, I wasn't giving you gory details of something or

**No no no**

Nothing too diar mental illness and things were as I suppose, if that had been the case, you might have preferred not to answer, but I mean for me, no it was it was fine.

**OK, Yes 'cause there was some questions about your thoughts and feelings and coping and how did you, felt OK?**

 Yeah.

**About answering those?**

Yeah, I seem to remember the the one, I can't remember the one or two and I thought well, I'm not really sure. So I'm just picking an answer that was, you know, from one of the options, but just sort of the nearest as I thought at that moment, but. But no, it didn't bother me answering them.

# Code: Difficulties or Problems Completing the Questionnaire

Reference 1 - 9.26% Coverage

**So just- obviously I’ve seen some of the answers to your questionnaires. So there was, I think you were slightly uncertain about how long these things might take to get better and, and how effective they actually might be. Do you think the doctor could have done anything else to, to improve your feelings about that?**

I didn't specifically answer, you know- answer those questions. I think, I mean, I think-I didn't answer, I think-because I think, I would expect a sort of- little bit about how long is a piece of string type response. XXXXX

Reference 2 - 0.32% Coverage

 mean, my memory of them, which is not that brilliant

Reference 3 - 0.74% Coverage

**Okay. How relevant did you find the questions?**

Yeah, I'm trying to think back to them because they were a little while ago

Reference 4 - 0.72% Coverage

I think doing them electronically sometimes- I'm trying to remember how I- how I completed- it was electronic, wasn't it?

Reference 1 - 1.23% Coverage

**Can you tell me a bit how you what you thought about completing tip study questionnaires? How long it took you? What device you used to complete them?**

Uhm, completing is quite easy, I didn't. Uhm, have any difficulty with that. I can’t remember.

Reference 1 - 1.69% Coverage

**OK, did you have any specific difficulties in completing any of those questions?**

No I don’t think so. Just as I say, where I had to text a little message, you know, saying

**Yeah.**

That was about all because sometimes I can't with this XXXXX

Reference 1 - 1.23% Coverage

Um? I think so. I just I. I think the question I felt. I wasn't sure if I’d answered them the way I should've got. I've sometimes I felt it, but that it wasn't. It wasn't relevant, but I, but I was answering the question as it was asked and and so I suppose I then questioned. Or was it? Did I actually contribute something helpful or did I just screw the results?

Reference 2 - 0.81% Coverage

I the only issue as I say, was just whether they. Where do I perhaps answer something one way which meant it then asks other questions that maybe weren’t relevant to what, to my problem and maybe I shouldn't have answered. It just seems to me.

Reference 3 - 0.66% Coverage

Yeah, um. Oh maybe, maybe I got mixed up and so these is this. It felt slightly confused as to whether you thought I went to doctors about those problems. I think that's what confused me slightly.

Reference 4 - 0.87% Coverage

So so probably good question, how is this relevant? Because I didn't go to see the doctor about this problem or these problems. OK, I went. I went to the doctor to about the pain in the first code and then it starts asking me about other questions and that was.

Reference 5 - 1.43% Coverage

That was like that was OK, but it did I think that's what's throwing me as far as thinking that I've answered something wrong. Because it started asking me those questions, but maybe that's how it's meant to be. Maybe that's how it’s meant to be. And if I if I think about it, I could. I suppose I can understand. Understand why in a pandemic you would ask about the other things, but but I think it did throw me a little bit.

Reference 1 - 1.47% Coverage

**No, okay. That's good. Did you have any difficulty completing any of the questions? Was there anything that you weren't quite sure how to answer?**

No, I didn't, no.

Reference 1 - 0.76% Coverage

**Can you tell me what you thought about completing questionnaires? Um online in general,**

I always feel their very rigid in the answers. Very rigid, you know. I alwas find I need an extra box. End.

Reference 2 - 1.71% Coverage

**OK. And how do you feel overall about completing questionnaires for research?**

Sorry, can you say that again? Please?

 **Do you feel overall about completing questionnaires for research?**

Generally I felt. A valuable thing to do. Yeah, so you I do. Some of them I get halfway through and think it'll go with. Hadn't started this and then give up. Not very often. I usually see them through because I think that they are valuable to research.

Reference 3 - 11.95% Coverage

**The questionnaires that we gave out covered a wide range of topics, including your appointment treatments, overall health, thoughts and feelings. What do you think about completing questions like this for online study?**

 Um? I find them difficult. My memory and all are not that brilliant and my you know I I tend to have XXXXX.

Reference 4 - 7.49% Coverage

 **I'm going through a heap of questions, but you already answered in saying so I'm trying to skip over those. Um? So. Further thoughts about our study of any aspects of the study. We do feel we could improve on.**

Remember. Just remember the feeling that the I don't think I've finished it. She finished her. Don't know whether you. Do you know whether I finished it now?

**You started it and then when we asked about your appointment, you stopped right?**

So I didn't go back and finish it. did I know? So I think it. I gave up when it. It wanted to know about my the personal. Yeah, I think you wanted to know more detail about what the problem was and I didn't feel able to go into the physical explanation. It was like living it over again so don't know how necessary it was to know the details of the. You know the actual problem. So. Problem. Name with the mental health. Sometimes I'm not in a position to be able to do it if I'm feeling very, very anxious, you know, just filling in those answering those questions can be enough to make me more anxious. So there are times where they can't do it, so that was probably one of those times where. Physical and mental sort of clashed, and I thought now don't have to put this through this even though I wanted to contribute. So I don't know what you can do about that, whether there's any way of addressing that I don't know?

 **Maybe we could make it clear that those are optional questions that you don't need to fill in if you don't want.**

 And I think possibly when there's sometimes it's good when there's a a frequently a box where you work, you know if you want to say anything else. Weather was able to say that, but I was glad. Was quite glad when you contacted me again and said, you know? Ask me why I didn't finish it. That was quite good that you did that. Also please off at the opportunity to. To see this through.

**Thank you so much because what you said really, really important.**

Reference 1 - 3.35% Coverage

**Did you have any difficulty completing any of them or answering them, or finding anything that was not particularly relevant, you felt, to you?**

I think there were a couple of things that weren't terribly relevant, but I think I might have just put - I think there was a point where you could just put not known, or unsure, or something. I can't remember what it had now. I might have just put that in at that point, because I just thought, ooh, I really don't know how that relates to me, or I couldn't relate to it.

**Was that helpful having that option, then, as not applicable or not...?**

I think it was, but then it did ask you to explain, perhaps, why, so for that reason alone it would take a bit longer than - you might be tempted to just put something else, just because you knew you'd have to explain yourself. So that's the only thing. You can cotton onto it quite quickly when you know it's going to do that. You think, oh, I'll just put that then, but I did try and be as honest as I could with it.

Reference 1 - 6.50% Coverage

**So we had a whole raft of questionnaires to complete, what did you generally think about completing those? How did you get on with them?**

They were all fairly easy questions to answer. One of the things that's often difficult in these sorts of surveys - like in this particular one - because I… It was an initial consultation about a particular condition. The question about, was the outcome good, so to speak, it was an initial consultation so if I was truthful, the problem wasn't resolved. Then I didn't expect her to resolve it. I just got the next step. So in some ways, the question was not answerable. I think I answered it positively to say it was resolved as I expected or wanted, but only because I got… She didn't just say, oh well, I'm afraid you're just going to have to get on with it, she came up with a plan that was going to hopefully move us forward. Yes, it was resolved from that point of view, but it was a successful consultation because we got something to go forward on. It wasn't a successful consultation from the point of view of doing something to fix the problem in terms of…

**Yes, I understand that.**

Whether it be medication, surgery or just exercise, it was an ongoing thing, so I felt that was a very difficult question to answer on there. That's a problem with a lot of surveys. They ask you questions about something and because it's not complete, or you don't perceive it's complete because you don't, perhaps, understand what they're trying to get at, it's difficult to answer. Generally, yes, the questions were easily understood and easy to answer.

Reference 1 - 3.59% Coverage

**You don't need to remember exactly how long it took you, but did they feel generally not too onerous to complete?**

I think it did take quite a long time, but I think it's because the questions were quite subjective, so you had to really think about it. For example, one of the questions was like, did the doctor show care? It was quite subjective and you had to really think about it, because I wanted to be really objective and give you a correct picture. Yes, I really had to think about it, did I think the doctor was caring and compassionate? Did I really think the doctor was listening to me? Yes.

**So really detailed questions that make you think.**

Yes.

**You felt you considered them all individually rather than rushing through them?**

Yes.

Reference 2 - 7.19% Coverage

**Okay, that's good. Did you have any difficulties at all? Did all the technology work or any of the questions you couldn't answer or you found they were asked in such a way that was impossible to answer?**

If anything, because you know the questions are very specific, and I think maybe there might be overlap between some of the questions. So I filled in so-and-so for this question and now they're asking me this, what's the difference? It's quite hard teasing out all the questions because they were very specific. They were subjective, so it depends how you frame that question. For example, did the doctor show you care and compassion? It depends how you frame it. The fact that they called me back, that already shows care and compassion. Yes, it was more like the specificity of the questions. It made me really think about the questions. It wasn't impossible to do and it would have been me wanting to give an accurate picture.

**That's really helpful because I'm sure people approach questionnaires in different ways, of course. That's really helpful to understand, your reasoning and thoughts behind it. Then we sent you hopefully a second set of questionnaires a couple of weeks later, do you remember receiving those and completing those?**

Now that you mention it, I do, but I can't remember anything about it. I just want to mention, you know a scale of one to ten, it's quite hard to pinpoint exactly is it one, two, three, because it's a very subjective thing, so how do you give a score of three or a score of four, for example?

Reference 1 - 0.60% Coverage

No, I don't think so. No, I don't remember having any problems completing them, and they were quite clear.

Reference 1 - 2.11% Coverage

It was fine I mean like I say I think I filled it in and it had been, I think it had to have been within two weeks that I’d seen my GP, so I think I was just within that time. But I think that because the accident had happened five days before that I think I was just a bit, I struggled to sort of remember how I’d felt. And it was, and it was sort of a bit of a stressful time so I think I just don't. I think sometimes when you are a bit stressed, I mean like when he sent me straight to hospital and things I was like oh no what's wrong and I think it was that thing of so I probably, I probably didn't remember because I was probably in a bit more shock.

Reference 1 - 0.61% Coverage

**OK. Was there anything that you can remember that you would have preferred not to have answered?**

No, no, there wasn't.

Reference 1 - 12.59% Coverage

**So what are your thoughts about completing the questionnaires? In general.**

Well, quite, because of the nature, mine was a, sort of a, as it turned out a muscle injury. A lot of the questions didn't apply, but I knew they wouldn't apply, but some cases I thought I need to be able to, I have to say something rather than say this doesn't apply. And I did, where there were boxes to, where you could say what something else. I did try to explain why 'cause I mean I didn't. I didn't really have treatments etc and I wasn't given medication and things so. XXXXX So in that way I felt a lot of it didn't, didn't apply to my case. But I tried to fill it in as best as I could because I know you know, It mentioned, it mentioned that not all the questions will apply. I know, I know that.

**OK, would it have been helpful to have something where you have the option of saying this doesn't apply?**

 Possibly, yeah. I mean, I find I find that with online surveys you do and things, I mean, at least I could go on with yours whatever I put, but some of them you, you've got to tick a box in order to get the next question, and I think, well, none of these are the right answer, you know? So yeah, occasionally to, there were instances where it would have been good to have been able to say this is not applicable, you know. But I was able to explain it in the boxes for further information anyway, so.

**Oh yes, yeah. So was there anything any questions that you would have preferred not to answer?**

No, it's, no, because I mean, I suppose I suppose it depends on the nature of the illness or injury, but but no 'cause sort of none of them were unduly, personal at all. If I know what I mean. They were, I wasn't giving you gory details of something or

**No no no**

Nothing too diar mental illness and things were as I suppose, if that had been the case, you might have preferred not to answer, but I mean for me, no it was it was fine.

**OK, Yes 'cause there was some questions about your thoughts and feelings and coping and how did you, felt OK?**

 Yeah.

**About answering those?**

Yeah, I seem to remember the the one, I can't remember the one or two and I thought well, I'm not really sure. So I'm just picking an answer that was, you know, from one of the options, but just sort of the nearest as I thought at that moment, but. But no, it didn't bother me answering them.

# Code: Completing Follow-up Questionnaires

Reference 1 - 1.95% Coverage

No, I think I- I did get that. I don't think I got the first communication about that.

**Okay.**

I think it went missing, but because I didn't respond, I think I got a second- I’m pretty sure I got a second email and that one did get through. But it’s possible I missed the first one, but I don't remember getting the first one.

Reference 2 - 1.12% Coverage

I do get quite a lot of you know, emails from the uni, it’s possible I missed it or they go to junk or whatever. So maybe it came and I missed it, rather than it went to the wrong place.

Reference 1 - 2.78% Coverage

**So, thinking about the second questionnaire that we send you a thank you for filling that out. What was your experience of receiving that again two weeks after the first one?**

 Well, I'm a bit late actually. I saw it coming and got swept under the Increment and it's a reminder. But it came up. So I was a bit late in doing it, but then it was fine. It was it again. It will all of a sudden. Same sort of questions. It's the first one, but it was. Quite shorter. I felt. I was committed to fill it in so I didn't take. about 15 minutes or so and I went through it.

Reference 1 - 2.33% Coverage

**OK, and how was your experience when you receive the second set of questionnaires after 2 weeks?**

How do you mean?

**Were you happy completing them? Did you remember that they were coming?**

I forgot they were coming actually.

**OK.**

It wasn’t until I saw it on my emails and I thought oop, but yeah, no, it's alright once, once I got it and you know I was fine.

**OK.**

Don’t think I had a problem, but I had forgot about it actually.

Reference 1 - 2.82% Coverage

**Okay. So I- I can see that you completed the first set of questionnaires. Did you receive an email to invite you to take part in the second questionnaire?**

I can't remember.

**Okay. So is there anything you think we could have done to make it clearer that there was a second questionnaire? Do you think we should have sent you more email reminders, or do you think we could have contacted you?**

Another email reminder would have been helpful.

Reference 1 - 1.04% Coverage

**Now we have two sets of questionnaires, so one you completed first and then there's some follow up questionnaires two weeks later. Do you remember, did you complete the follow up questionnaires?**

Yeah.

Reference 1 - 1.96% Coverage

**Would there be anything that we could do to make it easier for patients to complete these questions?**

No, I don't think so.

**So how was your experience of doing the second questionnaire that you did two weeks after the first one?**

Much the same, when it popped up I was, 'Oh, right, okay. Well, I'd better fill it in.' I didn't find it difficult, let's put it that way.

Reference 1 - 1.15% Coverage

Very much quicker, much shorter. I might have done them the other night. I didn't have any problem with it, I it. I just I did it. Yeah, but I can't comment on it really because I can’t remember what I did or when I did it. I remember the original set when I was doing that so. I can't, I might have done a second set on my phone actually.

Reference 1 - 2.85% Coverage

**Two weeks later we asked you to fill in some more questionnaires. So I think you would have received a prompt by email. How did you feel about being contacted again?**

Yes, I didn't mind at all.

**You didn't mind. Do you remember how long the second lot took? Was that about the same?**

It was about the same I think, yes.

Reference 1 - 1.56% Coverage

Yes, I just felt it covered pretty much everything, really, in the sense of - oh, just every day is different, from my situation, anyway. That's what I was saying to you; it felt quite different doing the second one to the first one, even though the questions were quite similar. Or maybe they weren't, but I thought they were. Were they quite similar?

**They were quite similar, yes.**

Yes, well, I felt quite different doing the second one to the first one, bizarrely.

Reference 2 - 3.34% Coverage

**Then you got a second set of questionnaires that were sent a couple of weeks later. So how did you feel about receiving those, and how did that work?**

No, that was absolutely fine, but again, they were very similar to how you could answer the first ones, and you knew what was coming: if you weren't sure; you'd have to explain yourself, so you try and go for a softer option, if that makes sense? I was feeling so shattered, I think I did kind of go for a bit of a softer option instead of explaining myself fully. I perhaps should have gone through it a bit more thoroughly, but I just wasn't sure how it related to me at that point. I can't even think of the questions now.

**That's often difficult, isn't it, after completing questionnaires and trying to remember what they were about?**

Yes, because it was all about feelings and thoughts, and they're very at-the-moment.

**That's what we're trying to capture, that at-the-moment feeling.**

You did. You absolutely did, yes.

Reference 1 - 1.01% Coverage

**Then after a couple of weeks, we'd have sent you another link to some more questionnaires. Do you remember receiving that link and how did you feel about that?**

I do, yes. Once I was engaged in it, I was quite happy to, the same as the phone call, I don't mind it at all.

Reference 1 - 2.02% Coverage

**A couple of weeks after that, we sent you another link and asked you to complete some more questionnaires, so how did you feel about being asked to complete some more?**

Again, it's not a problem. In fact, when you get that second questionnaire, you feel that you're giving good information, and useful information, so it's a positive thing because you feel like you're getting information that you want, and you want to know more about it. From that point of view, I felt good about that.

Reference 1 - 6.19% Coverage

**Lovely, so after a couple of weeks we sent you some more questions to fill in. Do you remember receiving that?**

No, I didn't. I don't remember. Did I? I don't think I did a second round of questions. Did I?

**Do you know, I haven't looked up to see whether you have done because it's a different part of our database?**

I have a feeling I did one, yes.

**I will check them. You don't think you received anything to ask you to complete any more.**

I don't mind, if you want me to, but I don't think…

**Oh no, we wouldn't now. It was just obviously trying to get an idea on why people do, and don't complete questions and everything. Often these things can go to junk mail and all of that, so it's just trying to work out what's happened. I mean I'll have a look to see whether you had done or not, but if you'd received an email about it how would you feel about that? Is that something that you would have dealt with if it had come through?**

As long as it explained appropriately what it was about, I'd be fine to do it, yes.

Reference 1 - 3.64% Coverage

**Then after a couple of weeks we sent you another set of questionnaires to be completed. Do you remember receiving that email and how did you feel about that?**

I do, but only vaguely. Like I say, it's now, what, a couple of months or something? Yes, I thought oh well, lucky me, sort of thing!

**Oh right, okay, so it didn't feel too onerous to have more to complete?**

No, not really because I seem to remember something in the original bit that said that might actually be the next part. I thought well, that's fair enough.

Reference 1 - 0.97% Coverage

I haven't really got a feeling, like I said, indifferent. I just done- you were committed to fill in a questionnaire 2 weeks later, so no hardship to fill it in, it didn’t take too long. So not a problem.

Reference 1 - 0.66% Coverage

I did remember receiving the email and completing them but I can't remember specifically what any of the questions were.

Reference 1 - 0.93% Coverage

Yeah no, I was fine with that. I've forgotten about that about the first one, I’d forgotten about the first when so when it came to it it was like, Oh yeah, I've got that to do. Let me go away. So, yeah no I was more than happy to do that.

Reference 2 - 0.23% Coverage

No, I did it for the email, I'm pretty sure did, yeah. Yeah.

Reference 1 - 0.42% Coverage

Wasn't very clear that that was the 2nd part of the same questionnaire and I deleted the first email 'cause I thought it was a spam

Reference 2 - 1.88% Coverage

And then I got another one and I thought it was a spam and then I got third one and thought oh that’s. But that was only because you’d then emailed me to see if I’d talk to you on the phone. There was nothing in the title or anything that made me think, and I got so many sort of, I say survey type emails, but there was nothing in the title to say like Part 2 of your. I say in the title, but you know when 'cause I send my emails on my phone predominantly so there was nothing that made it really clear that you needed me to fill in that second part and that, that that's what it was.

Reference 3 - 1.73% Coverage

So hadn’t said I’d, hadn’t said I ignored two emails and then it was like this is ya, this is your reminder to complete part two. And I was like part two of what? Like you know I just deleted it because there was nothing that said, there was nothing that alluded to the fact that I’d done it before other than complete part two when I was like well. I didn't really know what it was, but then when you emailed me and then literally about ten minutes later, I saw you know the a final another reminder had come in and I though oh yeah that.

Reference 4 - 2.81% Coverage

Yeah ‘cause then I got an email saying thank you from the TIP Study Team. And I think oh do you know why I thought it was spam, no there was a reason why so oh god, sorry you're getting my life story. I’d booked a council bulky waste collection. 'cause I couldn't go to the tip and I thought oh that’s really crafty that some like bot on my phone is you know, seeing that I'm trying to go to the tip and booked a bin collection and I think that's why I thought that it was spam because I because I had other emails and I’d obviously gone online for the council and I think honestly that's why I thought that it was a spam email, I've remembered now. I knew there was a better reason when it didn't look very genuine it was like I was like oh that’s a bit you know, they’ve obviously got my email address 'cause there’s you know, like some cookies or whatever on their phone.

Reference 5 - 0.83% Coverage

Yeah, no and I like I say I just think it wasn't, and then even on the thank you email there was nothing personal in it. It just said like hi there, thank you for completing it. I didn't say like hi A\*, or A\* whichever I'd put my name as sort of thing which.

Reference 6 - 1.38% Coverage

**Yes. Would that be, would you would that be more preferable to have something bit more personal to say thank you?**

It wasn't that. It it just I dunno I think that these days everyone gets so many emails that I think if there is a way that you can make it look more personal then I do think that, that makes it, it it just it would have maybe made me think oh that is what I, you know, that is what I meant to do or what I wanted.

Reference 1 - 2.02% Coverage

**And then a couple of weeks later we sent you a link to another, a set of questions so slightly shorter set of questions. How, do you remember that coming through by email and how did you feel about answering those?**

I don't think I remember that one. I must have done it. Obviously if it was a shorter time I probably just went through it quickly and submitted it. I'm sorry I don't remember that.

Reference 1 - 2.75% Coverage

**And then you had an email about a second set of questionnaires that needed to be completed. Do you, how do you feel about receiving that? Were you aware that they were coming?**

Gosh, I know my memory’s bad. I don’t remember that at all, I thought I only completed the one questionnaire.

**Ah no you completed two sets, so...**

If I completed two sets then so be it. Yes it, everything was fine otherwise if it hadn't been I would’ve remembered.

**And you’d remembered yes, absolutely. No, that's good.**

No that’s perfect.

Reference 1 - 2.13% Coverage

**So after two weeks we emailed you again and asked you to fill in some more questionnaires, how did that work for you? How did you feel about that?**

Well, I was, that was fine. I mean I was very happy to do it. That wasn't a problem again quite a lot of it didn't really apply, but again, I was able to in one of the boxes explain why they didn't apply and you know, so that was, it wasn't a problem, I was happy to do that.

# Code: Suggestions for Questionnaire Improvement

Reference 1 - 5.07% Coverage

 I think it was a bit long, but that's you know it's a. It's a real trade off. Getting information is too. And, and enough information to do something to do some proper analysis they are asking a lot of questions. I think. The. I, I think progress through didn't seem to be. Indicated clearly with the appropriate light. How much more I've gotta do.

**OK, yeah**.

Sometimes things went off the bottom of the page and I've got ???(00:24:28) rhyme now. I think. When you presented with having a computer screen, it should be. You should notice a. You should very rarely have to Scroll down. At all. People are often what happens in so people put. The bottom of the screen continue or save or go back buttons down there and we are off the screen. You can't find them so you don't know where you're supposed to be going. Sometimes I put them at the top of the screen so people can. Always gonna be inside there? You trying to be little more on single screen? Much easier to pick from screen to screen rather than to scroll down sometimes.

Reference 2 - 8.05% Coverage

**Ok. What do you think we could do to persuade people to complete our questionnaires?**

Hmm.

 **Or do you think we're?**

What motivates people to do a difficult question?

**It’s True, true.**

I'm I'm. Um? Most of the time I would not need any inducement to do the things. I like providing feedback. I think it improves whether it's a. It's a commercial organization, might be weary of them because they're using information, which of. I'm going to provide a certain amount of feedback on most occasions.

**OK**.

If you keep doing video research organizations like yourself. I don't need any inducements really.

**OK. So, I guess. Thinking a bit about the study over all those, those two questionnaires is anything you think we could improve on.**

Uhm, If there's any way you could shorten them, I think it would it be. A good, a good approach. I think it said. Peoples. Can find out how long think white. That may be it if you can. Take the result from my single question and bring people onto it. Somewhere else and explain why it why it's going that way. Can helpful can be helpful. Having said that, I I I told him questionnaires is if I come in like. Yep. An airline, they want feedback and you say you are. You didn't like the coffee or something like that, and you go off into the toilet. Whole lot of other questions about their food service and everything else and it really is. You end up not even answering some of those because they. It's thinking about. About the person would like to tell you in some ways. Rather, than what you'd like to hear?

Reference 1 - 1.90% Coverage

**Right, so moving on. Do you think there's anything we could do to make it easier for patients to complete the questions?**

No, no, I don't think so. I found it, if I found it easy, you know, other people would find it just as easy. I'm not the most intelligent person in the world. But I didn't have any problem so. I couldn't see how you can improve it.

Reference 2 - 4.39% Coverage

**So do you think there's anything we could do to improve the number of people who complete our questionnaires?**

 No I shouldn't, I shouldn't think so because a lot of people don't like doing them, do they? Especially on facebook because things like that a lot of people you know, think it’s silly, but I don't mind doing them you see.

**OK. So thinking about your experience of taking part of doing those two questionnaires, do you think there's any parts of a study that we could improve on?**

 I think maybe as I say, where you know you've got to write down. You got to write something, maybe I think you could make that a bit easier and more a set questions than having to actually because somebody like me might struggle to do it. You know, I could, just give us, you know a tick or something. Do you know what I mean?

Reference 1 - 4.56% Coverage

**OK. Is there anything we could do to make it easier for patients to complete questionnaires like this?**

 I think for the more elderly in our population, you're not going to get a tremendous response from an online questionnaire.

**So what do you think we could do to make it easier?**

 I have absolutely no idea.

**OK. So how do you think we could encourage people to complete these questionnaires? What would have encouraged you?**

 I think possibly if they weren't quite so long.

Reference 2 - 1.30% Coverage

**OK. Is there anything else we could do to encourage people to complete our questionnaires? Do you think?**

Keep yeah, keep it shorter.

Reference 1 - 11.88% Coverage

**Okay. Right so now thinking a bit about those questionnaires that you completed for us. Thank you very much for completing those. But can you tell me a little bit about what you thought as you were completing those questionnaires?**

Well, I haven't got the questionnaire in front of me, which probably would have been useful. But I just felt it was very black and white and didn't really- it was saying what was your treatment- it was asking about treatment. Well, I didn't get treatment on the day that my doctor phoned me, it went on from then. And I think there should have been some, some extra questions about what happened next.

**Okay.**

Or what was advised.

**Okay. So what do you think- what were the questions that we didn't ask you, that you think needed to be asked? What could we have asked?**

You could, you- well, it was all geared to doctor phones you and you say- the doctor decides what's going to happen and gives you a diagnosis. And it wasn't like that and it didn't- it didn't give any possibility for me to explain that.

**Okay.**

So it would have helped perhaps to have an extra little box at the end saying ‘could you- is there anything more that you want to explain?’ and ‘is there other- anymore comments?’. Perhaps one or two extra, extra blocks. So I know it takes longer for people to go through these questionnaires, if people have free range to say what they want. But sometimes it just helps to have, you know 200 words- up to 200 words or less than that to, to say- to add to the questionnaire. To explain what it doesn't ask. I haven’t got the questionnaire in front of me and I can't really tell you now, but it just felt to me that it wasn't- you wouldn't get a full enough picture.

**Okay.**

It was all to do with ‘ and what did doctor diagnose’, not- and it might have been also helpful to say ‘did that work?’. Or ‘was there a follow up?’

Reference 2 - 9.08% Coverage

**And how did you feel about completing them above what we've already discussed?**

A bit frustrated.

**Okay.**

Because It didn't- It didn't give me the option of saying what I wanted to say.

**Okay. Is there anything you think we could do to make it easier for patients to complete the questions, above adding in extra boxes to help them explain their story?**

Well some of the questions that you've asked me now, could be actually included in the questionnaire. But I would also like to- I would also like it to say ‘did the doctor arrange for you to be examined?’, ‘Did the doctor arrange for you to see a consultant?’.

**Okay.**

Because that eventually happened.

**Okay. So, is there anything you think we could do to improve the questionnaires completion, so to encourage people to go through to the end of it?**

Perhaps a reminder to say ‘you haven't- you haven't finished the questionnaire, please go back to this point’.

**Okay.**

And also, another question is sometimes they- if it's a long questionnaire, then it does the ability to save and come back later. So that if people get interrupted, they can save and carry on.

**Okay, yes. Okay. So thinking about the study as a whole, what aspects of this study do you think we could improve on?**

It's- it's a bit robotic.

**Okay, yes.**

And it assumes to see things, which you know it’s human beings. It doesn't, it doesn't- they don't all fit into those categories on those questions.

Reference 1 - 0.81% Coverage

**Okay, do you think there's anything we could do to make it easier for for patients to complete those sorts of questions?**

Not that I can think of no, sorry.

Reference 1 - 3.34% Coverage

**You were happy to fill it in. Do you think there's anything - so some people, you did complete yours, but is there anything you think we could do to improve people completing the questionnaires?**

The only thing I could possibly say is make it more relevant to the person doing it, so it's just what they have done, what they have said.

**Absolutely, yes. That's most of the questions done, so just if you've got anything to add; are there any aspects of the study do you think could be improved other than what you've just said?**

No. I think if - whoever made the questions did a good job because it gets the information that I thought you needed.

Reference 1 - 1.81% Coverage

Yeah. Maybe? I think you could give a bit more background about why you. Because obviously, the lines going a bit funny, but obviously it was confusing 'cause I thought it was just gonna be about the GP consultation and I was I didn't mind answering honestly about those things if that's what's going to be helpful, but maybe this is a bit more background information. Thanks for answering the questions about your GP, and now we are going to ask you about, your general health or whatever it was. So it would have helped. I think maybe.

Reference 1 - 2.76% Coverage

**Is there anything we could do to make it easier for future patients to complete?**

I found it worked perfectly as it was.

**Sorry I missed that bit. Sorry, could you repeat that?**

Yes, it worked perfectly as it was.

**It was perfect was it? Okay, oh well that's good to know.**

Yes.

Reference 2 - 2.65% Coverage

**So overall, just finally, taking part in this study for us, was there anything that you feel we could improve on?**

No, no.

**What aspects of taking part in the study did you particularly like for example?**

I liked all of it really.

**Anything that you disliked?**

No, no.

Reference 3 - 1.67% Coverage

**Is there anything else about your consultation or filling in your questionnaires that you think would be helpful for us or you'd like to tell us about?**

No, no, no. I just really enjoyed doing it.

Reference 1 - 11.95% Coverage

**The questionnaires that we gave out covered a wide range of topics, including your appointment treatments, overall health, thoughts and feelings. What do you think about completing questions like this for online study?**

 Um? I find them difficult. My memory and all are not that brilliant and my you know I I tend to have a lot of flashbacks from the past. XXXXX

Reference 2 - 7.49% Coverage

 **You started it and then when we asked about your appointment, you stopped right?**

So I didn't go back and finish it. did I know? So I think it. I gave up when it. It wanted to know about my the personal. Yeah, I think you wanted to know more detail about what the problem was and I didn't feel able to go into the physical explanation. It was like living it over again so don't know how necessary it was to know the details of the. You know the actual problem. So. Problem. Name with the mental health. Sometimes I'm not in a position to be able to do it if I'm feeling very, very anxious, you know, just filling in those answering those questions can be enough to make me more anxious. So there are times where they can't do it, so that was probably one of those times where. Physical and mental sort of clashed, and I thought now don't have to put this through this even though I wanted to contribute. So I don't know what you can do about that, whether there's anyway of addressing that I don't know?

 **Maybe we could make it clear that those are optional questions that you don't need to fill in if you don't want.**

 And I think possibly when there's sometimes it's good when there's a a frequently a box where you work, you know if you want to say anything else. Weather was able to say that, but I was glad. Was quite glad when you contacted me again and said, you know? Ask me why I didn't finish it. That was quite good that you did that. Also please off at the opportunity to. To see this through.

**Thank you so much because what you said really, really important.**

Reference 1 - 15.38% Coverage

**How other people will convince other people to complete our questionnaires or bring notice to it?**

 Gosh, I don't know. I think you did offer some incentive, didn't you? I'm not sure. I can't remember, really. I suppose that's one one way. I'm I'm maybe. Let people know the outcome for what has happened as a result of of all the data that you have collected.

**OK. I'm so sorry, I'm just looking through this message. OK, OK. Is there anything you'd like to add about those questionnaires?** **If you remember.**

 I don't remember really. OK. About but what I would say. Is that all consultations are are different? And if it depends. Port you consult a doctor about as to how you would feel. Maybe some kind of things? Uh. About why, without going into details, but why you consulted somebody? Because how you felt about the consultation, I think would depends on on what on why, why you consulted them. I mean, if you. As I said before, if you needed an actual examination, you would, you'd feel cheated or not cheated, but you'd feel that not enough had been done. If you had a telephone consultation. Um so. Yeah.

**OK. So do you think we should change our questionnaires to reflect the like,**

 I think. This should be. A quest are you see I can't remember what the questions were on the questionnaire, but but there should be a question about whether you think that you would have benefited from a face to face consultation because you be cause. For instance, if you were looking at a skin condition, it would. I think it's more, although you could photograph it sometimes photographing that would be very difficult. So in that case of face to face, consultation would be important. Maybe so. Um? Yeah, yeah. Yeah, I'm not being very. I don't know. Sorry.

Reference 2 - 7.35% Coverage

**Thinking about the study as a whole. Come is something else you'd like to share about your experiences of taking part.** **Anything you liked or disliked, anything you feel we could improve on.**

With the study, yes the.

 **For the study, I suppose includes both the question.**

Unfortunately it was it was some time ago now and I honestly. Um? Country particularly remember, so I can't. I can't look at it and tell you how I think you could improve it, really. Except.

**Closer to the to the time you complete the questionnaire I suppose**.

 Could you say that again, sorry,

**we need to make our interviews by phone closer to the time you complete the questionnaire.**

Play and. And like I said, I think do think it's important that you asking some Broadway. Why the person consulted there? 21st place.

OK. Right, so that's good questions.

Reference 1 - 8.49% Coverage

**That's great. Was there anything you think we could do to make it easier for patients to complete any of these questions that we asked you to complete?**

Not really, you'll get people of all types and of all education, from good education to no education at all, answering them. As long as you don't use too many long words, I don't know that you did, I am not suggesting you did. I am just saying that's what you have to watch out for if you want everybody to have the opportunity to fill out these forms like that. Then you have to avoid any words which perhaps, the ordinary person might not have come across. I know, I watch, or listen to some people and you think, well, how do they not know that. Then I've forgotten, that when I was living at home with my parents, they encouraged me in my education. Some people haven't got parents to encourage them and so they haven't become as... I didn't reach a high education but I enjoyed reading and things like that and I had this desire to learn what the world was about, and how things worked and what words meant and that sort of thing and where [signal loss 0:31:19.6] were. So forms have to be filled out with the view that you're going to go from people who don't understand long words to people who do understand what's being said. You want also, the opinion of those people who don't always understand long words. I don't know that you, I am not suggesting this form, in any way, because I haven't got it in front of me, but any long words, and you know what I mean by long words, don't you?

Words that are not in the average person's vocabulary, so that's something I've always thought. I've seen some questionnaires that throw in a word here and there, and I think, nobody is going to understand that without going to a dictionary, so I think that's important. Simplify the form, the wording of the form, so it's easily read and understood. It's not all questions, 'What's your name?' or 'What's your date of birth?' So that's my view, is that any help?

Reference 1 - 5.75% Coverage

**Do you think there's anything, finally, we could do to improve questionnaire completion if we were, for future participants?**

You could make it easier for people to check you are actually who you say you are. I don't know quite how you'd do that. Just because so many people will see it and think, oh it's a scam, because there are so many alleged research questionnaires. I guess that's the issue, but it's quite difficult to show you're one of the good guys. So no, I think the more things are known, the better, and the rationale as to why you're doing it, put it out there. That's the sort of thing that I would adopt, in the old days, in the doctor's surgery, you got 20 minutes with nothing to read except something stuck on the wall, it would be great. I think because the method of communication is likely to be social media, did you put an advertisement, but I guess social media holds everything nowadays, isn't it? I've managed to stick to one, I do have a Twitter account because XXXXX. Did you use Twitter as well?

**We did use Twitter as well.**

I didn't see it.

**Our Facebook was more...**

I think Facebook you could have reached more people.

**Yes, we did, it was quite successful as a reach to get out to a wide range of people, but that was a really interesting point about making sure that we're from a valid source and making sure that that's...**

I think a lot of people are quite happy to help research, in any way they can, and I don't know how you're going to feed back but without people telling their experience, how can things be made better.

Reference 1 - 6.50% Coverage

**So we had a whole raft of questionnaires to complete, what did you generally think about completing those? How did you get on with them?**

They were all fairly easy questions to answer. One of the things that's often difficult in these sorts of surveys - like in this particular one - because I… It was an initial consultation about a particular condition. The question about, was the outcome good, so to speak, it was an initial consultation so if I was truthful, the problem wasn't resolved. Then I didn't expect her to resolve it. I just got the next step. So in some ways, the question was not answerable. I think I answered it positively to say it was resolved as I expected or wanted, but only because I got… She didn't just say, oh well, I'm afraid you're just going to have to get on with it, she came up with a plan that was going to hopefully move us forward. Yes, it was resolved from that point of view, but it was a successful consultation because we got something to go forward on. It wasn't a successful consultation from the point of view of doing something to fix the problem in terms of…

**Yes, I understand that.**

Whether it be medication, surgery or just exercise, it was an ongoing thing, so I felt that was a very difficult question to answer on there. That's a problem with a lot of surveys. They ask you questions about something and because it's not complete, or you don't perceive it's complete because you don't, perhaps, understand what they're trying to get at, it's difficult to answer. Generally, yes, the questions were easily understood and easy to answer.

Reference 2 - 6.26% Coverage

**That's good. Finally, just looking through my list of questions, do you think there's anything that we could do with our questionnaires to make it easier for participants in the future to complete, or increase the number of people who complete them?**

Not really. Sometimes the questions are not always clear [signal break 0:37:40.7] what [unclear words 0:37:44.4]. Sometimes when you give multiple-choice, the problem is not one of the multiple choices exactly fits your perception of the way things are, so you have to choose the one that you think fits best. You could ask them, first of all, how did you feel about this particular aspect of things and you'll get such a wide variety of answers it's very difficult for you to glean any useful data, so I don't know if there's anything different you could do?

**There's some free text boxes as well through a few of them. How do you feel about that? Is that a useful thing for you to have in these surveys?**

Yes because it does give you the opportunity to say something. If something is particularly not the case. I can't think of a good example, but the sort of question you might ask but… Like, if it was a straightforward yes/no answer and you don't think the answer is yes, but also you don't think the answer is no. Then a text box is useful for that.

**I think we included some not applicable boxes as well where things didn't seem… Did you find that helpful in questionnaires as well?**

Definitely. Yes because sometimes for a lot of people that's a good answer.

Reference 1 - 5.57% Coverage

**Yes, that's interesting. Just overall, in general with the questionnaires, do you think there's anything we could do to improve them for future patients going forward in other trials?**

Maybe having fewer questions. I do remember there was a lot of questions, so just having fewer questions. I do remember, because they weren't just all quantitative questions, there were some open text and I thought that was really good as well, because it might feel frustrating, you're having to fit your experiences into numbers. So actually, there were opportunities to have open text questions and explain it, because I think without explaining it, you don't do the situation justice in a way if you're just putting in numbers. If you can explain this is what happened, I think that helps the research to know exactly what happened.

**Yes, it puts it into a context, doesn't it?**

Yes.

**That's helpful to know that. That's good. Now, is there anything else about the questionnaires or you think that would be helpful for us or?**

No. I really liked the questionnaire just because as I said, it gave an opportunity to explain in your own words rather than fitting your experiences into numbers.

Reference 1 - 2.93% Coverage

**Do you think is there anything else we could do to improve the questionnaires as far as you can remember?**

Not as far as I'm concerned. As I say, it seemed to be quite reasonably [signal breaks up 00:17:01] and relevant. Again, there was nothing that I didn't want to particularly want to ask. It seemed to have been created with reasonable thought for what people might want to include and generally be relatively easy to do for most people.

Reference 1 - 2.70% Coverage

I myself- I mean, I am forever, forever the optimist. But I don't think, if something isn't broke, don't fix it. It, it, it seems, you know- I have filled in a number of questionnaires for different things and some questionnaires, you know they've had slidey, slidey answer bars. Or, you know, the colour of the, of the questionnaire has been a little bit too bold and you can't, it's been hard to read. So, it was just a very, very straightforward, easy, simple to complete questionnaire. And I don't, don't think I could offer you any more kind of comment about it.

Reference 1 - 0.68% Coverage

I don't know, maybe use the surgery to maybe get participants or something, but you might have done that. But I don't think so

Reference 1 - 1.85% Coverage

Yeah, no, that's that's always a difficult thing. You know you think of incentives and that doesn't always work. And I don't think that's what it it. It depends very much on who your contacting in the first place. I suppose you know, if you choose your, choose your audience, then you know, you know you're going to get a return. Do you know what I mean? If you, if you wanna go for a general spread of everybody then you're gonna get it a general spread of people doing it or not.

Reference 2 - 1.96% Coverage

So sometimes, maybe targetting in can be for you guys, maybe better, than just everybody. And obviously in this case this wasn't one of those that was targeted 'cause obviously this lady put out a thing on the The WhatsApp group so she didn't know me from Adam, or whatever. And of course it was relevant because I'd had a recent doctors appointment. And ofcourse, it's not relevant for lot of people and ofcourse cause a lot of people during this lockdown haven't been contacting doctors either, have they?

Reference 1 - 0.79% Coverage

I think I put, I think I put this in my questionnaire but the only thing, so I work in communications my not in not in doing this but like as in websites and things and I think I noticed it has a few spelling mistakes or grammatical errors in it.

Reference 2 - 3.05% Coverage

Yeah, and that just, always makes me think oh is this a is this a genuine thing. But I feel like that’s because on Twitter there's so many things where it's like, you know we want five minutes of your time for this whereas because it was retweeted by someone I know, that was the only reason I looked at it. But then yeah when I clicked on it I'm sure there was I can't remember if it was like apostrophes missing or something it was quite minor but, it was just one of those where I thought like oh has has anyone actually put some you know, is this just someone doing like a PhD thing or do you know what I mean? Like sometimes, like my friend works in a University who’d retweeted it, so I think I thought, like oh this is just another one of those surveys where it's like they want like fifty or a hundred people's opinions of shopping in Sainsburys or d’you know, those kinds of things, I hadn't realized how much of a like a bigger study it was.

Reference 1 - 1.65% Coverage

I I, I think that I think from what I can remember, I think they were fine. I don't know if I. Is there a question in there about that? At the end of that, no, that must be something else I did. I would just thought I would have registered if they'd been anything that I wouldn't have thought was was necessary or appropriate.

Reference 1 - 7.22% Coverage

**Okay. And so we're thinking about the ease of patients completing these participants completing these questionnaires. Is there anything we could do to make it easier to complete, did you come across?**

No, I I didn't, I I don't remember if as progressing through the questionnaire, I was aware of how far along the questionnaire was traveling. And I can't remember, if if there was, if the sort of thing that I like to have as I complete a, a a questionnaire, as to how far along.

**Did you? How far along. Did you notice at the beginning, did you register how long it said that it would take you?**

Yes I did.

**And do you think it took you roughly that amount of time or?**

Yes it did. Yes it was very accurate.

**Was it, yes. And did it seem a sort of, an okay amount of time to to do the questionnaires? Or was it rather lengthy?**

No, it was okay. I yes it it was a long questionnaire but then, it it's a long survey that needs to be completed. And again I don't know if I had the option at any time to have left the questionnaire and to have come back to it later I I I don't know if that option was available or not.

**Would that sort of option be helpful do you think?**

Oh yes. Yes. Yes there, there are unplanned interruptions, in the domestic situation. I think it would, would be nice to to have that opportunity to, to be able to click and and go back to it.

Reference 1 - 4.72% Coverage

**OK. No that’s super. I know you completed them all and that's really helpful for us. And do you think, is there anything, bearing in mind that some things, like yourself you think may not be so relevant or appropriate to answer, how we could, how we can make things easier for other participants to complete them in the future?**

 I don't. I don't know. Other than saying you don't think obvious things like, you don't have to answer this if you don't want to. But I don't know. I think just say I quite like doing surveys and things, so there's not much I wouldn't answer.

**OK.**

 I mean providing I was, I mean, you're sort of survey is something I would think of as trustworthy. I might not answer the same sort of questions for Google or Amazon or someone but. But you know, I so, I would probably have answered everything if, had had any other questions being applicable to me I would have just answered them I think.

**Would you?**

Yeah.