I: **So erm… just to start with, what made you think it would be useful to participate in the research project and you know, using the App in a broader sense?**

P: Erm…I think, I mean I kind of do a couple of these things anyway and it’s kind of something I enjoy doing. I think myself and my partner started looking at the app when it was recommended by Diabetes UK ahead of the research.

**I: Okay.**

P: So, I started looking at it and thought it was something useful but there were a few bits, I think, not major like tweaks that might prove useful particularly for me as a diabetic. So yeah, to kind of contribute in that way.

**I: Okay great. We’re very happy with that. So what kind of device did you use the platform or the app on? Did you download it to your phone or laptop?**

P: Yeah predominantly it’s on my iPhone, I have used it occasionally on the laptop as well.

**I: Okay, and do you have any preference in terms of usability, is it easier or…?**

P: The phone is, like I say predominantly, it’s kind of easy enough to use so I do use it on the phone more, occasionally if I’m cooking a meal and just want to be able to see it bigger, I’ll be on the laptop but predominantly on the phone.

**I: Oh great. So I’m going to introduce some questions around certain features of the platform, would you be able to share your screen and then we can look at the platform if you have your login details?**

P: Yeah let me just login then. So I’ve got to do all the permission granting.

**I: Okay that’s alright. Are you familiar with screen sharing Teams or …?**

P: I’ve not done Teams before but I think I’ve just got to tell my Mac that it’s fine and then it should be done. It’s saying I can’t…it won’t be able to record what I’m sharing unless I quit and reopen the app.

**I: No that’s fine. We’re mainly recording the audio so it’s for us to see you know, if you want to refer to some features like the recipes or the communities. I mean, maybe you have it on the top of your head but other participants might not have, so we were just like, okay let’s make sure they know what we’re talking about when referring to the features.**

P: Right, so, I think that should be sorted…Right, I’ve got it, that’s fine.

**I: It’s share contents but I’m not sure how it’s displayed on the Mac, so it’s like a box with an arrow in it next to the leave button.**

P: Yeah I’ve got that now, it’s just trying to find the window that has the actual app.

**I: That’s what I suspect, brilliant.**

P: Can you see that okay?

**I: Yeah, yeah, are you able to go to diabetes friendly meals community?**

P: Yeah, can you see, you can still see it okay?

**I: Yes it’s okay. That’s it. So I’m just going to ask you some questions, you don’t have to answer them exactly but it’s around how often you use the platforms because we have the platform statistics as well but we just want to ask you what’s you’re feeling about, how often did you use it, what did you use the most? So how often did you use the platform in general as an app?**

P: Generally, we’re now using it pretty much daily.

**I: Okay.**

P: Since like the New Year we’ve kind of did a big push to eat a bit better and also we found the erm, the shopping list and kind of meal planner bit really, really useful.

**I: Oh great.**

P: So we’re pretty much planning every meal essentially through the app.

**I: Okay so you’re using the recipes mainly for saving it or are you also sharing it or making recipes for yourself?**

P: So, we…it’s a bit of both. So me and my partner both have the app now, we share like a shopping list on there with each other and we will normally … Normally I will cook my own lunch through the app and then we’ll kind of cook a dinner together, normally from a recipe that we’ve both found on the app or that we’ve imported from erm …you know, from a website or from a cookery book.

**I: Yeah from external links. You’re saying actually since New Year you both put some effort into using it daily do you think? Last year around December time was it daily or was it a bit less or even more?**

P: It was less back then. Erm …I don’t think we’d kind of fully explored how we could integrate the planner and the shopping lists, that kind of element was quite a game changer on our part.

**I: Yeah. And you’re relating it to one of the stores like Tesco or Asda for your actual shopping because I think you can organise it per aisle or per item as well?**

P: Yeah, we do it by, yeah I think it’s by aisle, yeah.

**I: Yeah, it’s great to hear that you use this feature almost on a daily basis as well. Did you engage with a lot of other communities because this project specifically was around you know, the more diabetes friendly meals which remain imported from Diabetes UK and BBC Good Food but were there any other communities you were mainly engaging with or …?**

P: So, I mean a lot … I have joined a couple of other communities to get some inspiration. I’ve definitely taken some of them. What we’ve been doing most recently is when I found the kind of sister app that allows you to import from a picture and it does it all for you. So we have kind of since gone through like a recipe book we use at the moment, so the Pinch of Nom recipe book and just took all the meals we kind of wanted from there and imported them ourselves. So the community side of things was good for kind of inspiration and like I say, I’ve definitely taken a few bits from them but we’ve kind of just imported a lot of the stuff we would be normally eating, so it’s all in one place.

**I: Yeah so it’s like a digital cooking book that you have normally in paper at home in your kitchen cupboards and now you’re using the app for that to bundle all the recipes, that’s great, I love that. A very good overview of all your recipes and very organised as well. So yeah, you’ve also mentioned the meal planner but did you use that daily as well or did you mainly use the recipes with the shopping lists or did you plan this for the whole week?**

P: So what we …So like I say I will normally plan kind of my breakfast and lunch which I tend to have myself.

**I: Yeah.**

P: That, again, is something I started in the New Year and we’ve both now got into a process of planning whatever meals we’re going to have on a planner and then like I say, being able to instantly put all of that into a shopping list which we share, is just …it saves so much time because we like to mix up the meals obviously a bit but on the whole we have the same kind of meals that you… before having the app at least, you were still having to be constantly starting a shopping list from fresh whereas this we’ve been able to just instantly put it into one list, you know, by pressing one button and it just saves so much time and the fact that we can kind of edit the serving sizes and things like that is, yeah, massively, massively improved and just why I think we’ve been so committed to it in the last few weeks is because it just helps so much.

**I: Yeah. And was there a specific reason, I mean you mentioned that you said you explored the features a bit better around the meal planning and shopping list in the new year but was there a specific reason for starting that more intensively during the new year?**

P: I guess it was like, no strict resolutions as such but more of a review. For example, like, we both started doing the couch to 5k kind of app challenge thing, so we’re both trying to be a bit healthier. For me I’ve always had a struggle to put weight on and therefore I’ve never paid that much attention to what I needed to eat either, so I think for me personally was being able to … I needed to plan out my meals, I needed to plan out better meals because I was kind of snacking more than having proper substantial meals.

**I: Okay.**

P: So this was an easier way for me to compartmentalise it all, have it all in front of me and kind of see what is it I’m actually eating, where do I need to eat more, yeah that kind of stuff.

**I: Okay yeah, great. I was just curious because you mentioned that cut off point and sometimes it’s good to reflect and think ahead and say okay we’re going to change this and especially if you’re partner is so supportive in it, I guess that makes things so much easier and motivating as well at the same time.**

P: Yeah, it’s a lot better having somebody to do it with. I think the other thing as well that kind of played a role was just before Christmas I completed the Daphne course, have you come across the Daphne course?

**I: No, I don’t think so, is that from Diabetes UK or …?**

P: It’s done through…it’s through the NHS, like through our Diabetes teams in the hospital and it’s basically a training course that, at the moment, takes place kind of across six weeks one day a week for six weeks and erm it’s about essentially training you how to manage your diabetes through carb counting and how to just be aware of all the different facets of being a diabetic.

**I: Okay.**

P: And one of the main focuses of that is properly carb counting and so there was a big impetus on me to really be looking at the food I’m eating and understanding how much… how many carbohydrates I need. So having something like this was really helpful because it did show all that data and also that I could bring in those recipes that are in the recipe book that had no nutritional information, so that was another thing that kind of kick started it.

**I: Yeah, I can imagine if you need to check all the packages of all the ingredients you put into a single meal, I mean that’s quite time consuming isn’t it? With the NHS course, how did they approach the counting of the carbohydrates itself?**

P: So with Daphne, the process is slightly complicated. So you don’t count every single carbohydrate erm so…. I’m trying to think of an example…erm there are certain things you would count like a potato which is full of carbs you would count but other fruit and veg such as carrots and parsnips, let’s say, although they do contain carbohydrates, the reaction is so small in terms of my blood sugar that under the Daphne regime, you wouldn’t count that towards your total carb intake. So it’s a bit …you do a bit of maths with each meal but the results are worth it, like my blood sugars are hell of a lot more stable.

**I: Oh that’s good to hear, that’s what you want.**

P: Yeah, yeah so it was really, really useful to do it yeah.

**I: Do you think then the combination between that course and using platform, is that something that works for you or …?**

P: I mean yeah, I recommended it to the other people on the course. I’d only just started using it but I could already kind of see the benefit. I think what a lot of diabetics rely on is the Carbs and Cals books or the app which is useful to a certain extent and there’s some of the features in that which I think would be…I suppose we’ll get onto it, but I think would be useful for platform.

**I: Oh cool.**

P: But, what it doesn’t have like platform, is that ability to kind of specialise it to a particular recipe, it’s quite, it has to be quite general, so the fact that the platform has a more specific ability to cater to an individual recipe is just, yeah it’s a real step forward.

**I: That’s good to hear. Yeah it’s interesting because I think during the survey, we also offer existing apps and you know, tools to help you with your diabetes management, so yes it’s actually quite nice that you’re mentioning another example from the NHS as well that compares to each other.**

**So just in terms of, we call it usability, did you enjoy the platform in general? You know we’re looking at those, as a research project, during those eight weeks you used it and you did the before and after survey, did you enjoy it? Which part did you enjoy the most and were there also parts that you didn’t really enjoy?**

P: Yeah, I mean it’s really easy to use. I don’t think there’s anything I can add on that. The bits I … I think there is like a wide variety of options which was always really good. Things that were a bit difficult, I suppose, is that there’s quite a few American recipes where there’s kind of ingredients that you’d struggle to get in the UK perhaps or it’d be quite difficult to track down. I’m trying to think of specific usability, so I suppose talking about the nutritional part, let me see if I can just find… I can’t think of one off the top of my head as an example but erm …

**I: You mean with the health score and you can further see the …?**

P: Yeah so like …

**I: …nutrition per recipe.**

P: So what’s difficult, so this is one that I’ve imported from a website but for example like, with this one, because it’s been imported, I can’t edit the serving so depending on the website, you don’t get that usability and then obviously that kind of makes the nutrition go kind of sky high because I’d probably only have one maybe two of these, not four. So I know I could, you know, I try and just do the maths on it but, you know, that’s sometimes tricky. And in a similar vein I think we’ve found - I can’t think of a recipe off the top of my head that it applies to but I know we’ve found sometimes like discrepancies between what the nutritional information was that was already attached to the recipe and the nutritional information which the platform would show.

**I: Okay.**

P: And I know that the platform … I think I remember reading something when I signed up to it, there is a slightly different way in which they calculate stuff but that kind of discrepancy, particularly when I need to know, you know, it’s quite important that I know what the carb is, that can create an issue because that could be the difference between me being stable, going really high or having a hypo. Erm…So I think, I don’t know how you do it but I need to be a bit more reassured that every time I look at that nutrition, I know it’s 100%.

**I: Yeah you can just blindly follow it. Yeah, and I think erm…yeah you might not be aware but we’re also having chats with dieticians from Diabetes UK to talk about these nutritional values because I think they had some comments, so we’ve just tried to dive into that issue as well. So I actually think it’s good you’re mentioning it. Erm… I wasn’t aware that from some websites you couldn’t edit the proportions or the** **number of ingredients, so that’s interesting because I’ve always managed to change it but yeah I can imagine that’s not maybe …erm …**

P: I don’t know why, I mean like I say, if it’s… if I’ve brought it in from say like BBC or if I’ve imported it myself with the other app, it seems to be fine so like this one from BBC Good Food is, like, no problem. I don’t know if it’s more of these kind of maybe more independent ones that it doesn’t link up in the same way.

**I: Yeah, it could be but it’s definitely something, you know, we keep in mind and maybe even, you know, it’s a minor thing but it’s important and it makes it more easy to use, so we’ll just try to see if we can mention it and the development team might be able to improve or do some suggestions, so thank you.**

P: What…and maybe this might be for a different part of the survey, I don’t know but it would be really useful for me personally if the nutrition (1) wasn’t per serving, it was per 100g.

**I: Okay.**

P: And whether, so again, going back to the Carbs and Cals app erm… so I can pick an item, say a potato, if I weigh that at home I can then edit what it weighs in the app and it will adjust the carbs accordingly. So if there was a functionality like that where I make this meal and I were to weigh the burger, say my one weighs this amount and there is a calculation which says your specific serving is this many carbs rather than the general.

**I: Yeah, yeah so it’s more personalised as well, even more specific for your needs, yeah, okay. I think that’s a great suggestion. So in terms of what you found- what you enjoyed and what you found easy and difficult to use, are there any other things you’d like to mention about the shopping list or the meal planner or the communities?**

P: Yeah like the planner, I’ve only, like I say probably since probably like the New Year started kind of working with it, it’s really easy to kind of bring stuff into the planner, it’s really easy to move stuff about between different days and weeks and stuff so that’s great but the best thing, for me, is that ability to just add the planner to the shopping list, like it’s so…that is like a real game changer, it just saves so much time. So that is great …and yeah.

**I: That’s your most favourite feature of this app and platform?**

P: Yeah that’s what really kept us with it, without a doubt.

**I: Yeah okay, that’s great. How easy did you find it to navigate through the app? So going from different editing options or going back to like communities, or the recipe overview, did you find it easy or difficult to use that?**

P: Yeah, I mean I don’t normally use it on my laptop but otherwise … but yeah, no I’ve never had any real issues getting about, it’s always been fairly simple.

**I: Integrated and simple, okay that’s great. And also they’ve tried to personalise the platform as much as they can, so they’ve come up with suggested communities or recipes even, what do you think of the ability of the platform to personalise what is relevant for you, for example the recipes or communities, could anything be improved do you think? Apart from the serving that needs to be 100g, I think that’s quite a personal preference for you in your case, so are any other things you think of in terms of personalising it?**

P: No I don’t think so. I mean, no, I don’t think so. Like I say, the only thing, like I say is difficult personally is like I say sometimes being able to actually do some of the recipes because they’re not necessarily personalised for my region, I suppose. Obviously you can try and track down some of the ingredients but it can be quite tricky so I think maybe if there is a way to make it more, where it’s easier for me to find recipes that are kind of UK specific, where I won’t have too much difficulty finding all the ingredients.

**I: So if you import the recipe that’s more US based into your shopping list, would it replace that ingredient with something from Tesco or Asda or where to look for it?**

P: I didn’t realise I could sort by shop… I’ve always only done it by aisle and we just go to the shop and do it like that, I didn’t actually know that was an option. Erm so… no I’ve not been in a position where it’s exchanged an item for something similar.

**I: Okay yeah I think there is an option you can change an item in your shopping list by what is available, for example, you know the Tesco brand itself instead of another brand so it’s also a bit cheaper, so yeah that’s’ also better thinking behind it I guess.**

P: No that, I mean I will look…I will have a look at that after because that makes a lot of sense and yeah that would seem to be a fix.

**I: Yeah, yeah I mean it could offer some possibilities for you with the US recipes. So yeah, I’m just going through the features as well. So in your case overall you would say it’s easy to navigate through the different elements, so the shopping list and the meal planner. Are there any changes or improvements you would like to see in the shopping list itself, if you use it now, do you think there could be anything improved?**

P: The only thing we’ve found is, like I say, we have this shared list between myself and my partner and obviously at the moment, only one of us is allowed to go into the shop at a time because of COVID, so what we’re finding is that she can go into a shop for example and tick everything off as she’s buying it, that isn’t necessarily syncing up with the bits that I’ve added. So if I then go and look at the list on my phone, it’s all still there and then there’s like this weird crossover where we just can’t necessarily work out well what has been bought and what hasn’t been bought, what have we missed, so I don’t know if there’s some kind of syncing issue.

**I: So it’s not real time but maybe later when …**

P: Well no that’s the thing, it kind of just seems to sit there unless I go and personally delete it myself on my phone …erm …

**I: Ah I see, okay, so you still have to have that verbal discussion about what items did you get from the shop, kind of?**

P: Yeah it kind of just adds a bit of a thing because then I can’t, if there’s something that she couldn’t get, it’s not clear on my list what bits they are because essentially everything is there. So something’s not quite right.

**I: Yeah, I admit I didn’t use the sharing option yet but I think the platform team how they presented it, it would be, you know, syncing up because the whole point is when someone else is going to the shop and you know buy the meals you planned, if there are some items not available and you can check another shop then at least you know those two items left on the shopping list, you know, you can just buy those instead of having a chat first, ‘oh can you buy this because the list is not up to date’, so ‘okay I’ll mention that yeah’. I think it’s good you’re noticing it as well. In terms of using and saving and sharing the recipes itself, could there be anything improved apart from the more US based recipes and ingredients, which you already mentioned?**

P: Yeah…erm…no I think we found it quite easy to kind of share with each other and quite easily put it into each other’s apps and whatnot.

**I: Yeah brilliant. And also the weekly meal planner, is there anything you would think of that could be improved or changed to make it easier?**

P: No, I don’t think so, no, not that I’ve really…no I’m happy with it yeah.

**I: Okay cool erm, how did you find it to engage with the more diabetes friendly meals community in specific, are there any changes or improvements you can think of?**

P: Erm…I mean, I’m trying to remember off the top of my head how many I’ve kind of taken off. I’ve kind of taken some, I think for me personally, there’s just not necessarily a ton on here that I would necessarily eat. Also there’s like a …it’s tricky because it’s not, some of the recipes, and it’s fine because obviously it’s a diabetic list but they’re definitely more skewed towards type 2.

**I: Okay.**

P: And so if it’s like keto type recipes like as a type 1, I don’t need to really worry about that because I can… essentially as long as I do my carb counting correctly I can eat anything.

**I: Yeah. How does it differ with type 2 if you have the recipes?**

P: It’s just in terms of what recipes are available. So for type 2, I suppose there’s more of an emphasis on the diet aspect, so you really have to kind of think about what you’re eating a bit more in depth, in terms of like the physical, like having no carbs but, for me I don’t have to worry about not having carbs, I just need to know how much carb is in it so I can check the right amount, so you know…but that’s a minor thing. There are bits on here that I would eat but on a personal level, it’s just not, you know, it’s more to my personal taste, I wouldn’t necessarily …

**I: Yeah I think that’s a personal preference the what kind of food you like and what kind of new foods you would like to try but yeah I think, you know, the distinction also between the type 1 and the type 2, I think that’s a valid comment as well, so something to talk about with dieticians for us as well actually.**

**More about the content of the platform. What did you think about the instructions on how to use the platform? I think when you’re starting up, there’s some instructions on it. I mean was that really needed for you or were they helpful?**

P: Yeah I mean I think…obviously I don’t know if I … I can’t have seen everything because like I say I didn’t know about the whole shop filter thing on the shopping list but no I think it’s worth doing. I think it helps, particularly, like I say, highlighting the whole planner shopping list thing and all of that. So yeah it was useful.

**I: Yeah, so it was useful as an introduction but you felt overall it was quite intuitive and easy to navigate so you didn’t really need more instructions or …?**

P: Yeah, no, I mean I suppose, I mean I’m pretty…I’ve not used it but I’m guessing there’s probably like a support bit, so I suppose like any pressing questions, I’d kind of know where to go, but yeah I think it does its job as an intro.

**I: Okay cool. What did you think about the information overall included in the app? Should there be more information or less and what did you think about the external links or external recipes you could use in the app?**

P: So in terms of the external recipes kind of element, it’s so easy to kind of bring stuff in from …and I think what’s really good is you know, is the array of different recipes from different websites you can bring in, that’s really, really good and…so what’s the first part of the question again, sorry?

**I: Yeah it’s just more about how much information there is presented in the app itself, did you feel it was too much information or it needs more information?**

P: I think there’s a good…there’s kind of like a good level. I suppose erm… I think all this kind of stuff, for me personally, like I say, my focus is more on the carbohydrates. I think if someone was using this more for as a general health thing, then this would all be really, really good, really, really helpful. So I think, yeah, no, I think there’s a good level of depth that different people with different concerns should be able to, you know, get what they need from it, yeah.

**I: Okay good. What did you feel in general about the look and feel of the platform? I mean, did you find it attractive, were the pictures and the images appropriate, what do you think about that?**

P: No I like it, it’s really clean, really fresh. I really like the little, you know, I know it’s silly but I like little pictures next to each of the ingredients and they do, I’ve not noticed any instances where the picture hasn’t kind of lined up with what’s on offer. So yeah, no I really like it, I really like the look I think it’s just nice and clean and simple.

**I: Yeah okay. I think also, as a last question and then we can stop sharing your screen, what did you think about the variety and also the diabetes friendliness of the recipes? I think based on the health score, I think you already mentioned quite a bit about that, the distinction between diabetes type 1 and type 2 and you know, that you’re looking at different elements of the nutritional value that maybe type 2 or people want to have a healthier lifestyle. Is there anything you want to add on that?**

P: Sorry is that with the app generally or the diabetes friendliness bit?

**I: Yeah, yeah just the diabetes friendly recipes really, yeah, what do you think about the variety in there and the health score and the nutrition value in there?**

P: Yeah, no, I mean yeah, no, I think there is a lot of variety there, there’s lots of different stuff and it’s good that individuals can add their own stuff and that’s really good so there is a lot of variety there. The health score, for me erm…I don’t pay …like I say, I don’t personally pay a ton of attention because I’m kind of looking to put weight on. So I suppose I want to do that in a healthy way but like that’s less of a concern so I focus more on the carbs. The GI, sorry I can’t get rid of this box now…the GI box, again I don’t, it’s not, I think it’s again, it’s something when I was doing the training that it’s like kind of something that you’re told about a bit but we don’t focus on it too heavily. I mean I don’t really use it that much as a guide, I wouldn’t be relying on that to tell me too much.

**I: Okay. So would you more rely on your own knowledge about it or would you still look at the value and think okay this is, you know…this is valuable but I’m not paying attention to it?**

P: I think there may be people that manage their diabetes with that, in that way. I understand why it’s there and that when I’m looking at how I kind of inject my insulin there are some foods where you inject before the meal and there’s some food that you know, you would wait a bit otherwise the insulin is acting before the carbs have kind of digested. So I get why it’s there but for me personally, I think because that stuff is so individual to each person, so my body can react completely different to another diabetic, it’s of limited value, what’s more important is just me knowing how much carb is in that specific portion and then I know personally how I need to react with that meal, if that makes sense.

**I: Yeah sure. I think what you’re saying is also personalised and individual that you can’t go on a one solution fits all kind of principle and it would not be useful and people can use it as they wish to use it and what they get out of it personally, so I think yeah that’s a valid point as well, thank you. So you can stop the screen share now if you want because I just have some general questions about the reach and the value of the app in general. Do you think the platform is attractive and user friendly for people with different backgrounds, you know, different age groups, different ethnicities, people with different levels of digital literacy as well, do you have any thoughts?**

P: I think, you know, because you can import so many different recipes that it would be appealing if you were someone from a different culture with different foods, things like that. Also because you can import them and share them, you open that up to different communities, so I think that’s really good. I suppose I tend to think of myself fairly okay with kind of tech, so it was good for me. I would like to think that if I gave it to my nan, she could, you know, get to grips with it I think.

**I: Okay that’s good.**

P: I don’t think it’s too … I feel like it’s fairly that you just kind of go through the process, so I don’t think it’s overly complicated with a bit of practice, so I think it’s quite, yeah I think it’s very good and quite simple.

**I: Good. In terms of lifestyle change as a topic of the questions as well, what did you learn from using the app? Did you learn anything?**

P: I think there are occasions when I don’t want to weigh my meal because I just want to kind of eat it, you know, it’s an added effort, sometimes when I do look at the carbs, I’m like well that’s actually really high, so you know, it does give me that layer of info that helps me manage the condition better, so yeah there’s been a few occasions of that I think.

**I: Okay, that’s good. And did it support you … well actually you addressed that as well, did it support you in planning your meals more efficiently…I think that was one of your game changes you said using the shopping list and saving so much time actually with prepping the meal and shopping for the items for your meals as well. Is there anything you thought was like supportive in making the meals more efficiently? Did it support you in other aspects in that sense?**

P: Erm…No, I mean it’s something we’ve talked about starting because it is all there, organised, we’re in a better position to say like do more meal prep because we can kind of sit there at the beginning of the week and go okay, we know we need this, this and this, and we can get that ready which again would hopefully save us a bit more time erm…but we’ve just got to actually implement that now.

**I: Yeah that’s great. And did it support you in making more healthy food choices? I mean, healthy, I think for you, more taking into account the carbs specifically aspect.**

P: Yeah definitely, definitely, you know, and I’ve been trying to, it has given me the option to… or the ability to have new foods as well. There’s definitely been a bunch of recipes that I’ve tried that I’ve not made before, you know, stuff I’ve not come across before that we’ve experimented with, so yeah.

**I: Yeah so in terms also of the variety you’re eating, okay that’s good. Also in terms of your diabetes management, I think you were already saying that you’re managing quite well at the moment in terms of your glucose levels and in terms of your weight or cholesterol, I don’t know if you get cholesterol measured, this may be more diabetes type 2 I’m not sure.**

P: No they do check it when … obviously physical appointments have been skewed in the last year so the last time I had one was August and yeah, no, so my cholesterol was fine then. My weight has been pretty stable for the last few months, so yeah, no, all good on that front.

**I: Yeah, and do you think the platform supported that as well or was it already that way before you started using the platform?**

P: Yeah so personally, cholesterol hasn’t been an issue, weight, the issue has been putting it on, for me. I’m hoping in the long term as things go on that it will help me put that weight on as I kind of pay more attention to what I’m eating. So yeah, it’s kind of an ambition but it’s not something I can say yeah.

**I: Yeah I totally understand, thank you for your honest answer as well. Did it support you in your food shopping experience, I mean, apart from the issue you mentioned about when you share a list with your partner and it’s not really syncing, did the platform support you with your experience of food shopping or not?**

P: Yeah, no definitely, it’s kind of made that prep side of it a lot quicker, it’s a lot easier for us to keep track of…I think we’ve had a lot less waste because of it. I think we’ve been, because we can do it by portion and then we’ve been buying specifically what we need for those meals and we’ve been throwing out a lot less because of that because we pretty much just have what we need.

**I: That’s great. I need to start doing this as well because I have not used the shopping list myself, I use the recipes a lot but that’s great. And did it make any change to your lives or eating habits, you know, what changed and why and if it didn’t change anything, were there barriers in terms of costs or were they not seen as something important?**

P: I mean, I think, whether it’s directly connected, the platform has helped because of the ease. I think we were determined to try and eat a bit better anyway and get into eating more proper meals on a regular basis, so the platform helped, for sure.

**I: Yeah oh that’s great. What did you do it with the information provided in the platform, did you buy anything else as a result, for example, buy suggestions on products or did you contact any other services for your health?**

P: Erm…not because of the platform, no.

**I: Since you’ve been using it do you feel any different in terms of your health or your diabetes management? I mean these are overlapping questions but also in terms of your confidence and how you’re managing your diabetes, maybe your budgets around the meal planning and the shopping and how do your friends and family feel about it?**

P: So I think, I mean, because like as I say we’ve been putting more effort into making sure we’re eating proper meals all the time, I think our budge has probably gone up but, I think we’re probably getting better value for money because we’re actually using everything. In terms of the diabetes management, it’s tricky, I’m still using the Carbs and Cals app mainly to count the carbs just because like I say there’s not that personalisation. I think if that was to be integrated, I’d probably ditch that app and just use the platform.

**I: Yeah.**

P: So the potential is there for it to be kind of be the thing that helps me manage all my food and my diabetes. It’s got the potential, it’s just not there yet.

**I: Yeah, so that’s also a suggestion from you for the platform to improve the more personalise to your needs and probably the type 1 diabetes community I can imagine.**

P: Yeah.

**I: So that would be something for us to address with the dieticians as well. And is your partner thinking anything about what the platform did for you for your health and for your diabetes management, does she have an opinion?**

P: I think she’s happy to see me eating more and I think she’s…she likes to do the shopping list and I think it’s made her life a bit, you know, it’s made her life easier in that regard, she takes ownership of that.

**I: That’s good yeah.**

P: No I think she’s happy to have that.

**I: Yeah, that’s proper team work as well, that sounds good. So we’ve already addressed upon some of the things you would change about the platform, so the personalisation aspects in terms of the carbs counting and also the US recipes and I think yeah, the items that you can’t find here in the UK. Is there anything else you would change about the platform for you personally?**

P: Erm…No, I mean, yeah other than those bits I’ve already raised, overall it is great, it is just fine tuning I think and it would be …and like I say, it really could, for me personally, it would mean I can get rid of other stuff and I could just use that as my hub sort of thing. That should be the goal I suppose.

**I: Yeah, and I think also you mentioned about the thinking issue with the shopping list, that also needs some improvement. Would you recommend …**

P: Sorry actually there’s one thing, it’s a minor thing, it’s not massive. I know it would be useful for me personally because I use like the Apple Health app, so if there was a way, again so that I can be like monitoring everything, the information from the platform in terms of the nutrition could be integrated or like shared within that so that I’ve got a complete profile of like when I’m exercising, what carbs I’m eating, what calories I’m eating, things like that. That would be quite good to have all that together as well.

**I: Yeah, so I assume you normally have to manually input in like a food diary or something that’s what you ate and what meals you had to count the calories. It’s the same I think with another app I use, so that would be brilliant actually.**

P: Yeah.

**I: Would you recommend the use of the platform to other people with diabetes? I know you mentioned it to people in the course you were following, so would that be something you would definitely recommend?**

P: Yeah, like I say, I would recommend it now but I think if you had those few changes, then it would be, you know, I think it would be a real game changer for some people. I had one counting their carbs and if they do that course and the platform is part of that as something that can help then that would make a lot of difference for a lot of people I think.

**I: Yeah, you’re mentioning the course, I’m not sure if you’re familiar with the Diabetes UK, the learning zone on the website which is promoted?**

P: Yeah.

I: **Yeah so would you think the platform would be a valuable addition to the Diabetes UK learning zone as well?**

P: Yeah I mean I don’t personally make regular use of it but it definitely should be there yeah, I think, yeah.

**I: Yeah cool. Now I’ve got two questions and then we’re all done. So are you aware of any similar applications for people with diabetes? I know you mentioned the carb counting and the course but something similar like the platform or is this very unique in that sense?**

P: Yeah, I mean I’ve personally not come across anything that’s got this ease of use, that does everything, like being able to have all that functionality in kind of one app, definitely not, no.

**I: Okay cool. How do you think COVID, the pandemic, affected the use of the platform among people with diabetes? So maybe specifically for you and also for the broader community of people with diabetes.**

P: Erm…I mean I don’t know if there would be a direct impact, I don’t think. I came across it because Diabetes UK send the email out and I wouldn’t say I’m using it more or less because of the pandemic so no I don’t think there was a direct impact, no.

**I: Okay erm do you have anything else to say to add or questions or anything you want to feedback to us?**

P: No, all good, I mean, you know, to the people that made it like, thank you.

**I: I will pass the message through because I’m only doing the research part.**

P: Sure but no, like I say it has the potential to be like really, really kind of core to how I can manage the condition and it’s just, like I said, it’s just got to have that certainty, I need to know that that is it and that there’s no discrepancies with that data but no, it’s really great, really, really great.

**I: Yeah so it’s also to do with the reliability kind of, the information is displayed, if that’s reliable and you feel comfortable enough to rely on that information kind of?**

P: Yeah exactly, yeah.

**I: Yeah I think that’s an important point. So I’m just going to stop recording. So thank you so much for your contribution. I think you made loads of useful comments and it’s very relevant for our team to integrate that into the report and say okay well actually it’s a really good tool but there is some room for improvement, so I think that’s very nice.**

**My colleague from the research centre is ordering some Amazon vouchers this week, so once I receive them, you get a £20 Amazon voucher so you can treat yourself to something.**

P: Very nice of you.

**I: But yeah a massive thank you for your time, we will try and give our final summary reports and our findings to everyone who participated, so we’ll definitely try to send that off to you as well. The project takes until June so it might be a while before you receive that but something will pop up in your email and if you have any questions afterwards or you think ah I forgot to say this or I have a question about that, just please feel free to email me and I will get back to you as soon as possible.**

P: Brilliant, great I appreciate that very much.

**I: Yeah thank you Jack, have a good evening.**

P: You too.

**I: Okay thank you, bye.**

[ENDS]