I: **So thank you [anonymized] for participating in the interview and research project about the platform. So can you explain to us why you wanted to take part, why would it be interesting for you to take part?**

P: Well, my husband was told on 11th September that …he had some tests done and they indicated pre-diabetes and he had a risk of developing diabetes. And we went on to the Diabetes UK site….

I: **Yeah the website.**

P: Yeah, and we went onto the platform and we've been following it ever since…and the food…and we've had some good results.

I: **Did your husband go back to the doctor to have another test or are you're monitoring him at home yourself or?**

P: Going back tomorrow, Friday morning, he's got an appointment, [audio breaking 0:01:11] a stone and a half in weight, then he's got two inches around his waist. We did his bloods this morning and it was 6.1, the blood test, you know where you prick your finger.

I: **Yes, for the blood sugar level.**

P: It was fairly high before, but now we’re very pleased.

I: **Wow. That's great news. I'm so happy to hear that, you know, that he's feeling so much better and getting better with his health as well. That's great. So you just thought you wanted to share your experiences with the food and the recipe ideas and everything from the platform with us, which is great I think. So yeah, you told us a bit how you were involved in the platform. Did you enjoy using the platform in general?**

P: Yes.

I: **And could you indicate a bit more, like, what did you enjoy the most about it?**

P: I liked the fact that we could have a shopping list because I then sent that to my daughter and she got our food for us, because we’ve been in lockdown haven’t we.

I: **Yes, definitely.**

P: It’s been so useful for us.

I: **And you could share your shopping list with her?**

P: Yes. And because I couldn't see her, that was a good way of doing it, just sending that list. I couldn't tell her, because I couldn't see it, she could come to the door and bring the foods but she couldn't come in.

I: **Oh, of course. Yeah, it's been very difficult times, isn't it with COVID as well, not being able to see everyone. Yeah, that's very kind of your daughter to help you out as well with the shopping and everything. Did you use the recipes that were in the platform or did you just make a shopping list with your own ingredients for your own meals?**

P: I did recipes, then it went straight on to shopping lists, which I pressed, and then I sent that to her by email.

I: **Wow. That's that sounds really like you had a good experience with having the recipes pick a recipe that you like and then sending the ingredients and the shopping is off to your daughter through email. That's great. I mean, did you use the meal planner at all? So there was like a weekly meal planner so you could plan your meals every day. Was that something you were using in the platform?**

P: Yes. Yes, I did do that. My husband got to choose the recipe. He’d say, yes, I like that one and we’d put it in for Monday, Tuesday, Wednesday, et cetera.

I: **Okay. That's great. Did you use anything else in the community, like, you know, the space, I think is what's called like Diabetes Friendly Meals. Was there something you used specifically in this website apart from the shopping lists and the meal planner and the recipes, was there anything else which you liked or enjoyed?**

P: Yes, they have other plans that I quite liked and we did get to those as well.

I: **And are you referring to the communities there?**

P: Yeah.

I: **Yeah, so different…groups of people with different recipes.**

P: But you have to be careful to make sure that it was for diabetes and some of them had lots of different recipes that we couldn't use.

I: **Okay. And where would you look specifically at when you think about, okay, this would be a good meal for us to eat in terms also… you know, taking into account being at risk for diabetes, what’s something you would pay attention to in the meals itself.**

P: Yeah. So I've been given a booklet telling him what he could and couldn't eat, and he was told to avoid potatoes and red meat. Can you remember anything else?

P1: White pasta.

P: Oh yes, white pasta, he’s not allowed white pasta, whole wheat pasta he can have, and white bread he has to avoid. So anything…things like that we would avoid. The best foods, he just said.

I: **And did you see in the- I can share a screenshoot to clarify it a bit if you want, but there was also something around the nutrition value per meal and the glycaemic index and the different nutrition values in the recipes. Do you remember that?**

P: Yeah, yeah.

I: **Is that something that you used a lot or was it more like the ingredients you were mentioning to avoid?**

P: Yes. I’d look at that as well. So I’d look at the ingredients, I'd look at the method, then I'd look at the third one, which told you the calories.

I: **Yeah, the calories is a good indicator, I guess, as well. And did you also check the health score? Because there’s like an overall health score, and I think it turns red if it's like low and then amber when it's medium healthy and then green, when it's above a certain value, it's from one to 10, I think. Did you use that at all?**

P: Yes we did. And when we did the shopping when we did ourselves, we would look at everything to see that, you know, the traffic lights to make sure that we were not eating red meat and …

I: **And were you checking that on the packages of the food in the shop yourself or already beforehand in the app?**

P: Both.

I: **Both, there you go. Thank you. So which parts of those elements did you enjoy the most? Because I think you mentioned the shopping list first, because you found that really helpful in terms of your food shopping support from your daughter. Was that also the part you enjoyed the most about the platform or was it more like the recipes or the meal planner. Did you have any preference?**

P: I liked the recipes because I hadn't any idea what to cook for somebody that's pre-diabetes, it's something new to us, so I was very keen to see….

I: **It was a bit of inspiration, that's great. And so was there anything in there which you didn't like, for example, which wasn't clear, or you found it a bit difficult to use in the meal planner or the shopping list or the recipes, was there anything you bumped into and thought, hmm…I find that a bit difficult to understand or to navigate?**

P: Well, there’s one thing I've written down here, there was a carrot cake recipe, and the language changed to French.

I: **Oh, okay. Was it a recipe…okay, was it in the Diabetes Friendly Group, the community?**

P: I think it's what somebody else had put in, but it changed… obviously they were French, and it changed to French. So I thought I’d tell you.

I: **No, that's a good point because it might be imported from another website and they, you know, put the data into that the app but you would suspect there's a setting for language as well, so yeah, that's definitely good to mention. Were there any other things you came across that were not easy to use for you or things you didn't like as much?**

P: Yeah. I put the app on my phone and I also put it on my iPad and at first I couldn't get them to connect to each other.

I: **Okay. To synchronize, yeah, so it would be the same.**

P: Yes. And it's easier to use the iPad in the kitchen because you can stand it up and it didn't work, but it did work in the end and I think I actually sent a message to somebody, it might have been you, I don’t know.

I: **Could be, yeah. I've read some answers on the questionnaires as well. So definitely, we came across that. So there might be a synchronization issue, which is a bit of a technical term, but what you're saying, they were not linking up so you would see different things on your phone and different things on your tablet which is a bit impractical I can imagine.**

P: Yeah, that was definitely that. But I find easy to use, but then there’s a lot different things that you can try.

I: **That's really useful, thank you. And what made it for you…because you're saying like, it was easy for me to use, so I didn't have a lot of problems with navigating or opening the recipes and scrolling through the methods and the instructions and putting it into the meal planner and the shopping lists even. What made it easy you think? Why is it kind of like user-friendly in your opinion, why did you get along with it that well?**

P: It took a few months before it was user-friendly for me, because it took me a while to understand it and I had to ask my daughter for some advice and she was able to do that. She said if you just press home and you go from there again, start again….

I: **Okay. So if you were stuck, you would just go back to the homepage and then start again, going into the community.**

P: Yeah, and find the recipe I wanted, and press on it again. And another thing we did was write it down in a book. We've got a book and we write down the recipes that we like.

I: **Okay. And would you write down the whole recipe, or would it only be like a search, like key terms you would use for searching the recipe on the platform or you had a cooking book for yourself and the platform next to it?**

P: Yeah.

I: **Okay. That's useful to know as well, how you were using it in your daily life as well. And you're saying you're using your tablets in the kitchen, so you can actually see the recipe and the instructions as well, yeah, that's great.**

P: If I wanted to make some coleslaw, I've written it down because you make that a lot and I don't always remember things, so I'd have it in the book and I would just say, oh I’ll go make coleslaw.

I: **And did you find the recipes by putting a word in the search bar, they call it like a filter so you could, for example, do breakfast or dinner, and then you would only get, for example, dinner recipes. Did you ever use that option**

P: Yes I would go into dinner and breakfast, yes.

I: **Okay, great. Do you think the platform has the potential to attract like a broader audience in terms of, you know, people who are older and people who are younger, people with different needs. So for example, type one diabetes, people who are at risk for diabetes, or type two diabetes, and also in terms of how good you are with technology, because I can imagine you're quite independent with the technology and you ask maybe for help from your daughter, but there might be people who can’t really cope with the technology that well. So do you have any thoughts about how accessible it is?**

P: I think it could be difficult for some people. You need to really know how to use your phone, the technology, you do, unless you can find someone to help you. I think good instructions, simple instructions at the beginning.

I: **Yeah. Because I think they use, when you first open the app or put it on your phone or your tablet, I think they have some instructions available but after that you can’t really go back, I think, to those instructions or you go to the main home page. So that might be something that could be improved, that there is a bit more instructions for the people, you know, who actually need a bit more guidance if they can’t have a family member helping out or someone else. So I think that would be a good suggestion.**

P: I do you believe they would give up if they couldn't, if it wasn't simple, for people who don't understand how to do it?

I: **Definitely. Yeah, you would lose those people because they would struggle and, you know, might not be interested to put the effort in and yeah, you would lose them really. So, yeah, I think we can definitely improve on that as well. And what do you feel about also maybe different ethnicities in terms of the variety of the recipes? Was that represented enough? Do you have any thoughts about that?**

P: I found a lot of it was vegetarian. For a lot you would have to be vegetarian. It would be nice to have recipes that maybe you can't use meat but you can use a meat substitute.

I: **Yeah, and it could still be vegetarian, I guess, but yeah, definitely. Okay. I've not seen this on the platform yet, so it might be something interesting to add. And would that also be interesting for you for caring for your husband as well who is at risk for diabetes? Well, maybe not anymore, we don't know because he's been improving so much, but I guess you always have it at the back of your mind to try and eat healthy and do some exercises when you can. But yeah, so the vegetarian options and, you know, the substitutes for meat, would that be something you would be interested in, in the community?**

P: Yes.

I: **Okay.**

P2: I think those things like avoid carbs …tell you what foods to eat rather than just say avoid eating carbs.

I: **I heard someone saying something about you have to avoid carbs if you can.**

P2: Well, it says avoid things like carbs doesn’t it?

P: Yeah.

P2: But then it doesn't say what actual food to avoid. So rather than just say you must avoid carbs, and you must have more of this, tell us what actual foods contain the things that we should avoid.

I: **Yeah. So make it more concrete actually with examples of the recipes, yeah.**

P2: Yeah. I mean [unclear 0:16:52] but that doesn’t really… but the things that we should avoid, carbs, but what foods contain the carbs we should avoid.

I: **Yeah, definitely. So yeah, you were saying you had a booklet as well to use when you said no red meat or the whole wheat like pasta, so is that booklet from the NHS or is it from somewhere else, from Diabetes UK?**

P: The NHS sent us one. They said Diabetes UK is a good site to go on to which is something we did but the platform is just so useful.

I: **Yeah. That's great, I love to hear about that. Did you have any thoughts about different age groups and different ethnicities who would use it apart from, you know, you were mentioning the vegetarian bit already, but do you think everyone can use it? Like, is it made to reach a lot of people, different people?**

P: Yeah. I think anybody can use it and there is different sorts of meals like curries, which are lovely. We do give children the leftovers because… oh that’s another thing I’ve got to say. You makes so much of it, we used to give half of it to my daughter, she’s in her thirties, you know, she’s not young, and she loved it.

I: **Great. I hope the whole family is actually, you know, gets the nutrition in they need.**

P: We found it’s cut down to two people. At first it said for 16 people and I’d make the lot and give half to my children [laughs].

I: **Which is also very nice, but I think, because in the platform you can actually adapt the portion size or if not portion size the quantity for how many people you're cooking for. So is that something later on when you practiced a bit?**

P: I found that, I thought right it’s not happening anymore. [laughs]

I: **It's exactly for two people now. Lovely, I love hearing these experiences. So a few more broader questions about lifestyle. Do you think the platform supports you in planning meals more efficiently, so it cost you less time and you know, it was quicker and easier for you to make the meals?**

P: Yes. I think once we got the ingredients and they do have a lot of ingredients in it we found because you haven't really got any flavour if you're not having certain foods like McDonald's…[laughing] but once you’ve got all the ingredients and the spices, the things that give it flavour, I found it easier because you always have it in the store cupboard.

**I: Yeah. So you build up the different spices and ingredients you always have in your cupboard really. That's great. And did it support you in making healthy food choices? I think you said it a bit already, but I just want to ask the question, so more healthy food choices?**

P: Yes, it did. There's definitely healthier choices there. It was interesting. It was different. It's for the rest of your life, isn't it, that you've got to have this food.

I: **Yeah. That's what lifestyle implies, I guess that adopt a healthier lifestyle. I mean, it's easier said than done, I guess, but that's what they promote, I guess, yeah.**

P: And of course exercise, we're not doing the things we used to do, going out to places because of lockdown, and it’s been a bit of a problem. And we have got an allotment that we go to, and grow vegetables, so that's been a big help to us.

I: **Lovely. So that's been open and accessible during the lockdown as well?**

P: Yeah.

I: **Great. And you use your vegetables?**

P: Yes.

I: **I think you're starting to see it now a bit more or is it not the season yet to do that?**

P: The greenhouse now.

I: **Yeah. And then you're transferring them with the wetter sooner to the soil outside. So that's great. I love that.**

P: You can't put anything before the frost goes.

I: **Yeah, definitely. Oh, that's really great. So you can actually start using your homegrown vegetables also for the meals you're preparing, which is great. In terms of the diabetes management, I mean, you already introduced in the beginning, I think, your husband was at risk for diabetes and then you try to monitor it and eat as healthy as you can and have a good lifestyle around that. So do you feel the platform helped you in the diabetes management of your husband?**

P: It did help and I don't think on a donut without it. I think I'd have slipped back to making the wrong food for him.

I: **Yeah. You have your own routines, I guess and sometimes you just have to break those habits and routines. I mean, it's easier said than done definitely. You said something about his weight, his blood sugar level and his waist. And were there any other things you noticed about him being more healthy and getting the diabetes under control?**

P: Oh energy.

I: **More energy?**

P: Yes.

I: **That's great.**

P: His clothes don't fit anymore.

I: **So you need to do some online shopping [laughing].**

P: No….

I: **I'm very old school in that sense. I like to go to a shop and just fit different outfits. It’s so much better than just looking at a picture and ordering it and then hoping it will fit. I get that, but that's great.**

**And the last question is around lifestyle. So did the platform support you in your foods shopping experience? I know you said your daughter mainly did the shopping for you. But could you tell us anything about your experience around food shopping and the shopping list?**

P: I'm shopping now because we’ve both had the injection.

I: **Brilliant.**

P: And we go in the shops, and we do our own shopping and it's just lovely.

I: **And you're still using the shopping list from the platform or do you write it down on a separate note?**

P: On my phone, I don't have to write it down.

I: **Exactly, don't reinvent the wheel and do it again, that's great. Overall, if you could say, what did you learn from the platform? What was your learning experience from it?**

P: What would you say?

P2: We learned [inaudible 0:24:13].

P: Yeah. Yes, we thought that it would be bland and boring, but it wasn't, you know, there's all the nice spices.

I: **Yeah. It was tasteful for your preference.**

P2: Yeah. It was nice to have some support.

P: Yes it was nice to have some support, yeah.

I: **Yeah. You felt supported through the app and of course your daughter helping out with shopping or helping with the platform. If you could change anything about the platform were there things you would say, ‘oh, I would do this differently’?**

P2: Have more ice cream.

P: You can’t have more ice cream. No, I think it's definitely a good app, but it does take getting used to. I don't know how it'd be for people that have already got diabetes and have had it a long time.

I: **Yeah, so for this project, we will actually have a chat with other people as well. So we’ve spoken to someone already who has diabetes type one. And next week I will speak with someone who has type two diabetes. So it's actually quite interesting to get a different idea from different people, how useful they think it is and, you know, if the platform could be improved, but I don't want to ignore the remark of your husband about ice-cream. Does it indicate that it needs a bit more desserts on there or inspiration about healthy desserts or something sweet?**

P: I'm make those power balls that are full of nice nuts and things like that, [I put some] chocolate buttons in it.

I: **And did he like it?**

P: Yeah.

I: **Great. I mean it's a healthy alternative, I think. I think we need to think in that spectrum, I guess. Do you have any suggestions to improve the platform apart from I think your husband, maybe the sweets, like dessert dishes, you know, more inspiration maybe? I mean, you said something about, you know, there was something presented in French, which shouldn't happen and there was also a synchronisation issue, so that's a more technical thing, but were there any other things you would think, ‘oh, this would have been easy or useful’.**

P: Bread - could there be a way of making bread? I don’t suppose there would be.

I: **Yeah, I think you would have…**

P: That would be excellent. We do eat wholemeal bread but it's difficult to get the correct one, you go to a different store and it's not the same. You could so easily by the wrong one, and it's not good for you.

I: **Yeah, no, I get that. So if you can make it yourself, you exactly know what the ingredients are really. That's a great suggestion actually. Would you recommend the platform to other people? I mean, if they're caring for someone who has diabetes or they have diabetes themselves would you recommend this as it is now?**

P: Yes I would, we both would, wouldn’t we?

P2: Oh I would yeah.

I: **Oh, great. You're on the same page. We're almost at the end of it so a couple more questions. Thank you so much. Do you think, because you were mentioning your NHS booklet and also the source of like the Diabetes UK website, which you found useful, do you think the platform or the app would have a place in the Diabetes UK website, do you think it would fit together as a kind of a system or an approach?**

P: Definitely. It was a big help to us and we’ve coped very well with it.

I: **Yeah. I'm so glad to hear actually, that it can be so life changing in a way, it's amazing really to hear your story about it.**

P: Yes, it's quite a shock when you're told that news.

I: **I can imagine. And for me first, when I went into the research as well, I didn't realise that it's reversible as well, so you can actually, by changing your lifestyle, you can have a massive impact on, you know, risk for diabetes or even diabetes type two. So yeah, I think it's quite an interesting project so far and hearing different stories about it, but yeah, I can definitely imagine it's a tough message to receive. It's a reality check, isn't this?**

P: Yeah, it is.

I: **So I'm really excited for you both and that you’re going for another check tomorrow, which hopefully will be much better.**

P: Yes, he’s having the blood tests as well tomorrow.

I: **Yeah. So they can actually check all the values that will be having a better…a better value compared to the last visit and it's good that they actually monitor you as well during, you know, lockdown because I've heard so many people saying that the appointments wouldn't go ahead because people couldn't go to their GP practice and everything. So it’s good. Are you aware of similar applications like the platform? Is there anything else you think that was kind of similar or have you not seen anything like this before?**

P: No, I haven't.

P2: I’ve got one on my phone.

P: What one’s that? BBC? Is that BBC?

P2: Yes.

P: Is there an app for BBC food? Something like that he looked at, another app, I think it was BBC…He’s going to look at his phone now.

I: **I think I recognise it. I think it's BBC Good Food which you were mentioning the first time, because I think the recipes in the Diabetes Friendly Community are partly from Diabetes UK, but also from other people who just add recipes. But I think there's quite a bit of BBC Good Food recipes on the platform as well. So it's quite a popular website to get the recipes from.**

P: [Inaudible 0:30:53] as well?

I: **Is that an app as well? Or is that just the [side] you can get recipes from and does it have a meal planner and shopping list, do you remember?**

P: No.

I: **No. Okay. So that would be different compared to the platform.**

P: On this app, this platform, if you see a recipe you like you can download it can't you?

I: **Yes you can save it, yes, definitely and download it, yeah.**

P: I’ll try that again [laughs].

I: **That's okay. You’re still exploring new things as you go along. That's good. And then one final question is also around COVID I guess…Is that the BBC Goods Food…?**

P: It's called Smart Recipes.

I: **Okay. I've not heard from that app. And is that specifically useful for the diabetes aspects of it or just in general healthy recipes?**

P: Yeah, healthy recipes really.

I: **Okay. Well, it's good to keep looking around for different inspirations as well.**

P: Yeah, we did all that. We went through everything just to get some help.

I: **Yeah, I think you made a great effort and I think it pays off as well. So it's great to actually see a success story in that sense. It's really great. So one more question and it's more around COVID and, of course, dealing with lockdown, which is difficult for all of us. But how do you think, you know, the lockdown would have affected the use of the app, for you and for other people? Would they use it more do you think, or less, or differently during lockdown compared to when life is normal? What do you think?**

P: I think they would have used it…you know, I think they're using it more now because we've got nothing else to do.

I: **Sitting at home all day, I know, I recognise it.**

P: If I was working now, I'd probably do it differently if my husband was told he had pre-diabetes because I wouldn't get to cook would I? I'd be working.

P2: [Unclear 0:33:26] get four recipes.

P: Yeah, that's what we do. We'll choose four recipes at a time and get our shopping for them.

I: **So you're planning ahead really for the week. Yeah, because I can imagine with COVID as well, you don't want to be going through the shop because of any risk.**

P2: Yeah, because if you haven’t got any of this, you’ve got to nip up there again…and we only go once a week….

I: **And is that still something you do? So now, while both of you have been vaccinated you're already doing one trip to the shop a week or more?**

P: If we run out of anything then we will go to the local shop. It seems to have everything in it.

I: **Yes it’s easy I know. It's still weird, isn't it? I mean, even though you're vaccinated you still have to, you know, where your face mask and social distance and try to just be careful. So yeah, I think we're almost at the end already. We're only recording 40 minutes so we were quite quick, I guess.**

**Is there anything else you would like to add to what this interview was about and the app, if you have anything you would recommend or change or suggestions, I mean, you can say anything really what you want to add or nothing, it's also fine.**

P: No, I'm really pleased with it, really happy with it and we'll continue to use it even when he’s diabetes free which is great.

I: **Yeah, definitely. Yeah. I'm so excited for you guys. I hope everything goes well tomorrow as well. Before we wrap up, thank you so much, [anonymized], and also your husband for providing input during this project. So we're just trying to interview as many people as we can and then we're trying to summarise all the results in a report and hopefully, you know, it will be around June, July this year that we will end the project. So hopefully we can provide you with some summary reports, so you can see the results actually. Diabetes UK has been involved as well so far. And we also send an Amazon voucher to you as a thank you for your time and efforts. It's £10 so it's not like a massive thing, but just a thank you for your efforts. My colleague is currently ordering them so hopefully next week or the week after I will be able to send them off. But you will receive that on your email as well.**

P: I really don’t want a voucher, I’d rather you gave it to Diabetes UK.

I: **I know, I think next time for my project, if I project manage a project, I think I really need to consider that because there are a lot of people actually saying you can donate it or…So I will send it to you so hopefully you can use it yourself or someone else in your environment who can use it. But yeah, definitely I will take that on board as feedback for next time.**

**Thank you. That's really helpful. Do you have any questions? You can always email me if you have questions afterwards where you forgot to mention something.**

P: If I think of anything I will email it to you.

I: **Okay great. Thank you so much [anonymized]. We can just leave the session if I will stop recording it, so I’ll just press the delete button so the screen will go blank and then I'm gone and my colleague is also gone then, but thank you so much [anonymized] for your time and good luck tomorrow with the appointment.**

P: Thank you very much.

[ENDS]