P: …organise my diabetes. I was a [anonymized], now I wasn’t a teacher, I actually worked in quality control, and then for the last of 14 or 15 years I was one of [anonymized], so I know a lot about food, okay. But I like cooking, [unclear 0:00:28] food rather than fabrics when I did my degree. And I’m always looking for different ways, and different things to cook. So, I thought oh this will be good and that’s why I got involved with looking at the platform.

**I: And participating in this interview, why did you think you should take part in this interview?**

P: Well, I emailed the researcher and told her that I didn’t think the programme was very good and she emailed back and she said, you should definitely come to this interview. That’s why I am doing it.

**I: So in what way are you actually involved with the app, I mean do you usually frequently use it?**

P: I used it…when it first came out I used it maybe once every two weeks or so, just to see what it was like, and then I thought it’s not for me. I think…Well maybe you want to go on for me to explain why later on. Then there was another thing that come up the other week, there was a whole load of new recipes, and I thought good because during lockdown I can’t get meeting with other people and normally I do a lot of cooking, and I wasn’t doing very much, but during the lockdown I just decided that at least once, and sometimes twice a week, I would cook a new recipe. And so I thought, oh good new recipes, and well I didn’t think they were well set out because when I particularly thought, oh yes I fancy making that, the instructions were absolute rubbish. I don’t know what happened to it, but I thought that doesn’t make sense. Now I have wrote … I have developed and written my own recipes, so I know how to write a recipe. So, I thought it wasn’t very good.

**I: So you explored some of the diabetes friendly recipes or other recipes in the app. Is that correct?**

P: Yeah.

**I: Okay, great. Which device do you use for using this app, your laptop or?**

P: Yeah, my laptop.

**I: And you also downloaded it on a smart phone or iPad as well?**

P: I didn’t bother with the smart phone, I just used the laptop.

**I: The laptop okay. Did you find it relatively easy to use in the laptop, or it is problematic, particularly for convenience of use …I mean using it on the laptop?**

P: The initial set up was a wee bit difficult, but after I had worked out how to do that it was relatively easy to do. I’m not a computer expert, unfortunately my husband was, and I relied on him to sort these things out, which I should have paid more attention to but… yeah I didn’t know how to use it.

**I: So at this stage I will request screen sharing with you, can you share your screen now. Do you know how to share the screen?**

P: No.

**I: Okay, on top of the laptop you can see leave, and then the arrow button up of the … yeah going down. So if you just …**

P: But there’s nothing underneath it.

**I: No, no just if you see the red button telling you leave, leave the meeting. did you see that, up on the…**

P: Yeah, where it says meeting and there is a red button?

**I: Leave, yeah. So beside the red button there is an arrow button which is upward, I mean share…**

P: No, there’s not.

**I: Did you see the video button?**

P: It’s down at the bottom, I see it, it’s in the wrong place.

**I: If you click it it shows the shared content option.**

P: Yeah.

**I: Can you click on it and we can go through your uses of the app.**

P: So it says screen share, desktop window.

**I: Yeah, do it please.**

P: And do you want me to click on that?

**I: Yeah, please.**

P: Okay. It doesn’t show anything.

**I: It will come up soon I think, and then after sharing content you should go to the app, open your app from the computer or log in.**

P: I don’t think I put the app on my computer, because I didn’t think it was worthwhile.

**I: Okay, so you said you were using through your laptop, or desktop?**

P: Using through my laptop but I was able to get into it without using the app. I don’t like adding a whole load of apps on to my computer.

**I: Okay, so can I give you the website information so that you just click on that website and it will come up in Google…**

P: So this share …

**I: Yeah, you can still click the share option, but I am sending you the app email address now. Can you find that in the chat option?**

P: No.

**I: Can you see that chat option in this meeting. So the Microsoft Team meeting button….I am just sending the link to the website and then just click on there and we will get to the app. I have just shared the website. Can you see the chat box?**

P: No, I’ve not got a chat box.

**I: Yeah in the screen, you can see just a couple of icons there. So if you just …**

P: Show participants?

**I: Show participants, and then the next one, conversation, yeah?**

P: Yeah, show conversation.

**I: Yeah, click on there.**

P: Okay, and yeah that has come up with …

**I: It’s a box there?**

P: Do you want me to click on that?

**I: Yeah.**

P: Yeah, okay that’s what I got up before.

**I: Okay. I can’t see your screen yet.**

P: Does it matter.

**I: Okay, is there any problem on my side, I’m just checking...I can see your name only…**

P: It’s possibly mine, yeah. It’s come up with lots of recipes which is what I’ve done before, and I’ve clicked on recipes that have interested me and had a look at them and I am particularly interested in sweeter recipes, because I can make savoury recipes without any problem, although I like to have different ones, but the sweeter recipes are all very high in carbohydrates. There are a few exceptions where it’s perhaps cream and fruit mixture, you know, a lot of the baking ones. And see the gnocchi one that’s the one where the recipe doesn’t make sense I found.

**I: So you’ve got the page already that’s good to hear. So how often did you actually use this app?**

P: I would say that I probably only used it about four or five times.

**I: Did you save any of the recipes from the app particularly the Diabetes Friendly Meals community?**

P: No, no because I defined any of them either easy to make or, yeah, suitably low in carbohydrates.

**I: Okay. So you never tried cooking any of recipes, just …**

P: No I read some of them, and I would see something like the salmon with soya sauce and honey. And I would have a look at it, and I thought right I can make that with a whole lot less honey, and with the soya sauce without having to do that … you know, if you use a lot of honey or sugar …what people don’t seem to realise when you are cooking for a diabetic, you can use something like the very low calorie sweeteners, not completely in a cake recipe because you need sugar to brown eggs to carbon … to get that but you can substitute half of it, and so reduce the sugar content and therefore the carbohydrates.

**I: Okay. So you can see in the app there is the option for recipes and then the option for the meal planner, the shopping list. Did you see these options in there?**

P: Yes. I saw the meal planner and shopping lists. I don’t think the meal planner was very practical in what it suggested for breakfast. I don’t know what you have for breakfast, most mornings I have a piece of fruit, some cereal and alternate mornings I will have something like…I’ll have a boiled egg and some wholemeal toast. I always have a piece of fruit, and occasionally at the weekend I’ll make a more elaborate breakfast. But during the week people don’t have time to spend an hour preparing breakfast. I’m sure you don’t, I certainly don’t.

**I: So the point is you don’t find that many breakfast menus, or the cooking time is really high or there are no short cut menus. Are you meaning that?**

P: I found that they weren’t terribly practical. Maybe it’s because I’m on my own, and I think why should I buy a big packet of that, where it’s only me. Yeah, but maybe it’s different if you have got family around. But I think that my husband probably wouldn’t have been very happy with some of the fancier breakfasts. He was a good Scot and liked his porridge every morning.

**I: Okay. So I can’t see your screen, in that case would you please stop the screen sharing, so same button.**

P: The same button has not come up.

**I: So it’s close to the leave button… there is a video camera icon then a microphone icon and then the arrow button which is upward or downward maybe.**

P: It’s not actually there, but never mind. I had a problem with my laptop, and I really needed a new one but you can’t get a new one unless you pay thousands of pounds at the moment. I’ve got it.

**I: Yeah, it’s stopped sharing - just click it there.**

P: I don’t think I need to, because I’ve got you up now. You have appeared on the screen, I can get rid of that. Okay, I’m not there but you are.

**I: So are you sharing…Alright no problem, if you can’t find it let’s carry on with the interview, no problem.**

P: No, it’s not allowing me to share for some reason.

**I: Did you switch off your camera? Is your camera off or on?**

P: Wait a second, that’s what’s happened, I will turn the camera on.

**I: Yeah. No problem. We were just talking about the meal planner and the shopping list so how about the shopping list, did you ever use the shopping list in the app?**

P: No, because I wasn’t going to buy things that were on the shopping list. I make my own shopping lists, I’m one of these people that go round with a shopping list, usually on my smart phone. So I actually plan my meals out at the end of every week what I am going to eat and I go and shop appropriately.

**I: So since you have total control of your shopping, you don’t think the app shopping list is necessary for you, or something like that?**

P: Exactly.

**I: No problem, we just wanted your observation of the app since we are doing research. We are not part of the platform and we’re not part of the platform development team, we’re doing the research for them. So anything you feel…that’s really important for us. Did you ever explore any other community recipes?**

P: Specifically for diabetes?

**I: Yeah, if I share my screen I can …**

P: Yeah, I’ve seen them and I have several friends who also have type 1 diabetes and we often meet and chat about things that we’ve found helpful and their recipes are much better and easier to use that we would be able to find quite easily. Remember that I’m in Scotland and you don’t as such … we have a big big variety of food here but there are some things in Scotland that you just can’t get. We’re very keen on using local produce, which means that you’re not using anything terribly fancy, but, yeah I do have things here to discuss diabetes with other friends.

**I: So apart from this conversation, so when you use this app did you feel that you are enjoying using the app?**

P: To be totally honest I found that it treated people as if they were idiots and didn’t have a clue about food, which many people don’t, I would agree. Many people have not got a single clue about what good eating is, whereas I do.

**I: So why don’t you actually like using the app, can you kindly elaborate a little bit?**

P: I didn't find it useful.

**I: Do you think it has any implications for diabetes people, I mean people with type 1 or type 2 diabetes because we know in case of diabetes 2 and diabetes 1 as well, meal planning is a big part so people’s eating habits, people’s eating behaviours have a large implication of developing their diabetes. So in terms of that aspect do you think the app particularly the Diabetes Friendly Meals community, what is your observation regarding that?**

P: Dare I say it, but it depends on their level of education. Now some people who are highly educated have still not got a clue about how to eat healthily. I should maybe mention my son in law, this is actually my step daughter’s husband, both himself and my step daughter are very overweight, and he has developed type 2 diabetes and I’m not at all surprised. He is on a strict diet, a low fat diet. He said I’ve realised that eating 500 grams of pasta between the three of us, now one of those three is a very small child who takes little food, she is not overweight at all…and I thought, 500 grams between virtually two of you. I spoke to my other daughter and she said, you know, she’s got a family of five including two teenage sons and they’re all very tall - my daughter and her husband are over six foot and my oldest grandson at 16 is six foot four. So they’ve got big appetites, and she said I use about 250 grams between the five of us, the normal amount, about 250 grams pasta is normal. So, I think people often don’t realise, and because it’s my step daughter and although I’m in constant touch with them, I can’t say too much. I can’t say, you’re being stupid you don’t need to eat that much. But I’m glad that he is going on a strict diet and perhaps he will be able to reverse the type 2 diabetes.

**I: So that experience you are sharing, do you think for them this app, and particularly the Diabetes Friendly Recipes could be useful in anyway?**

P: I think they might be useful for Matthew, he likes to cook also and cooks far too much, and they eat it all because they’ve made it, so I think it might be useful for someone like [Matthew]. But it wasn’t for me, but then you don’t get everyone who has got expertise in food, I imagine.

**I: Just trying to clarify, so you don’t have any diabetic related issues, am I correct?**

P: No.

P: I’ve got slight problems with one of my eyes, where blood vessels burst in one eye. But it hasn't prevented me driving, and they don’t know why it happened but then I have had diabetes for 67 years, so I am very fortunate not to have any problems with the diabetes.

**I: And your blood glucose is still very much under control. Am I correct?**

P: Yes.

**I: Great to know that. Do you find the app relatively easy to use in terms of technical, or in terms of the information, in terms of scrolling the pages or what you are looking for?**

P: Yes it was easy to use, because the options of meal planning and recipes and what do you call it, the shopping lists, yeah, it would sort those out for me, but I just didn’t find it useful for me.

**I: Okay. Why do you think it was not useful for you, can you clarify?**

P: I can cook, and I know how to cook and I can make recipes without any problem, I have a cupboard full of cookery books and I use the web to find recipes, and I’m able to adapt them to make them more suitable for my diet. I go to Waitrose often for shopping, and they’ve got great recipes every week and it will tell you the amount of carbs such and such, amount of fat such and such, and I look at it and I will think, I don’t need to use two tablespoonfuls of oil, I don’t need to use all that pasta or all that rice. I can adapt it to suit me.

**I: Thank you so much for the elaboration. I mean you are aware of what is actually the nutrition of this food, how much carbohydrates et cetera, so you are already aware of, isn’t it?**

P: Yes, so no problem. Sometimes I make mistakes, if I go out for a meal and decide to be bad and have a piece of cheesecake and I can usually work out how much extra insulin I need for that. But sometimes I get it a wee bit wrong.

**I: Since you have all that awareness, already you have control of your food but for people who don’t know these things, do you think for those people the app could be useful in someway?**

P: I think it would be, but I still think that it uses an awful lot of carbohydrates in a lot of their recipes. I looked at some of the pudding recipes and it said carbohydrates 52 grams and I thought, that’s almost a third of my carbohydrates for what I use in a day. And I thought I wouldn’t be able to … I would need to reduce everything else that I ate just to have a portion of cake. I think they’ve got to learn how to reduce carbohydrate content even further.

**I: If I just share my screen… I am also facing some problems today with sharing this screen. So can you see my screen now?**

P: I can only see you.

**I: Not my screen yet?**

P: If I click on show conversation?

**I: No it should automatically appear in the screen.**

P: Yeah, there it has come up.

**I: Yeah, so the app you can see now?**

P: I see mushroom…meatballs.

**I: Yeah. So in the page you can see there is a home button, recipes, planners and shopping list. So if we go through for example Diabetes Friendly Community, diabetes friendly meals. So there is a description of the health score as well, so the ingredients and the health score. So there is calories, fat and also further information of unsaturated fat, nutrients with negative impacts and those things. Do you think this data or this information is useful for people who actually don’t have that much control of their food, or don’t know what to eat and what to avoid?**

P: It might be, yeah… if I click on the … it won’t let me open it up. I was going to say, I would click on the diabetic friendly meals, but it’s not letting me open it, I need to join to open it up. But yeah, I don’t know what it’s like. But also you have got…like the vegan friendly, now I’m not vegan or vegetarian, but I do eat several vegetarian meals in the week because I think we eat too much meat, so I would have looked at that to see…so it might be useful and they have got a great number of people who are members to this … and it tells you the number of recipes that are on each lot.

**I: For example did you ever open up the shopping button and how to … so you have already good control of shopping I know, but people who may be tech friendly they can easily try shopping options here and they can also give how much quantity, and what are the prices if you want to buy anything, so it shows up the market rate, or some supermarket options as well there. Did you see it?**

P: Yes, and I honestly don’t believe it’s correct because it mentions in that one hamburger buns and I presume that’s 10 grams of carbohydrate and I can tell you that a hamburger bun is much more than 10 grams of carbohydrate, it’s more like 15.

**I: Okay. So in terms of pricing, or in terms of budgeting, do you think this is helpful or not? I mean what to buy, what should I not buy in terms of people with budget constraints?**

P: Yeah, well all the ones there seemed to have shopped in Asda, which I don’t use but yeah, I suppose that is helpful. It tells you various ones that you can choose. When I retired I didn’t have enough to do and I taught cookery for several years to people in a deprived community and I would usually price things that they know how much it would cost to make particular dishes mainly to show them how much cheaper it was to make your own than to buy a ready meal.

**I: Okay. Since you have used the app a couple of times, do you think this app can be personalised, I mean whatever you want to eat you can choose yourself, I mean personalising the choice?**

P: Yeah, you can personalise it by saying you’re going to shop at Waitrose this week or next week you’re going to shop at Sainsbury’s. So that way it’s quite good, yeah but …

**I: Can you see my screen now?**

P: Let’s see if I go back … if you go to you …

**I: Yeah, it’s showing my screen now. You can see the settings button as well when I’m clicking my log in, so it shows settings option, and in the settings option you can also choose particularly which item you want to avoid alcohol, caffeine or other things, and those things you dislike, and also your household size, you prepare the store whatever…So this kind of thing, do you think you can easily personalise that or it’s not that much useful?**

P: In a sense that’s very good, but what is the point to … I’ve got to watch that sometimes recipes like that suggest you get a big jar, or a big tin of certain things and I’m only going to use a quarter of it because I’m on my own, and what do I do with the rest? I freeze a great deal of it, and it will say on it use within two days for tinned food or use within three weeks for jars of food. So, yeah, maybe it’s just because I’m on my own that I find these things a bit of a problem.

**I: And is there any way this personalisation experience can be improved in the app. Yeah, we can see a way you can personalise it, but do you think any other changes are required or how it can be further improved this personalisation of this?**

P: I think if you made it so that recipes were for two people, instead of four, because then if you’ve made your recipe for two you can eat it the next day if you are on your own. Or if you are a family of four or six, you can double or triple it. So yeah, making recipes for four is not ideal. I actually wrote to Sainsbury’s about that and complained because 50 per cent of the population live alone.

**I: So in the app there should be some …when you just click there, when you are cooking it or for how many people there should be something like that in there.**

P: It usually tells you and usually it’s for four.

**I: For example, add to a meal plan and for how many people, so those things come up. I mean if you’re cooking for two people I think you can easily do it from the pages, or you find it difficult. For example, for ten people that amount of ingredients should be higher, but when you chose two people the ingredients should be reduced to a lower quantity?**

P: Yeah. I understand that but some things you can’t reduce the quantity that you buy. Say tinned tomatoes, true you can buy a small tin of tomatoes which costs almost the same as a large tin but it’s very difficult to get smaller sizes, that’s not your fault it’s the fault of the supermarket.

**I: Thanks for all these suggestions. Do you think the shopping list option of this app could be further improved, and if so in which way can we improve it?**

P: I never really used it, because yeah…but I think like everything there is room for improvement, you know things can still … you can always improve things.

**I: I mean apart from this supermarket option they can also give people some alternate suggestions why you can also buy…So do you think that alternate information needs to be incorporated in that piece?**

P: It gets too complicated if you give them lots of options you will find. But I think they’ve got to make their initial place of shopping. And yeah, that works fine for most people. I have your shopping list, because other things that I use, I’ve given you a list of things [that you ought] to find them in the shop.

**I: Okay. If you want to share the shopping list with somebody, for example someone in your household, would that be shared do you think that from this app. For example there is an option that you can share …**

P: I have never tried it, because the only one that has developed diabetes in my household has been my son in law and that’s just been in the last few weeks, so I have never tried that. I could mention the app to him and see what he says. I’m more inclined to hand over my Balance magazines to him.

**I: And same thing for the recipes options. I know you didn’t use that much, or you didn’t share but do you think the sharing option of these platform recipes is easy or difficult?**

P: Well, I didn’t do it but usually I would take a note of things and print out the recipe so that I can use it in the kitchen rather than take my laptop into the kitchen.

**I: So you have a printer in your home and you can easily print that, great.**

P: I have to a printer.

**I: In terms of navigation from one place to another place, or navigating within the community or meal planner to shopping list, so that navigation within the piece, do you find it relatively easy or difficult?**

P: Yes, I find it easy to just click on those.

**I: Have you ever found anything difficult, like you’re looking for something but you couldn’t find it. Any experience of that in the piece?**

P: Yes, that was another thing. Yeah, you come in and you think, right I’ve got some chicken I would like to do something different with it today and you’ve got to go through all the recipes until you find a chicken recipe, instead of putting in chicken and seeing what options they come up with.

**I: That’s a really good and useful point. So you think the main dish options should be at the top of the list, and you just click chicken or just click beef, or you just click fish and all the recipes related to that will come up automatically?**

P: Yeah, that would be useful. Like a recipe book, recipe books have usually got soups, starters, vegetarian and all the different options that you can chose.

**I: And are there any other things apart from this experience, any other thing you looked for in the piece but you couldn’t easily find it?**

P: Not really, no because I probably didn’t look very hard because it didn’t have the things I would have wanted.

**I: For example if you were looking for making something for breakfast, or you were making something for dinner, or making a light dinner, do you think that finding those things are difficult, or easy?**

P: Yeah, I actually found that making things for light dinners had more of the carbohydrate content that I was happy with, rather than a main course which…perhaps they’re more geared for men who need more carbohydrates.

**I: And in terms of the platform meal planner, so the option it has particularly for every day or weekends or weekdays, do you have any suggestions for meal planning options for this piece? If you just go through …and you can see the meal planner.**

P: Yeah, I didn’t use it because I plan my own meals. There are some things that I buy in bulk and put in the freezer so I know that I have got to use certain things at certain times. But my meals are adaptable, I plan to use [0:44:58 unclear] meal and I go into the supermarket and find that lamb is reduced that week, I will swap and make a lamb dish. So I am not … you know, when I plan my meals …

**I: In the computer you clicked on the website, can we just go back to the platform website.**

P: Right, where has it gone, there it is.

**I: If you just click on the planner on the top of it you can see home, recipes, planner and shopping. On the planner if you just click there, and some of the options come up there. So do you think there is any scope for improvement in this meal planner, as a general user or just as a general observer?**

P: Yeah, I think it might be useful for some, I didn’t find it useful. But it depends how much people want to plan, people don’t actually plan their meals you know. They go into the supermarket and think, right I need something for tonight and tomorrow. People on the whole buy virtually the same food every week.

**I: Yes, the same thing happens to me as well, I am nodding my head. Many people like us may not be that much into planning, it just happens automatically nothing takes place in my head.**

P: You think, oh yes, I need more tomatoes, I need more milk, you know, you just put them all in your basket, you don’t plan what you’re going to have and then you see a recipe you think, oh I don’t have any fish for that or some other ingredient.

**I: In this meal planner piece now, do you think there is any scope for improvement in this space? I know you didn’t use it that much but still as like a general observer, not you, but a general observer, do you think there is any scope for improvement in this meal planning piece. Just have a look and think…take your time.**

P: I quite honestly don’t know. You can sign up and save your list and recipes to use them again but I don’t know that there is scope for that much of the time.

**I: So let's talk about the Diabetes Friendly Meals community again. You can go back to Diabetes Friendly Meals community in the recipes button…if you click the recipes button, again at the top of the piece…so it’s home, recipes, planner and shopping these four items…if you click the recipes again.**

P: No, it’s gone.

**I: The piece has gone again…take your time, no problem.**

P: It’s possibly hiding somewhere and I just can’t see it. But anyway, the recipes, yeah, I’ve got an idea of what the recipes were, what did you want to ask about them?

**I: I just wanted to ask you in terms of the Diabetes Friendly Recipes, the piece, the Diabetes Friendly Meals Community. So how can we further improve it, what is the scope for improvement for this particular piece or particular option?**

P: Quite frankly I don’t think you need to have diabetic recipes because diabetics are ordinary people, you want to have recipes where the amount of carbohydrates can be adjusted easily. Say, if you use 50 grams of pasta in this it will give you so many carbohydrates, if you use 25 rather than that. It might be a good idea … Do you ever shop in Waitrose?

**I: Me, yeah I have been there.**

P: Have you ever picked up the Weekend magazine?

**I: I mostly go to Lidl so I see the magazine there, yeah. I have also picked up the magazine from Lidl.**

P: Well, the reason I say Waitrose is it’s got lots of recipes in it and what is very good about that is that at the end of every recipe it gives you the nutritional content, fat, carbohydrate, protein, et cetera and I’m able to look at it and think, right I can reduce the fat, I can reduce the carbohydrate, I can increase the protein. I think that people need to be taught about food, that’s [0:50:49 unclear] said although he wasn’t really a teacher, but people need to be taught about food and unfortunately these days children get very little cookery taught in school. So they don’t realise how to … Now my children are 42 and 45 now, and they had one forty minute period to learn cookery a week and that’s not enough time to learn how to cook, now my lot know how to cook because I taught them how to cook. If your mother is a cook you learn, and both my son and daughter are very good cooks but that’s because they were taught at home. I don’t know how … people watch television cookery programmes, I do also, because I quite enjoy seeing how they present the food, and things like that but I never cook any of the things that are on them, mainly because they’re far too expensive to make. But I find it gives me other ideas of other things to cook.

**I: Okay. If we can move on since we have a couple of questions to cover. Do you think there’s anything else required in those diabetes friendly meal spaces, any further information or anything else should be also given there. It has the recipes, it has the ingredients that you need and also the nutrient information, also the health score which is displaying when you click the recipes but do you think apart from these anything else needs to be there?**

P: I think it needs also to give the time that it would take to cook.

**I: Okay. Yes that should also maybe given.**

P: Some of them have, but not all of them do. The few that I have looked at, because there is no point if you have got half an hour to cook a meal and discover it’s going to take two hours to make something so you need to have a good idea of how long.

**I: In terms of the recipes they have in this space, do you think those recipes are inclusive for people from different communities, particularly Asia and Africa or different age groups?**

P: There are recipes that would suit the Indian and Asian palate, not many may suit an African palate but I have been to India, I’ve been to China and the food there is quite different from what we have here. I don’t know where your ethnic background is.

**I: I’m from South Asia, Bangladesh.**

P: Oh, Bangladesh, and I’m sure that the food that is cooked at home is quite different from what you could buy, or what recipes. It was a great delight both the Chinese and the Indian food that I ate [0:54:54 audio breaking].

**I: Do you think the recipes now that we have in this space, there are options for every community, or option for every age of people?**

P: There are options for different communities, but it would be impossible to cover every community. You perhaps know the food in South India is quite different from the food in North India. The foods in different parts of China are quite different, the food in different parts of Africa…the food in Scotland is quite different from the food in England.

**I: Got it, yeah.**

P: Contrary to popular belief the Scots eat very well, we don’t all live in haggis and fish and chips [laughs].

**I: I’m aware of the time that we have left so if we can cover the remaining questions quickly. For example the instruction that is given in the app, do you find that is enough or useful. I mean how do you use this app, so like the instruction piece or the instructions of using this app, do you think there is anything lacking?**

P: Well, I found that it was quite simple but I didn’t go onto the app, I just went direct to the platform most of the time. Usually what happened I would get an email to say there were new things up on the platform, and I would just click on and that was easy to do. I didn’t use the app because I don’t like having an excess of apps on my computer. I consider that’s why you get scams and things.

**I: I mean the thing we just already talked about for example recipes, meal planner and shopping list, how to use these different options, do you think there is enough instruction given?**

P: They were easy enough to use, they weren’t … yeah, even for somebody like me who is not a computer expert.

**I: Do you think for people, particularly elderly people or who have some other constraints physical disabilities, or other things, do you think for them anything needs to be improved in this app regarding the instructions?**

P: I don’t know, I think the older people get the more set they get in the way that they do things. And you really don’t know about people that have got a disability. Yeah, I suppose I am …no, that’s another story.

**I: In terms of the information that we are providing in the app, do you think there should be more information there?**

P: I think that the information of how to move from one thing to another was fine, yeah, provided you had a basic understanding of computing.

**I: Okay. And what do you think about the external links - for example, when you click on recipes it comes from the different links, external…so the recipes aren’t given by the platform staff, but the recipes are given by people of different people so it comes on different links. Do you think that’s okay or you can trust them?**

P: Well, I would say most of the recipes that I’ve clicked on were quite good but I saw this recipe for gnocchi, and I thought, oh yes I quite like that, I’ll make that. And the instructions just didn’t make sense, total rubbish. I thought, there’s something gone wrong when they included that recipe in there. Maybe they’ve corrected it since I looked at it, because it looked a very interesting recipe. But yeah, I think you’ve got to check the recipes and make sure they’re at least readable, and understandable.

**I: Okay. And in terms of the appearance, the attractiveness of the app, of forms or pictures they use for the recipes, do you find them appropriate, or is there any scope for improvement?**

P: Yeah, they were fine, not a problem.

**I: And the overall look of the app, do you find it’s a really good one. When you click the website and it comes up, what do you think when you just first see it?**

P: Yeah, I think that it’s quite good. I mentioned before it would be better if you had the options of looking for dishes with particular ingredients.

**I: Okay. Do you think the health score or the glycaemic index or the nutrient information particularly considering the diabetes people, do you think the recipes are appropriate? Do you think the recipes are good in terms of diabetes management?**

P: Yeah, I think that they are quite reasonable. I often alter them to make them a bit healthier like putting more vegetables in and less fat, and altering the carbohydrate. But then I’m used to doing that. Yeah, there is not a problem.

**I: Do you think there is enough varieties of the recipes in this, particularly for the Diabetes Friendly Meal Community, there are enough recipes there, or more are needed?**

P: Well, I suppose that you’re limited with how much you can put on it. The average cookery book has between about 150 and 250 recipes in it, and I think there is what, 180 something recipes. So, yeah, it’s a reasonable amount of recipes.

**I: Do you think the platform is really user friendly for people with diabetes and people with different backgrounds. We already asked this question, but do you think it’s really user friendly for … I mean people maybe have different levels of digital literacy, they’re not that tech friendly or something like that so do you think it’s okay for people like this?**

P: Well, I can only say from my own experience, so I would imagine that folk wouldn’t have difficulty using it, perhaps someone who had a severe disablement would have more difficulty. But it depends, there are so many disablements.

**I: And what did you particularly learn from this app, is there anything you learned?**

P: I learned that I didn’t like it.

**I: Okay but still is there anything learnable from this app or from this piece?**

P: I think that I used one recipe that I adapted slightly from it. But I also learned that you couldn’t trust that the recipe would be quite clearly written. I don’t have any difficulty reading and writing, et cetera and I thought no this is ridiculous.

**I: So you have enough control on your food and when you are shopping and everything but do you think generally people are supported by the platform for making their meals more efficiently?**

P: It maybe, I doubt anyone would use it every single week but I think they would more inclined to pick and choose what they were going to use.

**I: Okay. Do you think it would be helpful for people for making healthy food choices?**

P: Well, if they don’t already eat healthily then it could be helpful for that.

**I: But in terms of healthy food options, so do you think this app is good or appropriate or not?**

P: Yeah...they have a few, but they don’t have many vegetarian options and more and more people are eating vegetarian food. I’m not vegetarian but I do like to eat vegetarian food quite often.

**I: And for people with diabetes particularly, do you think for them the platform could be useful particularly managing their weight, particularly managing their waist size or blood glucose level, blood pressure or cholesterol level? Do you think that the Diabetes Friendly Recipes would be useful?**

P: Yeah, now you can manage your weight and your blood sugar at the moment without any problem, you can’t get your cholesterol or blood pressure checked because you can’t visit the doctor. I’ll have missed two diabetic clinic appointments in the last year and a half so none of these things have been checked, although I do check my … I have a scanner to check my blood sugar, so that’s not a problem.

**I: Okay. By following these meal options, do you think that people could actually change their food behaviour and then that would ultimately have an affect on those indexes particularly blood glucose, or cholesterol or blood pressure?**

P: Yeah, it could do if they were watching out for these things.

**I: And also do you think that it would be helpful for people, so food shopping experiences in the app, could be useful for them?**

P: Well, it depends whether they follow it or not. And yeah, I doubt very much if anyone will search a meal planner and follow it to the letter every week.

**I: Got it, yeah. Do you think that it would helpful for people changing their lifestyle or eating habits through using this app?**

P: I think that you need more than one thing like that to change your attitudes to food. It might be one of a number of different things that people use.

**I: But for you it doesn’t affect you that much, the app doesn’t affect you that much, you said that earlier isn’t it?**

P: No, it doesn’t affect me. But then I can manage all that on my own, I’m a good cook, I was going to say very good cook, it depends …

**I: No, definitely. But in general do you think this could actually be helpful for people changing their lifestyle or changing their eating habits while using this app?**

P: I think it could be one aspect that would help. Yeah, it would be one among other things as well.

**I: For example, the other things, what would you say?**

P: Well, like having more exercise, watching … reading and looking at other recipes and watching just how the whole health attitude …

**I: Okay. So people who already have a good control of their food, and already have good control in their diabetes management, for them you think this app doesn’t add that much value?**

P: Not really, it’s useful for perhaps finding a different recipe if you wanted a different recipe for something. But for me it didn’t work out very much, I should have asked Jennifer yesterday when we went out on a walk, she has also got type 1 diabetes, to see if she had used that, but I didn’t.

**I: So after seeing this app did you buy anything as a result so any items, or any ingredients after seeing them in the app because of that, because of using this app, anything you were buying?**

P: Well, I buy a lot of food, I have got lots of herbs, I have got lots of spices, I grow some of my own food. I have got a herb garden so I usually have most things in the house, but there some things like yeah fish sauce, and cider vinegar which I need to buy. But, yeah, I usually have most things available to me. I usually look for recipes that have ingredients that I already have in the house.

**I: Do you think in terms of cost or budgeting of this food, the food that shows in the piece and the budget and the pricing, do you think that is important for people with diabetes management? I mean the budget they have, particularly meals or recipes the app is displaying so to buy that or to eat them, eating those recipes, do you think that the budget could be a problem?**

P: For me it’s not, but it could be for other people especially those that are on a lower income, especially at the moment where many people are on furlough, or have been made redundant. It could be a problem, but I’m fortunate that I don’t need to worry about so much [1:11:49 unclear].

**I: So after using the app, you said for a couple of times you used it, do you take any health services for your health, I mean after using this app because [1:12:02 unclear]?**

P: Sorry, do I take any, what did you say?

**I: Any health services or anything health checking or other thing while using this app. I mean do you feel that you need to check up on your health after using this app?**

P: What do you mean by using health services?

**I: I mean health service for example, blood examination, or you go to your doctor or GP something like that?**

P: No not really because my health is regularly checked. Yeah, it’s not a problem.

**I: So I think we covered most of the aspects, but for clarification so since using this app do you feel any difference in terms of your health?**

P: Probably not, no.

**I: In terms of your diabetes management?**

P: Well, my diabetes management is always quite good. So yeah, I’m careful about what I eat, what exercise I do and yeah, I just watch.

**I: And also confidence about your diabetes, I mean through using this app do you think there any changes?**

P: Not really, the problem with my eyes has been there for, oh let’s see my husband died 12 years ago and it started before he died, and it hasn’t progressed any further, yeah I’m quite thankful for that.

**I: Sorry about that. And also do you feel that the app or a piece could be common for people with diabetes, for example your relatives or other people you know?**

P: It might be, a lot depends how much people want to use it, their personal preferences. So it could be useful, I wouldn’t say yes you must use it, because there’s so many other options. Yeah, the Balance magazine which only comes out six times a year now, instead of twelve times often has very interesting recipes in it, and very interesting facts about your health like how to keep your blood pressure down, etc. So yeah, you have got to combine things and not just use one thing exclusively.

**I: And have you talked about the app with your family members since using it. I mean did you share it with any people within your family that you are using this app, and that you find this app …**

P: No, I didn’t. I don’t share with them every single thing that I do.

**I: Yeah. So if you wanted to change anything about this app, what would you change?**

P: I would change the way the recipes are set out so that you have them according to ingredients. Yeah, and I think you need to give the option of not having …perhaps using it on a Monday and a Thursday, but not using it for other days when you’re making up shopping lists.

**I: And also do you want to have categories of breakfast, dinner…on that category as well?**

P: Yeah. That would be useful.

**I: You said you need these changes, but if you wanted to keep the same things, what would you keep the same in this app, I mean what options are okay and you should leave them as it is?**

P: The photographs of the food are very useful. I sometimes use the BBC Good Food guide and it doesn’t give you photographs, it just gives you recipes. And sometimes it would be useful to see how things look. So the photographs are good.

**I: So I mean would you keep the shopping list or meal planner option as it is?**

P: Well, for some people it might useful, it wasn’t useful for me, but it is perhaps a useful option, yeah …

**I: Great, so any further suggestions you have regarding the improvement of app? You talked to a lot of things, but any further suggestions?**

P: No, we have talked quite a bit about, mainly about what I just like. Yeah, I will say one thing about diabetes, people’s attitude to diabetes have changed over the years. Yeah, I developed diabetes when I was three years old and insulin had only been used since just after … they were able to use it before the Second World War, but for general use it was after the Second World War. So it has only really been in use for about seven years, eight years. And when I was going to school and my mum went to register me for starting primary school, they wanted to put me into a special school because of diabetes. Now at that time special schools didn’t really teach you anything, they were more just about … and my mother fought to get me into an ordinary school. And when I got my degree she said, I wish these idiots that wanted you in a special school could see you now. But yeah, people’s attitude is still that you are handicapped. When I got interviewed for my first job I filled in a health questionnaire and they said, oh we see you have got diabetes we can put you down as disabled and I got very upset, and I said I am not disabled, I said you’re doing that to stop you employing someone who has perhaps got a severe disability. And I got so upset they sent me for a cup of tea, and my mother said, you have not got a hope of getting that job. I did. So, yeah but fortunately I think that people’s attitude to diabetes have changed considerably. Because I think when I was younger hypos were more common because you didn’t have the quick acting and long acting insulin then and you didn’t have the ability to check your blood sugar, so I think that there has been great improvements in diabetic control and people's attitude to diabetes.

**I: So the app could be a valuable addition to Diabetes UK learning …this app could be a valuable addition?**

P: Yeah, it could be a benefit to help people. But diabetics are just ordinary people they’re not a class like Scottish, or Asian or anything like that. You don’t have people that are diabetes in a separate wee corner.

**I: So, we are almost at the end of that interview. Are you aware of any other similar applications for people with diabetes, particularly covering their meals, or covering their food?**

P: The Diabetic Association has got a food app that you can go into, and also you get the Balance magazine, yeah it has food recipes. You can check it, and they have got meal planners as well which I have opened up and printed out.

**I: Great, just one thing came to my mind there. So with COVID-19, so during the lockdown, do you think it has affected people … I mean is there any implication for using this kind of app for people?**

P: Well, I wasn't in lockdown because I was told that I could … well you couldn't go very far but I can go to the shops and because I’m in a bubble with my daughter, so I can visit my daughter and she can visit me. I can’t go into a friend’s house, I can’t go out for coffee but yeah, it has restricted what everyone is doing.

**I: Yeah, so eateries are mostly closed, so in that case mostly people use this app for preparing their meals, is there any link or any implication of that?**

P: I don’t know, I don’t think so.

**I: Thanks for all this information, and suggestions, it has been a really nice discussion.**

P: I don’t know if it’s been positive for you.

**I: I am just stopping recording. Just one last thing, we have already emailed you, we are giving a £20.00 pound voucher to you, just courtesy for your time. So we will send that to you by email.**

[ENDS]