**Transcript**

24 April 2025, 02:01pm

**INTERVIEWER 1** 0:12  
Excellent. Yeah. So during the discussion, you are welcome to keep your cameras on or off if you feel comfortable.  
If obviously it'd be nice if there's no cross talking if there's a gap, you're welcome to jump in. You're welcome to raise your hand as well. If you've got anything that you want to say, you can also maybe use the chat as well. If you and we can keep an eye on that. But yeah, should be a nice a nice discussion. So just to kick things off, maybe we can go around and maybe you can just introduce yourselves, your profession where you are in the industry, you also some of your background and your any prior experience relating to research so maybe we can go around. So I think if I can see PARTICIPANT 1 as the first person, so maybe if you want to jump in.

**PARTICIPANT 1**1:07  
Yeah, sorry, I forgot what I need to go through my name first. I'm PARTICIPANT 1. I'm a [*job role*] with [*place of employment*], so a [*job role*] really, but they've gave us a posh, a posh name for earning a few stripes as a [*job role*]. And my background. What can I say about that? I worked at [*place of employment*] as a [*job role*] from 2017? Prior to that I did the [*job role*] for [*place of employment*]nbasically, which delivers low intensity CBT to people in the community. I hadn't had a lot of experience of research. So when I had the interview for this internship, I had essentially gone to our research and development department and said that I'd like to evaluate our service and they said that I should apply for the internship.  
And I did but I did tell them at the interview that I was a bit thick in relation to research and I think some high boss just says we're very person centred here PARTICIPANT 1, so it didn't seem to matter that I wasn't really brainy when it comes to research anyway.  
But obviously with my degree years ago I did research for my dissertation.  
And that's about it. Prior to that, I was 16 and prior to that I was born.

**INTERVIEWER 1**2:51  
Yeah. Thank you. So PARTICIPANT 2, next.

**PARTICIPANT 2** 2:56  
Hello, my name's PARTICIPANT 2 and I work for [*place of employment*] as a [*job role*], we do a lot of research in general, just on a work based.  
But I wanted to kind of learn more of an academic research side of it, and that's how this is how the intern came up for me really, just learning more from an academic lens and passing that on through to our team here at [*place of employment*].

**INTERVIEWER 1** 3:29  
Right and PARTICIPANT 3?

**PARTICIPANT 3** 3:34  
Yeah, sorry. Are you able to hear me? There's someone behind me on a meeting as well. Yeah. So my name's PARTICIPANT 3, and I'm a [*job role*], and I work [*place of employment*]. I work in the [*area of work*]. I was pretty new to research or a proper research project really. Prior to that it had mostly been kind of quality improvement and service evaluation I had taken part in. I had an idea for a project and had been looking for a way to do it because it was going to be more than I could just do my day job so asking various people within the trust I was directed to this internship and then when I had a chat with ARC because I was worried it was a bit too small the project or not quite right they suggested that it was just the sort of thing that people would have done.

**INTERVIEWER 1**4:37  
OK and finally, is it PARTICIPANT 4?

**PARTICIPANT 4** 4:41  
My name's PARTICIPANT 4. I'm a [*job role*] at the [*place of employment*] and I'm the [*job role*] for the [*place of employment*] . Prior to that, I've worked at [*place of employment*] for about 5 years and then I actually did my undergraduate [*degree name*] degree at [*university*].  
I had a problem in terms of trying to standardise practice with medicines across [*place of employment*] and when we really dug down into it there was actually no standard guidelines for what we're trying to achieve and therefore I sort of wanted to pilot it is a sort of like research thing and I contacted our research and development department here at our trust, who then subsequently signposted me to the innovation internship with ARC Northwest Coast.  
So that's how I got onto ARC Northwest Coast, and then at the end of this internship, I've actually been fortunate enough to be offered one with [*internship name*] as well, but that's obviously only because of what I've managed to do with ARC Northwest. So that's where I am at the moment as well.

**INTERVIEWER 1**5:59  
OK. So our next like a few questions are about some of like the expectations of the internship and some of the other facets of it. So I just the first one is at the start of the internship, how clearly were the expectations communicated to you at the beginning?

**PARTICIPANT 1**6:29  
Yeah. So I think because I'd sort of explained at the interview that I was not thick, I don't want to keep saying that but I wasn't that knowledgeable about research.  
And because of the response that I got, I don't actually think that there was any pressure or expectations on me at all at that time at the beginning.  
There was just obviously the learning and the supervision, so for me were the expectations clearly expressed? I think they were, but the expectations weren't as great as what it turned out to be. I think it was a lot more academic and a lot more it's kind of serious then I anticipated. So I didn't get an expectation from the course that it was going to be you know, really difficult.

**INTERVIEWER 1**7:44  
OK. PARTICIPANT 4, I think you had your hand up.

**PARTICIPANT 4** 7:49  
I was just going to say probably something similar to what PARTICIPANT 1 has said, really. I went in with, I thought that I had a master plan of what I wanted to try and achieve and then when I spoke to a lot of colleagues within ARC and outside of ARC for the timeline that we had for about 12 months, it made me reevaluate what I wanted to do or what I could achieve within the time I had in the internship. So in terms of expectations at the beginning of it, I went in with probably higher expectations than what I could have achieved but actually the ARC team sort of developed me to get to where I needed to be at this moment in time as well. So my expectations were managed, I think really well by the like tutors at ARC.

**INTERVIEWER 1**8:31  
PARTICIPANT 2. PARTICIPANT 3. You got anything to?

**PARTICIPANT 2**8:32  
Yeah. Similar really, I think thinking back from when we first started I had a little bit of panic on time frames thinking how we're going to achieve this in 12 months, but as the course has carried on and obviously speaking to my supervisor about my work, they're really not that strict on it being a 12 months timeline and kind of being open to supporting you after the 12 months, which has been really handy and beneficial because obviously we're all juggling work as well as doing this. So I think maybe when we first started that maybe explained a bit better because there was a little bit of panic on my end about that when we first started, but there was nothing to panic about in the end.

**INTERVIEWER 1**9:28  
Hi PARTICIPANT 3. Have you got anything that you'd like to add on that question?

**PARTICIPANT 3** 9:32  
I think everyone said everything that that I would have said. Actually, I think it’s just balancing our own expectations against what was set out. But I remember the first day feeling more reassured for sure.

**INTERVIEWER 1**9:36  
OK. So our next question, unless anyone else has got anything that they want to add that's not been said. So this is about like some of the training and supervision etc. So how did the training days, supervision and drop-in support sessions and other support that you might have received help you to shape and carry out your project?  
Would anybody like to kick off with that one?

**PARTICIPANT 4** 10:23  
I think the training days were really, really useful. I think we got enough material for them. I think that I fed back that the only training day I struggled with was the HIAT training day because we were asked to do the task about HIATs and then came to the session and I felt like I learnt more about HIATs during the session and actually the work that I’d put into it beforehand was irrelevant. I feel like in terms of the sessions, if I'd had a HIAT session and then actually gone and done the physical HIAT after that would probably be the only way I'd probably change it around, but I think the sessions were really good because some people did quantitative and some people did qualitative research and the course like catered for everyone. So I didn't go into a session feeling this is absolutely useless for me, I don't need it. I still felt like I was learning even though it was not pertinent to the research that I was doing.

**INTERVIEWER 1**11:21  
OK. PARTICIPANT 3, you had your hand up?

**PARTICIPANT 3** 11:26  
Yeah, I thought the quality of the teaching was excellent. Comparing it to some, you know courses I've done in the past and even kind of, you know, postgraduate training and things, I thought the teaching was much more focused, was really useful and relevant. And, you know, included material that we could go back and use and everybody that did come and present was always happy for us to get in touch with them afterwards. In terms of the drop-in sessions, I use these an awful lot and so they were really invaluable to me in kind of moving my work forward.

**INTERVIEWER 1**12:09  
OK, PARTICIPANT 1. PARTICIPANT 2, you got it in. Oh.

**PARTICIPANT 1**12:14  
Yeah, I I pretty much agree with what's been said already. You mentioned supervision as well and supervision has been amazing for me personally, I'm glad [Supervisor name]'s not here, so he doesn’t think I'm just creeping around him, that sort of thing. But yeah, the supervision's been great. The teaching was great. Being able to get the slides was brilliant and all the lecturers as well were great. I think there was there was one lecture some people struggled with the style of the lecturer. I didn’t particularly that day but I don't know what they were, I can't remember what she was teaching now. But I don't know if you can, PARTICIPANT 2, but It was the one where she'd very much focused on the two girls from Liverpool. I don't know if you were there at that one, but generally right across the board, I think the training was great.

**INTERVIEWER 1**13:23  
OK, PARTICIPANT 2?

**PARTICIPANT 2**13:26  
Yeah. Similar again, the teaching was excellent, really informative and in detailed.  
I found it refreshing that we had different lecturers at each session as well. You know it wasn't just listening to the same person all day talking to us, so that kept it fresh and interesting and getting the slides at the end as well was definitely helpful just to have a recap because I did feel at the start I was taking a lot of notes and I think they were saying “don't worry, you're going to get the slides”, and it was good to get them so we could recap and put them into practise because that's another hard thing, like when we're going through each session we wasn't relatively at that stage in our projects. So we'll learn about things what we've only just come across maybe four months later. So having the slides to go back to was really helpful as well. But yeah, my supervisor's been great as well. She is always busy. So sometimes I do feel like I don't want to take up much of her time, but she always does make time for me, which I appreciate.

**INTERVIEWER 1**14:35  
OK. Maybe just maybe if you could just anyone can elaborate. So does anyone got any maybe examples of the obviously the training or the supervision or the drop-in session where they've actually how you've actually implemented into where you are in, in your project? Has anyone got any examples?

**PARTICIPANT 2**15:00  
What do you mean?

**INTERVIEWER 1**15:01  
Well, guess what, you've, I guess because you were saying?  
You've you're at a certain stage and you've only used it like a four months later. So what? What? What was? What was that in regard to? Was there a certain thing that that springs to mind?

**PARTICIPANT 2**15:16  
I just feel like we had a lot of information at the start and we weren't even at data collection for a few weeks later, we’d not even had our ethics approved or anything like that. So we were learning about a lot of subjects what we'd not even got to that stage yet because we'd not had our ethics approved.

**INTERVIEWER 1**15:21  
PARTICIPANT 3?

**PARTICIPANT 3** 15:39  
As an example, would be, yeah, we had a session on doing the posters and then it meant that we had kind of all those details to refer back to when it came to doing our poster presentation for the showcase event and I, in terms of the drop-in sessions, I dropped in a lot during the process of doing my ethics application because there were lots of just little queries and then when I got responses from ethics that needed some minor amendments I needed to be able to check on those because I didn't necessarily understand what was being asked of me again. So yeah, so it was very useful at that particular juncture. I remember kind of last summer.

**INTERVIEWER 1**16:23  
OK, I know that this question that you've you probably might have already touched on it in some regards. So did the different parts of the internship and this is the training days, the supervision drop-in sessions, etc. Did they feel well organised and connected and were there any parts that didn't feel that you worked well together?

**PARTICIPANT 3** 16:53  
I think organisation was good. Yeah, I mean, to be honest, I was really, this is probably going to sound terrible. It's terrible reflection perhaps on other kind of higher education institutions that I've been like, you know, been and done courses and things. But this was very organised and communication was good in comparison to sort of previous experiences in some places.

**INTERVIEWER 1**17:19  
OK.

**PARTICIPANT 3** 17:19  
If that answers your question.

**INTERVIEWER 1**17:21  
Yeah. Yeah. Anybody else?

**PARTICIPANT 2**17:26  
Sorry, yeah, I don't really have any comments to say otherwise.

**PARTICIPANT 4** 17:29  
Yeah, I'd agree with what [everyone] said because I said I think it was quite well organised. Everything was well communicated. If there's a change in time or a room and sessions sort of thing like, I think we got, like good notice of it. It was also useful to have all the dates for the year because obviously we all had to tell our employers that these were the dates that we needed to be at uni and stuff like that. So I think it was organised really well.

**INTERVIEWER 1**17:59  
PARTICIPANT 1?

**PARTICIPANT 1**18:00  
Yeah, I just agree. You know, the supervisions that I had tied in with the course material and specific to my project. So for instance, we were talking supervision about the qualitative components of training and Normalisation Process Theory that was part of my research and that tied in with the supervisions with the training. So there wasn't like a long gap between lessons and revisiting lessons, particular lessons. So they followed in tandem basically, if you know what I'm saying?

**INTERVIEWER 1**18:43  
Hey, we've had someone new join us, so PARTICIPANT 4, Hello.

**PARTICIPANT 6** 18:49  
Hi. Sorry I’m late.

**INTERVIEWER 1**18:52  
Yeah. So as I know that you have, you've joined join us for our discussion maybe for the purposes of our we are recording this session.

**PARTICIPANT 6** 19:05  
I'm going to turn the camera off, but I'll just still speak.

**INTERVIEWER 1**19:08  
Maybe you could just so we can just catch up. If you just tell us a little bit about yourself in terms of your profession and any prior experience relating to research. So we can we get a glimpse of where you're at?

**PARTICIPANT 6** 19:26  
So my name's PARTICIPANT 6 I.

**INTERVIEWER 1**19:35  
No, we've lost you. Hopefully we can get her back. So in the meantime, I guess we can, we can move on to the next. The next question, hopefully we can get…

**PARTICIPANT 6** 20:02  
Did you get that? So I'm a Paramedic. I've been a [*job role*] 21 years and I'm now a [*job role*] in [*place of employment*] and my role covers like quality assurance and complaints and things and I've done a Masters where I did a I've done some QI and research around that, but it was more of a QI project than research and then I've just done the internship or I'm trying to finish the internship desperately.

**INTERVIEWER 1**20:41  
OK, right. Well, we've only just really just been talking about some of like the, the, the expectations of the internship and some of the facets. So like training days and things like up to. So you're welcome to chip in anyway. So our next question was around some of the other facets. How was the importance of equity, PPI so patient and public, involvement and health inequalities communicated to you?  
And how did these themes influence your project? And so?  
Would anyone like to start with that one?

**PARTICIPANT 1**21:33  
But I think for me the picture of the young chap stood on the box, I don't know what it's called, but there's a big, tall man who can see the baseball game and then there's a medium one who can't and then there's a small chap on a box and it was about how you could make that equitable that picture and it was to remove the fence basically so that everyone could see. So that was good for me. PPI, I knew the importance of that before I came on to the internship, I spoke to an involvement group about the idea that I had. They gave me supports basically so that was helpful.  
And I know it's looked upon favourably by everyone to involve service users and carers in projects in projects where possible.

**INTERVIEWER 1**22:38  
OK. Anybody else?

**PARTICIPANT 6** 22:43  
For the [*job role*] we have patient involvement in a lot of our internal meetings. So I did understand the need for getting involved, patient service users, those with lived experience to be involved in the research. I did attend one of the NIHR days where there was service users at the event and it gave me a little bit more insight into the importance of getting people's view. Health inequalities is something I knew a little bit about, but it was good to do the other session where again we looked at how research could cause its own inequalities within the work that you do.

**INTERVIEWER 1**23:34  
OK, PARTICIPANT 4, you got your hand up?

**PARTICIPANT 4** 23:36  
Yeah, I didn't think I needed patient involvement for my project, but my colleagues on the call sort of like managed to change my way of thinking during one of the sessions. So I went from feeling like it wasn't important just because of the nature of what my research project was to it becoming maybe like an integral part in terms of why I'm doing what I'm doing really.

**INTERVIEWER 1**23:59  
OK. Anybody else?

**PARTICIPANT 2**24:05  
Yeah, I feel like it was really explained along the way. My topic was on health inequalities, so I felt like it was really good for me particular from these learning sessions and how I can put that into my work. So yeah, it was always explained really well and I felt like it was always a focus as well.

**INTERVIEWER 1**24:32  
Anybody else?  
Well, we've had another person join us this PARTICIPANT 5. So maybe just I said we've, we've covered a few bits, but we can also if you've got anything that you wanted to add that we've already covered there and we just basically been talking about some of the expectations of the internship and some of the facets. So things around training, supervision and drop in sessions and how well you think those went.  
Maybe if you just give us a quick introduction as to a little bit about yourself and maybe your background and any and your prior experience with relation to research.

**PARTICIPANT 5** 25:14  
Yeah, absolutely. So I'm an [*job role*] at [*place of employment*]. I've been completing my research project with [colleague’s name], who works in [*place of employment*], so kind of similar areas, but not exactly the same role and before doing the internship I've done elements of clinical audits and I've done elements of research in my master's, but what I really appreciated about this internship is that we had such specific support around lots of different aspects of research which I don't know about anybody else. But I think when I've covered it in sort of a general uni course, it didn't go into as much detail as we'd been provided. I don't want to spend like forever. I just suppose I'll briefly mention our project as an evaluation of a service in [*area*] at the moment and what's been really particularly helpful about this internship is we've got an absolutely amazing supervisor who's kind of there to help us navigate the real world elements of it so when we have little hiccups and stuff coming up along the way, she is very responsive and she is very helpful in giving us practical advice about our project rather than just general advice. Hope that was helpful.

**INTERVIEWER 1**26:27  
OK. So yes, so that, that, that question said it was just about say equity, PPI and health inequalities. You've already spoken a bit, so, but just to say was, was there anything from those themes that that influenced your projects or the direction of it? Has anyone got maybe an example of that of that or?

**PARTICIPANT 6** 26:51  
I suppose I might just. Sorry. Sorry, PARTICIPANT 3, go.

**PARTICIPANT 3** 26:51  
Did you? Oh, sorry. I was just going to say, could you just repeat the question again?

**INTERVIEWER 1**26:52  
Yeah, well, I say it's just, I said we've already probably covered it. So it was just an extra for them. So the those, the themes of equity, PPI and health inequalities.  
How did they influence your project so?  
Did it like make it change direction or did it make you think of a different like way of approaching things, or did it well? Did it have any or any sort of impact in that way?

**PARTICIPANT 6** 27:26  
Why my [project] was around whether health inequalities affected ambulance call outs and whether if you lived in a more deprived area, were you more likely to fall and if you were more likely to fall, were you more likely to be conveyed to hospital depending on the your indices of deprivation. That's what I looked at. So I incorporated it. Now there were some elements of indices of deprivation I didn't understand and population so I had to adapt, change my data as I learned more around inequalities.

**INTERVIEWER 1**28:14  
OK and I think PARTICIPANT 4 touched on the same that he'd originally didn't think PPI was going to be involved. So that's I guess that's another example. So unless anyone else has got anything that the other examples that we can move on to next question.  
OK, so the next sections are like balancing the demands of the internship. So how did the how did you go about balancing the demands of the internship with your existing role or workloads? Is anyone got any examples?

**PARTICIPANT 6** 28:54  
I changed roles during the internship and I went from a role where it was easy to get the time, to a role that I didn't get the time so hence why I'm now still trying to finish the project.

**INTERVIEWER 1**29:11  
PARTICIPANT 3, you got your hand up.

**PARTICIPANT 3** 29:14  
Yeah, my workplace was very good at allowing me to have my day each week, However, I did find that particularly when doing some of the larger pieces of kind of written work, perhaps doing the ethics application that that wasn't easy to pick up and drop once each week because you'd sort of get on a roll, you'd start to solve some problems and then you'd want to want to carry on because the ethics application in particular felt like quite a time pressure that that was the thing that was going to hold everything back. So I did find that I did quite a lot in the evenings and there was some late nights sort of getting everything done. Not because the hours weren't there, but it was just the way in which I would get the day each week or perhaps if you were off for a week, then you wouldn't get your day you couldn't then have two the next week, that sort of thing.

**INTERVIEWER 1**30:18  
OK, PARTICIPANT 4, you got your hand up?

**PARTICIPANT 4** 30:21  
Yeah, it's probably similar to what PARTICIPANT 3 said. I feel like I juggled it within my job. I didn't necessarily spit the dumb me out and say, “I need my one day a week to do this”. It kind of fit round what I was doing at work. Suppose if I really wanted to, I probably could have done and probably got more time out of it. But again, like we've what PARTICIPANT 3 said, for me the biggest rate limiting step was getting through the protocol and getting through the ethics and because mine was a survey which had three months for people to respond I kind of had, like, a fallow period during like, October, November, December and I wasn't really doing much so I felt like a lot more work was there right at the beginning, just by the nature of what my project was, really. So it didn't feel like the work was allotted, you know, like it wasn't equitable in terms of what I was doing per month. It was all, “let's get your ethics and protocol in because that's the most important part really” and that was obviously at the beginning of the process.

**INTERVIEWER 1**31:17  
Anybody else?

**PARTICIPANT 1**31:20  
Just similar for me. I'd really supportive managers, so I'd probably benefited from more than just the day and continue to have the Wednesday really to keep working on it. So I like PARTICIPANT 3 and yeah, supportive employer.

**INTERVIEWER 1**31:35  
OK.  
Yeah. Yep.

**PARTICIPANT 2**31:40  
Yeah, I agree.  
  
**INTERVIEWER 1**31:45  
And PARTICIPANT 5, you got anything you liked that?

**PARTICIPANT 5** 31:48  
No, I'm just sort of similar things. I don't think there was, I had a supportive manager who kind of helped me find time within my job plan, but I suppose there are periods of the internship which have been busier than others, so it it's been more of an experience of learning how to be flexible within it.

**INTERVIEWER 1**32:04  
PARTICIPANT 6, you got your hand up.

**PARTICIPANT 6** 32:07  
Hey, yeah, my manager was supportive, but I felt like didn't always get the time because I still had like everyone the expectations and the deadlines of the work of my job and I felt I didn't lose 20% of my working workload. I just, there was an expectation I'd do 100% of my work within the four days and it just became insurmountable at times, really. That was my experience of it.

**INTERVIEWER 1**32:39  
So I think the next question is. So what helped you stay engaged through the internship and were there any barriers that got in the way?  
Anybody. PARTICIPANT 4?

**PARTICIPANT 4** 33:02  
I think, yeah, I think all the tutors were very engaging and quite supportive. I feel like the group of colleagues who were on the course with me at the same time were also very encouraging as well, which made it quite an enjoyable experience.  
And I think to be fair, the deadline made me feel a bit more engaged about it. So knowing that we had to do a poster presentation made me think, well, I actually need to present something, even though it might not be the finished piece of work. So I felt like all of it kept me engaged, really. So yeah, I couldn't fault it from that perspective.

**INTERVIEWER 1**33:37  
PARTICIPANT 6, you got your hand up.

**PARTICIPANT 6** 33:41  
Yeah, I found the tutors really helpful and kept me engaged cause there would there would be times you'd want to give up, but [*Tutor name*] and the other lady were very engaging and would meet with you and go through stuff with you. I didn't find my supervisor an engagement factor for myself, they were purely an academic and didn't feel they had an understanding of the pressures of the NHS whereas they were purely academic.

**INTERVIEWER 1**34:17  
Hey anybody else?

**PARTICIPANT 1**34:22  
I was at a point where I was going to give up and obviously, you know, with [*Supervisor name*]'s support I didn't. So I continued and just going back to what I said earlier, the supervision that I've had is has been amazing and the help that they helped to get through and I also had great help from my organisation, research and development in terms of the ethics, because mine had to go through NHS ethics.

**INTERVIEWER 1**35:00  
And obviously, PARTICIPANT 1, you don't have to divulge too much information, but said you, you're on the verge of giving up. Was that was that as a result of maybe the stresses of the internship or was there any factors in relation to that that that was?

**PARTICIPANT 1**35:13  
It was a lack of confidence really in my abilities and trying to get my head around NPT and the HIAT. All sorts of different things really. But the ethics in particular, but then absolutely more than anything else, the prospects of giving a presentation at the end when I'm glossophobic, I was absolutely terrified doing the poster presentation. To the extent where I was thinking of giving up just because that event was going to occur.

**INTERVIEWER 1**35:50  
OK.

**PARTICIPANT 1**35:51  
But [*Supervisor name*] again was really supportive on the day and I knew that I had him if I needed him.

**INTERVIEWER 1**36:00  
OK. Has anyone else got anything they'd like to add on that to that topic?  
OK. So our next question is how did your interaction with supervisors, facilitators or other peers influence your engagement or confidence during the internship you might have already touched on this already?

**PARTICIPANT 2**36:27  
Yeah, it's same really as what we've just discussed.  
[Supervisor name] has been really keen for me to be presenting my poster at different conferences, so she's always on the lookout and wanting to promote my work in different streams, so really appreciative of that. But yeah, she she's always there and always responds to emails when I need help and puts some time in the calendar for me, so I can't really see anything negative about it.

**INTERVIEWER 1**36:58  
OK, PARTICIPANT 5, you've got your hand up.

**PARTICIPANT 5** 37:01  
And yeah, again, lot of them. What other people have said, but aside from the from like, supervisors being very supportive, it was really helpful having the drop-in sessions because queries and things do pop up and we might have covered things sort of like in the training sessions, but sometimes you go away and you think of some questions later. So there were lots and lots of opportunities to ask further questions or get some clarity and I am really sorry, but I have to hop out for another work commitment, but I have nothing but glowing things to say about the internship.

**INTERVIEWER 1**37:31  
Hey, just before you go, I don't know if you sent in your consent form, but if you if you haven't already, we could if you could get that over, that'll be. That'll be great. Just for the so we can use this this data.

**PARTICIPANT 5** 37:47  
Of course. Thanks very much.

**INTERVIEWER 1**37:48  
Yeah, PARTICIPANT 4, you got your hand up.

**PARTICIPANT 4** 37:51  
Yeah, just probably to follow on from what PARTICIPANT 2 and PARTICIPANT 1 have said really in terms of I've not really mentioned my supervisor, some my supervisor was [*Supervisor name]* and every time I emailed her if I had an issue or anything like that, she'd make sure that she'd either seen me or got a meeting in within 24/48 hours. So that was really, really helpful because you felt like there's someone at the other end of the well at the end of Teams, really. So that was really useful.

**INTERVIEWER 1**38:17  
Hey anybody else? No. So this this next question so.  
How did your sense of identity as a researcher change over the course of the internship? I guess that could be in relation to like your ability, or your confidence. So yeah, I would. I would change over the course of the internship. Has anyone got an [example]? Anybody.

**PARTICIPANT 3** 39:05  
Over the course of the internship, although I was doing the internship, I then I didn't know that it was confidence or just, I don't know, it's just foolish, really? I started to want to get more involved in other projects that were happening within our department and it also meant that I started to see things in a slightly different way, so I thought, OK, Oh yeah, we could we could evaluate this in this way or I could take sorry. After doing the poster at the, sorry I’m rambling a bit, aren't I, the poster at the showcase event, we then had another event coming up which needed posters, so I took my ARC internship poster, but then I also quickly put together another poster because I just thought, “actually, the more the merrier.” So yeah, so I just, I just think it's and I've had to, I've got to do a presentation about this in a couple of weeks for sort of the medicines management pharmacy department just about how something like this does help you to incorporate that kind of research pillar into your everyday practice and how coming along has meant, has given me lots more opportunities than just being on the internship. I don't know if that answers the question anyway.

**INTERVIEWER 1**40:49  
Yes, yes, that's great. Anybody else. So PARTICIPANT 1?

**PARTICIPANT 1**40:53  
Yeah, my confidence grew as a researcher in terms of my identity, I did start seeing myself as a researcher. Obviously, when I went out into the field and started interviewing people and recording and getting an Orchid number and ResearchGate and reading more kind of research and using a Dictaphone and transcribing and that kind of, they're all skills that I was learning, which lead me to believe that I have got the ability to be a researcher.

**INTERVIEWER 1**41:31  
OK, PARTICIPANT 4. Yeah, you got your hand up.

**PARTICIPANT 4** 41:33  
Just to echo what PARTICIPANT 1 said really, I feel the same in like, you know, if you'd have asked me six months ago to write a protocol and write an ethics submission, I'd just probably frozen and gone, “I don’t know I'm doing”. But now if I was to do it again, I feel like I'd be able to navigate it a bit more, maybe not doing it, you know, like perfectly. But I feel like I've got more of a skill set to do something like that now.

**INTERVIEWER 1**41:56  
OK. PARTICIPANT 6. PARTICIPANT 2, you got anything you'd like to add?

**PARTICIPANT 2**41:59  
Yes, same again, really similar to what everybody else has said. I think when it was coming to like writing my protocol, obviously I'd never done that before and a little bit apprehensive about sharing that with my supervisor and just going through it and her saying, “it's absolutely fine”. You know, obviously your confidence grows from there really. But obviously any additional feedback have received along the way was really good. I think you just, well me particularly you just doubt yourself at first thinking because you've never done it before, it's not going to be right, but it was actually as big of a deal as you actually thought it was going to be before we started, so yeah, again supported throughout.

**INTERVIEWER 1**42:43  
OK, PARTICIPANT 6.

**PARTICIPANT 6** 42:47  
No, nothing to add on that one.

**INTERVIEWER 1**42:50  
OK, well I'm going to pass you on to INTERVIEWER 2 now she's going to ask a few questions now.

**INTERVIEWER 2** 42:58  
Yeah. Hi. Thanks, INTERVIEWER 1.  
So I'm just going to ask a couple of questions about kind of putting the internship into practise and kind of the more practical side of it. So how feasible was it to carry out your project within the structure of the internship and was there anything that kind of supported this or hindered this in particular? So obviously it was expected to do it within the year. I know you've mentioned that could be in a bit flexible. You had the training sessions. So how kind of feasible? Was it to complete your project within that structure?  
PARTICIPANT 4.

**PARTICIPANT 4** 43:34  
Yeah, I think when it was feasible to complete what I needed to do in the year long time period, I think when I went in like I said, a bit earlier, my expectations were that I was trying to achieve something that I couldn't possibly achieve.  
So I think what might have been useful was would probably have been to sit down with a couple of tutors to see what my area of research wanted to be and what would be achievable in the time period that I've got. It took me a few weeks to actually realise what I could do in a year because I had done like a national survey, I thought that would be a quick thing to do and obviously it wasn't, it took the full year, but at the beginning I'm kind of didn't, I think my expectations were bigger going into it in terms of what I wanted to achieve than what was viable and I think it'd have had a sit down with someone in the first couple of weeks to say “no, actually in this year, this is probably what you need to do that I probably would have wasted less time at the beginning of the internship, but that's not, you know, that's not a criticism. It's more that's probably with my own knowledge going into it really.

**INTERVIEWER 2** 44:38  
OK, thank you. Has anybody else got anything on that?

**PARTICIPANT 4** 44:43  
Probably add similar to that. Sorry I keep interrupting, I can't put the hand up.

**INTERVIEWER 2** 44:48  
It's OK.

**PARTICIPANT 6** 44:52  
I think what we just said about, I wish now right at the beginning because obviously I came up with a proposal in the interview. We did the interview, got accepted and then my supervisor was someone who'd approached our trust and I think they had very different expectations of what they wanted me to achieve verses what I could achieve and I think what I would have liked and wished I'd done now is sat down with, say [Supervisor name] at the beginning and gone: “this is my proposal. This is what I'm thinking. These are the potential challenges.” What’s like you've just said is, what's realistic to achieve in a year whilst working and what's beyond that year?

**INTERVIEWER 2** 45:39  
Yeah. So maybe just some guidance around realistic kind of expectations at the start of the internships?

**PARTICIPANT 6** 45:46  
Yeah, because I felt the tutor's expectations of us for, this is my experience was far more realistic than my supervisor's expectations. You know, they made it very clear towards the end that they were disappointed in me because they didn't get a journal article done, I didn't write a journal article within those 12 months and that was quite difficult.

**INTERVIEWER 2** 46:10  
OK, PARTICIPANT 3, you've got your hand up.

**PARTICIPANT 3** 46:21  
Yeah, maybe similar to PARTICIPANT 6 in a way in that I made some suggestions to my supervisor on how it could be simplified, even suggesting a way that potentially we wouldn't need ethics, but they were quite keen for it to go in a particular direction and I also wondered now in looking back whether as a start off I could have done it as a survey of some description rather than the qualitative interviews. Something that just would have just made it that bit smaller and more likely to achieve within the 12 months. I was sort of hampered by something that nobody really expected and that I had people, what do you call them? Sort of pretending they'd had the experiences that they had so they could participate in my study. So that came as a surprise to everybody actually. So I do just wonder if, it’s just that balance with your workplace. They're quite keen to have certain outputs and how you balance that with what with what you're actually able to do because what they see is you're gone for a day a week for a whole year, to them that's quite a lot of time.

**INTERVIEWER 2** 48:00  
Yeah. OK, thank you. Has anybody else got anything on that?

**PARTICIPANT 1**48:04  
Was it again? Sorry, INTERVIEWER 2 , how feasible was it?

**INTERVIEWER 2** 48:08  
How feasible was it to carry out your projects within the structure of the internship?

**PARTICIPANT 1**48:13  
Yeah. So for me with my project, it was a bit like the other way around where it didn't seem feasible initially, but then I managed to get 18 recorded interviews and that wasn't expected. So in terms of feasibility, I think I actually managed to do more than was expected. So pot luck I think thing really.

**INTERVIEWER 2** 48:43  
Right.

**PARTICIPANT 2**48:44  
I think mine was, it went to plan really. Mine was pretty straightforward, so I didn't really encounter any of them problems like others.

**INTERVIEWER 2** 48:55  
All right. Thank you.  
So the next question is how easily were you able to apply the learning from the training days to your project work? So were you kind of able to put that into practise easily or was there any difficulties around that?

**PARTICIPANT 2**49:11  
I think I commented on this earlier about having the training days and then put it into practise a bit later on down the line. I don't really know how we could change that because again, like we're all still at different stages in our projects still. So from a timeline perspective, it’s probably hard to align that better. But again, just having the resources available when you’re getting to that point is the key for me really and obviously we all feel like everyone's been really approachable and everybody after the presentation left us their details to get in touch so we could have easily got in touch that way as well, so.

**INTERVIEWER 2** 49:54  
OK, great. PARTICIPANT 4, you've got your hand up.

**PARTICIPANT 4** 49:57  
Yeah, it's probably the same as of what PARTICIPANT 2 said, and we've already talked about it. The only thing I'd say is and like PARTICIPANT 2, PARTICIPANT 3, PARTICIPANT 1, might be able to correct me. I can't remember doing too much learning on protocol development and ethics submissions at the beginning and that will for me that would have probably been beneficial because I felt like I was a bit blind doing it and I in a similar way to PARTICIPANT 1, I had a lot of support from my local R&D.  
So that would probably have been helpful for me earlier on into the internship. But yeah, the rest of the sessions and that sort of thing, they were all very supportive and you can ask any question.

**INTERVIEWER 2** 50:35  
OK, great. Thank you. Is there anybody else got anything on that, PARTICIPANT 3?

**PARTICIPANT 3** 50:41  
Yeah, I was just going to mention. So we did have an ethics session. But I do remember it It wasn't at all about the delivery, it was just that because I had never done it before, it literally just went over my head so and I was really trying to concentrate and listen. So it's just that level of complexity if you've never practically done it. So when I got the ethics application form I was like, “what words do I even start to put on here?”

**INTERVIEWER 2** 51:19  
OK, great and has anybody else got anything on that?  
No. OK. So to what extent did the training, supervision and other support help you progress and complete the project? So we've kind of already touched on this, but if any within anyone's got anything else? And also were there any gaps in what was offered? So do you feel like you could have done with kind of more support or kind of different types of support? Don't know if anybody's got anything on that.

**PARTICIPANT 1**51:53  
I can only sing the praises in relation to supervision. I got supervision every week. It's dropped down to every fortnight now. But I've nothing but good to say about the supervision and how that's helped me to stay on course and continue.

**INTERVIEWER 2** 52:14  
Alright, thank you. Anybody else?

**PARTICIPANT 6** 52:19  
I found it a bit ad hoc with the supervision. My supervisor was very busy and then on top of a sort of working shifts and it got quite difficult at times to get times to meet, so we may be met once, it would be weeks between meetings. But if I needed stuff I knew in terms of the tutors, I know the team at the uni had drop-in and I often use those as a session to download my frustrations with my, with the supervision and with the project.

**INTERVIEWER 2** 53:09  
OK, so you perhaps you weren't necessarily supported how you wanted to be by the supervisor, but you kind of found that within the drop-in sessions and with the other tutors of the sessions. Yeah. OK.

**PARTICIPANT 6** 53:20  
Yeah and I said it before, I felt I felt I can't praise [*Tutor name*] enough, you know, honestly, I would have given it up 10 times had it not been for [*Tutor name*] making me believe I could do it. I haven't yet done it, but I will do it cause I'm not going to give up, but the tutors took a much more pragmatic approach to you producing the work.

**INTERVIEWER 2** 53:48  
OK, great.

**PARTICIPANT 6** 53:49  
I felt the supervisor forgot about it was about my learning and not their publication.

**INTERVIEWER 2** 53:54  
OK. Thank you.  
So have you been able to apply any of your learning or research skills beyond the internship and into your wider work or professional practice? So I kind of have you took anything that you've learned kind of further than just for your project. Have you kind of implemented it into your work or any other aspects of your life? Has anybody got anything on that?  
John.

**PARTICIPANT 4** 54:25  
So I've decided to carry on what I'm doing with my Smart Pump research work and I applied for another internship at [*area*] and I was offered another one at ARC but the people who are at [*area*] have more sort of expertise in this particular area, but something I found really refreshing was even though I accepted the [*area*] one, the people at ARC have been very helpful and very supportive since I've started there. [*Supervisor name]* sent me some emails about stuff that I'm doing in [*area*], which is really nice because I thought they might just like, you know, batten the doors down and say, “well, you're not with us anymore.” So I probably want to mention that because that's really something that I found really useful and obviously because you UCLan is more local to me when I've been in the library and using resources in the library, I found that really, really good. I thought they might say at the end of the sort of internship, “OK bye-bye”. But they've been really good in terms of supporting me with my career development after the Internship's finished.

**INTERVIEWER 2** 55:24  
OK, great. Thank you.  
Is anybody else got anything on that?

**PARTICIPANT 1**55:30  
I've done a service evaluation and I've included data analysis, a discussion and conclusion and all that kind of thing in a format of a an evaluation. I've been able to do that because of the internship.

**INTERVIEWER 2** 55:46  
Yeah. So do you think you kind of took some of the stuff that you learned in the sessions and was able to use that in that work that you were doing?

**PARTICIPANT 1**55:54  
Yeah, just a format of an evaluation. How to ask questions.

**INTERVIEWER 2** 56:00  
Yeah.

**PARTICIPANT 1**56:01  
And like gathering data, how many referrals? Mean average, that kind of thing.

**INTERVIEWER 2** 56:09  
Yeah, go ahead, PARTICIPANT 3. You've got your hand up.

**PARTICIPANT 3** 56:15  
Yeah, I've been able to use some of those skills to do some a couple of applications for service evaluations within the trust, and then because I'd had to design an interview schedule for my internship I've used that to those skills and the slides from that session to design my questionnaires for this sort of service evaluations of what I've done and will be doing.

**INTERVIEWER 2** 56:45  
OK, great. Thank you.  
And so the last set of questions are kind of around reflecting the internship and kind of expectations. So do you feel that the internship met your expectations and if they did, why was this? And if they didn't, why do you not think they did?

**PARTICIPANT 1**57:10  
I go first. They surpassed my expectations basically because I really didn't know what I was getting into when I applied. I didn't know a lot about the internship. It was more research and development in my workplace sort of encouraging me to do to do the internship. So, but I didn't even know that we had lectures at the beginning. I knew that I was going to be doing research and I just it just was a lot more than I initially thought.

**INTERVIEWER 2** 57:49  
Yeah, great. Anybody else got anything to add on that?

**PARTICIPANT 2**57:56  
Similar really, I think I had PARTICIPANT 3 come to my workplace to give me an overview on what the internship was going to be, but I feel like just looking at presentation and seeing what's going to be included is completely different to putting it into practice. I think it was probably better than what I expected.  
Yeah, just go in each month and having our sessions, I think the time in between each session was enough time to do a session, then go away, do your own bit of research and looking up on the stuff from what you've just learned, and then going back a month after was good time frames in between each one as well. So I feel like it worked really well.

**INTERVIEWER 2** 58:43  
Great. Thank you, PARTICIPANT 4. You've got your hand up.

**PARTICIPANT 4** 58:46  
Yeah, it's same as what PARTICIPANT 1 and PARTICIPANT 2 said. It's far exceeded my expectations. I think the tutors were really good. I think the sessions were really good. I think I've been very lucky with the group of colleagues that I've done it with. You know, everyone's been very supportive of each other and I definitely recommend some of my junior [*job role*] apply for an arc internship moving forward in the future as well.

**INTERVIEWER 2** 59:08  
OK, great. Thank you. Is anybody else got anything before we move on?

**PARTICIPANT 3** 59:20  
Yeah, I was just to say that I have sort of been promoting the internship within the trust. Obviously, when anybody hears that you've done anything like this so then want to sort of bring you to various kind of trust events to sort of like, you know, talk about your experience. I think the same in terms of expectations, it did surpass those. I think the only thing that didn't happen is that I thought I'd be able to finish if I just work really hard and I didn't finish and I did work hard so.

**INTERVIEWER 2** 1:00:00  
OK, so PARTICIPANT 6 do you want to add something?

**PARTICIPANT 6** 1:00:05  
Yeah, I'm going to sound really negative. Now. The university exceeded my expectations but the supervision in terms of.. What happened, I didn't know what I didn't know what had hit me when I started the course, a little bit like PARTICIPANT 1 didn't know what I'd really signed up for. I thought was going to [*area*] Uni because my supervisor was from a different uni. She'd approached our trust and I just agreed to apply and do it cause I was interested in the subject but I didn't know enough about it, I felt when they went for the interview and then started it, I thought the lectures were great, the tutors are great. It was great to meet other people as well and the colleagues that were encouraging during the internship.

**INTERVIEWER 2** 1:00:57  
OK, great. Thank you.  
So this next one, I think we have kind of touched on it a little bit. So it's how did the different aspects of the internship contribute to your development as a researcher? Sorry, I don't know if anyone's got anything else. I feel like we have you've kind of covered that. Anyone got anything or do you want me to move on?

**PARTICIPANT 2**1:01:24  
Yeah, it's pretty it's pretty similar to the other question, isn't it?

**INTERVIEWER 2** 1:01:24

Yeah, we have covered that. OK.

**PARTICIPANT 4** 1:01:27  
Yeah, same here.

**INTERVIEWER 2** 1:01:31  
So what impact has the internship had on your confidence, capability or your approach to research in general?  
Anyone got anything on that?

**PARTICIPANT 2**1:01:47  
Yeah, it definitely has impacted my confidence to the point where I'm looking now to see what else I can do after I've finished. It's been suggested doing one of the grassroots, I don't know what they call it, it's with the NIHR but it's where you go into, like the public health field and carry out some research for about four to five months there. I think the calls just opened yesterday, so I've been sent some information today, so I don't really know much about it yet. Need to look into it.  
Obviously, by doing this it's opened my eyes to other avenues of what I can do next to further what I've been doing.

**INTERVIEWER 2** 1:02:32  
Great and PARTICIPANT 4, you've got your hand up.

**PARTICIPANT 4** 1:02:35  
Yep, same as PARTICIPANT 2 . I've got another internship and I might, I'm umming and ahing about applying for an NIHR PCAF award at the end of it, but I don't think I'd be anywhere near that if hadn’t have done the arc internship, so yeah, it's develop confidence in terms of what I need to do to become sort of a clinical and academic pharmacist at the same time, so yeah, definitely open doors and opportunities for me in my career.

**INTERVIEWER 2** 1:03:07  
Anybody else got anything?  
No. OK.  
So based on your experience, is there anything that you think could be improved for future interns? So this could that should be anything to do with the internship. Is there any kind of ways you think we could improve how the programme is run in the future?

**PARTICIPANT 3** 1:03:44  
No, I was happy with the format.

**INTERVIEWER 2** 1:03:47  
Yeah, nothing you think could be improved?

**PARTICIPANT 2**1:03:50  
I think what PARTICIPANT 4 mentioned earlier, it highlighted to us doing the HIAT session, we were asked to complete the HIAT and I particularly spent quite a lot of time on that because I didn't really know what I was doing so I was trying to do it correctly and then we came to doing the session and we're completely off guard, we we're on the wrong track. So maybe do the HIAT session first at the uni and then complete it. I think we did it the wrong way around completely, but that's probably the only thing I could say really.

**INTERVIEWER 2** 1:04:22  
Yeah, yeah, that makes sense.  
PARTICIPANT 4, you've got your hand up.

**PARTICIPANT 4** 1:04:30  
Yes, I've mentioned it before, so I won't mention it again. But the other thing I probably didn’t mention before, when you start your internship, it would have been useful maybe to sit down with a tutor or with your supervisor to say, “realistically, you've got 12 months to do X. This is what we think you could manage to do in 12 months”, rather than sort of taking about a month for me to realise what I was actually doing. So maybe like expectation management sounds harsh, doesn't it? The expectations of what you can achieve really, but other than that, like everything else was great, it was just knowing what my timeframes were going to be and what was a realistic project to do with my internship.

**INTERVIEWER 2** 1:05:19  
Great. Thank you, PARTICIPANT 3.

**PARTICIPANT 3** 1:05:22  
Sorry, I wasn't planning on saying anything else. I just had a thought based on that that perhaps if you had a supervisor that was from outside of ARC. You know, outside of you UCLan that it probably would be handy to have a meeting with them and somebody from kind of ARC from the UCLan team just because if they've never supervised somebody for one of these internships, then they might have different expectations of what could be manageable within a year.

**INTERVIEWER 2** 1:05:59  
Yeah. So just kind of making sure everyone's on the same page.  
Yeah.  
PARTICIPANT 4, you've got your hand up again.

**PARTICIPANT 4** 1:06:08  
Yeah, just another thing that got into head as well. We had a session at the beginning of the course about how to scrutinise databases with one of the librarians. But when I've been doing my write up, there's so many like videos online from the UCLan library about how to use Ref Works, how to when you're writing up your article and stuff, I only really stumbled across them, but it probably would have been useful to have, like maybe a crib sheet of, you know, different resources that, like the library offer, not just ARC, but the library itself because since I've been going there to get my work done, I’ve found that a lot of the resources have been really useful and really transferable for I've been trying to achieve.

**INTERVIEWER 2** 1:06:46  
Yeah. So maybe just like a list of all the resources available that you can use.

**PARTICIPANT 4** 1:06:50  
Yeah, like, yeah, there's loads of different programmes and stuff like that. Like I said about referencing, I mean that's the basic one, but some of the stuff that's been really useful for me, which I've kind of learnt about myself, just going into the library and asking the librarian there might have been useful at the beginning, but that's nothing really, you know, critical about ARC, it's just something that I found which has helped me.

**INTERVIEWER 2** 1:07:10  
Yeah, great. Thank you. PARTICIPANT 1,PARTICIPANT 4, have you got anything you want to add, any improvements that you think could be made?  
Well, I think you're on mute, PARTICIPANT 1.

**PARTICIPANT 1**1:07:23  
Suppose I could just champion those people out there that want to do research, and they're good at research who haven't got a particular skill for presenting posters, and whether there could be an option for people like that to maybe, I don't know, do a YouTube video or a podcast instead.

**INTERVIEWER 2** 1:07:44  
Yep.

**PARTICIPANT 1**1:07:45  
Because I've got involved with research we were just looking at some slides that [*Tutor name*] was teaching us on there. That I’d come into doing this research to help other services implement peer support work. So for altruistic reasons, rather than career progression or necessarily continuing with research, so it's probably a skill that I don't need to learn or I don't want to learn or that I'm not very good at and I do know the people that don't like presenting as well. So maybe an option for people who can't present to present in a different way, but that's the only thing. I mean, everything else. I'm just glowing about.

**INTERVIEWER 2** 1:08:36  
OK. Thank you.  
PARTICIPANT 6, have you got anything you want to add?

**PARTICIPANT 6** 1:08:42  
I did but I've forgotten now. I think it is about expectations and about having realistic expectations with the supervisor and yourself and the workplace because yeah, the will was there with my workplace for me to get the time, but I didn't really get the time and anything I did do was within sort of, my own time.

**INTERVIEWER 2** 1:09:00  
Yeah.

**PARTICIPANT 6** 1:09:10  
But I but I have been promoting it with other members of staff it wouldn't put me off. I wish I could do it again, knowing what I know now about what I could have got out of it and start it again from the beginning and do my project differently.

**INTERVIEWER 2** 1:09:26  
Yeah, OK. Well, that's all the kind of like formal questions that we've got. I don't know if there's anything you think we've missed or if there's anything anyone wants to add anything at all about the internships that you want to comment on.  
Feel free to do.

**PARTICIPANT 1**1:09:48  
Better sandwiches at the poster day. They were pretty dire.

**PARTICIPANT 4** 1:09:59  
Surprise, you could eat PARTICIPANT 1 if you were so nervous.

**PARTICIPANT 1**1:10:02  
Yeah, well, I was exceptionally nervous, but afterwards I think I needed to replace my cortisol or whatever it is that food replaces in the body.

**PARTICIPANT 6** 1:10:12  
PARTICIPANT 1, it's so lovely to see how well you've done because you were so nervous and you were one of the people I got to know much better through the internship and it's just so nice to see how successful you've been and grown with it. So well done.

**PARTICIPANT 1**1:10:27  
Oh, that's lovely, PARTICIPANT 4. Thanks.

**PARTICIPANT 2**1:10:31  
Yeah, I second that.

**PARTICIPANT 1**1:10:33  
Thanks, PARTICIPANT 2. Yeah.

**PARTICIPANT 4** 1:10:35  
I said that by clapping emoji it was really good to see how you were. I was really impressed with your post presentation because I know how difficult it must have been for you. So yeah, you did really well.

**PARTICIPANT 1**1:10:42  
Oh yeah, it was. Cheers PARTICIPANT 4

**INTERVIEWER 2** 1:10:49  
OK, well I don't know if INTERVIEWER 1 is or anything you want to add that you think we've not covered or?

**INTERVIEWER 1**1:10:54  
No, that's everything. Just thank you for your time and I said if you've not sent your consent form over that be that woulf be great.

**INTERVIEWER 2** 1:11:04  
OK. Yep. Thank you everyone. It's been really helpful. Bye. Thank you.