

1 Additional File 4: Focus Group Session Plan and Topic Guide

Registration & refreshments Aim: make people feel welcome and comfortable
Welcome & housekeeping (5 minutes) Aim: cover logistics and set ground rules for the day
Introduction (5 minutes) Aim: ensure everyone understands the purpose of the session
Ice breaker (5 minutes) Aim: make people feel comfortable and learn a little bit about why everyone decided to join the focus group In pairs discuss the following questions, then share your partners answers to the group <ul style="list-style-type: none">• What's your name?• How long have you / your relative been living with type 2 diabetes?• Have you got any experience of attending a diabetes self-management course? Go round group and ask everyone to share their name.
Main activity (1hr - 1hr15m) Aim: discuss perspectives about the provision of online learning in order to understand perceptions of the potential acceptability and implications of a digital model of participation. 1. How would you feel if you were asked to attend a series of online sessions specifically designed to help manage your diabetes? Prompts (issues to cover if not mentioned): <ul style="list-style-type: none">• What are your preferences around accessing a self-management course online versus face to face, and why?• What are the <i>benefits of attending an online course</i>?• What are the <i>challenges of attending an online course</i>?• <i>What would encourage you to attend?</i>• Who would you trust to inform you about the course?• What device(s) / technology could you use to attend the session? Can you see any challenges with this? 2. Thinking about HEAL-D specifically, with HEAL-D being delivered over 7

weeks, at regular one-week time slots, such as Wednesday at 5pm

- How would the HEAL-D schedule work for you?
- Would the fact it is online make it more/less easy for you to attend? Why?
- A key element of HEAL-D is that it is live and interactive. *How do you think being online might affect the way you interact with peers / facilitators?*
- If we were planning on rolling out HEAL-D Online outside south London, what other issues would we need to consider?

3. Finally, is there anything else we have not discussed today that you would like to talk about / mention?

Closing remarks (5 minutes)

Aim: make people feel listened to and valued. Provide key reflections and let them know what will happen next.

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