

APPENDICES

Appendix 1. Post HEAL-D online course questionnaire

No.	Question	Possible answers
1	How did you hear about HEAL-D?	GP Diabetic nurse Dietician Family / friend Other (please note)
2a	When you first heard about HEAL-D, what 3 main things did you expect to get out of the course?	
2b	To what extent were these expectations met? Were your expectations exceeded, met, partially met or not met?	Exceeded met partially met not met
3	For the following questions, on a scale of 1-5 where 1 is not a problem and 5 is a serious problem, please can you rate the following statements:	
3a	Feeling scared when you think about living with diabetes	1 Not a problem 2 Minor Problem 3 Moderate problem 4 Somewhat a serious problem 5 Serious problem
3b	Feeling depressed when you think about living with diabetes	
3c	Worrying about the future and the possibility of serious complications	
3d	Feeling that diabetes is taking up too much of your mental & physical energy every day	
3e	Coping with the complication of diabetes	
4	For the following questions, please rate the following statements about HEAL-D on a	

	scale of 1 – 5 where 1 is strongly agree and 5 is strongly disagree	
4a	HEAL-D has helped me learn to manage my diabetes	1 Strongly agree 2 Agree 3 Neither agree nor disagree 4 Disagree 5 Strongly disagree
4b	I have learnt practical skills that I will apply to my daily life	
4c	I feel motivated to follow the HEAL-D advice	
4d	HEAL-D has helped me feel supported in living with diabetes	
4e	It has helped me to feel confident in managing my diabetes	
4f	It was helpful to meet other people with diabetes	
5	For the next questions, please rate the following aspects of HEAL-D on a scale of excellent, good, average or poor. And can you please let me know why you have given this rating?	
5a	Initial phone call with HEAL-D team	Excellent Good Average Poor
5b	HEAL-D starter pack	
5c	Exercise classes	
5d	Cooking session	
5e	Delivery by the facilitators	
5f	Interaction with the facilitators	
5g	Interaction with other people on your cohort	
6	Thinking about the video calling facilities,	
6a	How easy did you find it to use? On a scale of 1—5 where 1 is very easy and 5 is very difficult	1. Very Easy 2. Easy 3. Neither easy nor difficult 4. Difficult 5. Very difficult
6b	How did you find the instructions for using bluejeans? Excellent, good, average or poor?	Excellent Good

		Average Poor
7a	Have you lost any weight since you started the course?	
7b	Have you noticed a reduction in your waist measurements?	
8	If HEAL-D was available face-to-face or remote, which would you prefer?	Face to face Remote No preference
9	When would be your preferred timing for attending HEAL-D?	No preference Weekday daytime Weekday evening Saturday morning
10	Overall - Please tell us what went well	
11	Overall - Please tell us if there is anything that you believe would enhance the course	
12	Overall - Would you recommend HEAL-D to family/friends	Yes No
13	Do you have any other comments/feedback?	
14	<p>We are currently completing an evaluation of the HEAL-D programme, and we are asking people to complete a telephone / video interview in order to find out their experiences. It will be similar to this questionnaire, and will take approx. 30 minutes. You will also be offered £15 for your time.</p> <p>If you would be interested in taking part, can you please confirm that you are happy for me to share</p>	Yes No

	your details with the project team?	
15	HEAL-D is currently only delivered in South London, but we are looking to develop it further. Would you be interested in hearing about HEAL-D in the future?	Yes No

Appendix 2. Key lines of enquiry to inform the interview guide development for the evaluation of HEAL-D online in south London

Service users

- What is your experience of and perceptions about the acceptability of HEAL-D online?
- What implications does a digital model of delivery have on participation?
- What impacts (positive and negative) have you gained from participating in HEAL-D online?
- How could the model be improved?

Service delivery staff

- What is the feasibility and acceptability of HEAL-D online for African and Caribbean people with diabetes?
- What perceived impacts (positive and negative) does the model have for patients, the service and health system?
- What implications does a digital model of delivery have on participation?
- What factors affect the implementation and delivery of HEAL-D online in south London?
- How could the model be improved?

Appendix 3. Key lines of enquiry to inform interview guide development for the scale up HEAL-D study

Public members topics guide

- What are your preferences around accessing a self-management course online versus face to face, and why?
- Describe the potential challenges of attending an online course?
- Describe the potential benefits of attending an online course?

Commissioners of diabetes services topic guide

- What evidence would be required for you to commission a HEAL-D online course?
- What are the barriers and facilitators to commissioning HEAL-D?

Service providers and professionals delivering diabetes topic guide

- What are the potential challenges you may face when implementing and delivering a virtual course?
- What benefits can you see to delivering a virtual course?