

Appendix 6 – Final young adult interview schedule

Introductory questions

It would be really nice if we could start with you telling me a bit about yourself. So things like:

- What your job is?
- Maybe a little bit about where you live?
- Who you live with?

I'd be really interested to hear about your experiences of living with [diabetes/mental ill health].

- It would be good if you could tell me a bit about when you first started experiencing [symptoms of diabetes/mental ill health]?
 - What made you first think you had diabetes?/ When did you first get concerned about how you were feeling emotionally?
 - What happened next?
 - What sort of healthcare have you received? Can you tell me about management/treatments?
- Day-to-day, how does your [diabetes/mental health issues] affect your life?
 - What impact does it have on things like:
 - your work
 - social life
 - relationships
 - on how you feel emotionally / physically?
 - How do you cope with these challenges?
 - Probe on supportive resources

So one thing that really interests me is how people find out and learn about health issues:

- Can you tell me a bit about how you have found out about [diabetes/mental health issues]?
- What are the main sources and people that have helped you find out about [diabetes/mental health issues]?
 - Are these sources and people the same places that you would normally find out about other health issues?
 - Healthy lifestyle information - diet, exercise?
 - Acute issues - having a cold?

Perceptions of specific social media sites

So if you don't mind - I thought that now we could look at some examples of different types of websites:

Bookmarked examples of social media websites	
Diabetes	CMHI
Professionally produced social media site	
Diabetes UK Facebook page	Mind Facebook page
User-generated social media site	
Diabetes - the patient experience Facebook community page	Depression Facebook community page
Twitter content	
#diabetes feed	#depression feed
Video content	
User-generated experience of diabetes blog on YouTube	User-generated experience of depression blog on Youtube
Professionally produced website, with embedded social media links	
Type 1 diabetes site aimed at young people	Depression and low mood site aimed at young people

- Have you seen this site before?
 - Have you come across other sites like this before?
 - Do you visit this site or other ones like it regularly?
 - What makes the site useful or relevant for you personally?
- What do you think about this site?
- What do you think about the information on the site?
 - Would you trust it?
 - What would make you trust the site?
 - What would make you question its trustworthiness?
- What do you like about this site?
- What do you dislike?

Reminders of prompts for each social media platform

Facebook - users' contributions, anonymity, likes etc

YouTube - video element, blogging, suggested videos, searching etc

Twitter - hashtags, abbreviations, people to follow, celebrities with issue

Users' perspectives on resources development

- How reliable do you think information you find on the internet is?
 - How do you decide what is and isn't reliable?
 - What sources would you say are the 'most' and 'least' reliable?
 - What would make you trust something on a social media site?
 - Are there any particular signs of something not being trustworthy?
- So thinking about the sorts of resources we've looked at - do any of them they appeal to you?
 - Do you think you and people like you would be the target group for those sorts of sites?
 - If not, who do you feel like those online resources are aimed at?
 - Can you describe the type of person, or types of people you think they are aimed at?
- What are the features of websites or social media sites that make them seem targeted at particular groups?
 - Prompts: Design features? Language and tone of textual content? Images, videos, fonts
 - What features do you think makes [diabetes/mental health] sites targeted to young adults?
- Are there any [diabetes/mental health] websites that you feel have been really relevant to you?
- Are there any particular times when you have felt alienated by a particular [diabetes/mental health] website?
- So we've talked about the kinds of websites and resources that are available, can you think of any gaps or resources that are needed?
 - For everyone who has [diabetes/CMHD]?
 - For you personally?

So now moving on to you personally:

- Have you used the internet to help you find out about [diabetes/mental health issues]?
 - If yes - I'd be really interested to hear about how you used the internet as a resource.
 - Can you describe what attracted you to use the internet in the first place?
 - Have you used the internet differently at different stages of your life/illness?
 - It would be great if you could tell me a bit about the different sorts of sites you have visited?
 - For each - can you tell me a bit about how you interpret and use the content from this kind of site?
 - If no - I'd be really interested to hear about why you don't find the internet useful as a resource.

- Do you use or visit social media sites for anything to do with your health?
 - Can you tell me why you do/don't find it a useful place to find information or communicate about [diabetes/mental ill health] for you?
- How do you think the things you read on the internet fits with what you hear from other people or read in different places about [diabetes/mental health]?
 - So for instance, family, friends or health professionals?
 - Complements, duplicates or contradicts other sources?
 - [If no distinction made between websites and social media - probe on the differences]
- Can you tell me about how you act on things you find out from the internet?
 - How do you go about incorporating or using things you find online into everyday life?
 - Are there different ways that you would use things you found out from different sources?
 - A news article on a website?
 - Another user's advice?

And thinking about other people:

- What do you think draws other people to using social media for their [diabetes/mental ill health]?
 - Do you know other people who use social media for their health, can you describe how you think they use to me ?
 - What sort of things do they post? [prompt on different kinds of media as well as content of posts, e.g. images, videos, comments]
 - What do you think they get out of it?

Research

- Do you ever come across research about [diabetes/mental health] online?
 - If yes - Can you tell me a bit about what you have found before?
 - Where would you go to find research evidence?
 - If no - Would new research about [diabetes/mental health] be something you are interested in? If not - why?

Social media and self-management

- Do you ever get ideas online about things you might do to help with [diabetes/mental ill health] on day-to-day basis?
 - Are there any particular resources you use and find helpful?
 - SHOW EXAMPLES - what do you think of this site?

Bookmarked examples of interactive online resources	
Diabetes	CMHI
Forum	
Netdoctor thread about infection and diabetes	Nomorepanic thread entitled "tips on low mood"
Interactive quiz	
Boots (webmd) carb quiz	Mindfulness stress test
"Tracker/diary" resources	
Blood sugar online tracker app	Stress diary tool, mindfulness app
Access to personalised information	
My diabetes, my way site which provides user access to test results	n/a

- Can you think of any things that might be helpful for you to access online or on your phone?

- Do you think social media is a good place for these kind of support/self-management resources?
- Are there any problems with these sorts of things being available through social media?
- What do you think about finding out about other people's experiences of [diabetes/mental ill health] for helping to manage your own experience?

Conclusion

- Thanks very much, that's all my questions really, is there anything that we have not covered that you think is important or you would like to talk about in relation to health and the internet?
- Do you have any ideas for how [diabetes/mental health] might feature on the internet in the future?