

Appendix 1: Device Satisfaction Questionnaire

**ELECTRONIC OGTT KIT
SATISFACTION QUESTIONNAIRE**

We are interested in your own personal views of how you felt using the eOGTT kit, please indicate how much you agree or disagree with the following statements about using the kit.

Read each statement and then CIRCLE the number to the right of the statement to indicate how you felt when you used the kit.

There are no right or wrong answers. Do not spend too much time on any one statement, but give the answer which seems to describe your feelings best.

Please make sure you have answered all the questions

Using the eOGTT kit:

		Agree strongly	Agree	Neutral	Disagree	Disagree strongly
1.	Caused me to worry about blood sugars	1	2	3	4	5
2.	Caused others to ask too many questions about diabetes	1	2	3	4	5
3.	Made me think about diabetes too much	1	2	3	4	5
4.	Has taught me new things about diabetes that I didn't know before	1	2	3	4	5
5.	Caused too many hassles in daily life	1	2	3	4	5

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6.	Was uncomfortable or painful	1	2	3	4	5
7.	Was more trouble than it was worth	1	2	3	4	5
8.	Caused family arguments	1	2	3	4	5
9.	Was too hard to get working right	1	2	3	4	5
10.	Was harder or more complicated than expected	1	2	3	4	5
11.	Caused our family to talk about blood sugars too much	1	2	3	4	5
12.	Caused embarrassment about feeling different from others	1	2	3	4	5
13.	Showed more 'glitches' and 'bugs' than it should	1	2	3	4	5
14.	Caused too many interruptions during the day	1	2	3	4	5
15.	<p>Please ring the most appropriate number from the scale below which best describes how easy or difficult you found the test to carry out (Point 1 = Easy: Point 7 = Difficult)?</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;"> <div style="background-color: #d9ead3; padding: 5px; border: 1px solid #ccc;">Easy</div> <div style="background-color: #f5f5dc; padding: 5px; border: 1px solid #ccc;"> </div> <div style="background-color: #f5f5dc; padding: 5px; border: 1px solid #ccc;"> </div> <div style="background-color: #d9ead3; padding: 5px; border: 1px solid #ccc;">Neither</div> <div style="background-color: #f5f5dc; padding: 5px; border: 1px solid #ccc;"> </div> <div style="background-color: #f5f5dc; padding: 5px; border: 1px solid #ccc;"> </div> <div style="background-color: #d9ead3; padding: 5px; border: 1px solid #ccc;">Difficult</div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 5px;"> <div style="background-color: #4f81bd; color: white; padding: 5px; border: 1px solid #ccc;">1</div> <div style="background-color: #4f81bd; color: white; padding: 5px; border: 1px solid #ccc;">2</div> <div style="background-color: #4f81bd; color: white; padding: 5px; border: 1px solid #ccc;">3</div> <div style="background-color: #4f81bd; color: white; padding: 5px; border: 1px solid #ccc;">4</div> <div style="background-color: #4f81bd; color: white; padding: 5px; border: 1px solid #ccc;">5</div> <div style="background-color: #4f81bd; color: white; padding: 5px; border: 1px solid #ccc;">6</div> <div style="background-color: #4f81bd; color: white; padding: 5px; border: 1px solid #ccc;">7</div> </div> </div>					

**Appendix 2: Supportive quotations for themes identified
from the focus groups**

Box 1: Quotations supporting the theme of device ease of use

Beth: "I did find it really easy"

Julie: "I found it really easy to use."

May: "very easy to use"

Alan: "It was easy to use"

Colin: "And it was all very straightforward so no real difficulties."

Lisa: "Like everyone else, it was very easy."

Rick: "I mean, in terms of its design, I can't really see how somebody could make it more straightforward."

Gerry: "But it's very simple to use. I mean, you follow the instructions and go from one stage to the next."

Roger: "My first one was at home unsupervised and I found it very simple. No problems whatever."

Box 2: Quotations supporting the theme of device failure

Moira: "I'm Moira. I had my home tests at the end, the very end, but I actually had three malfunctioning tests in a row."

Phil: "I had just one where the alarm didn't go off after two hours, that's the only thing."

Rita: "I'm Rita and my first one was done at home by myself. There was a slight glitch with the first one I did but I found it really simple to use, no problems with it at all."

Louis: "What was the percentage of failures? Because I saw a number of failures. I only had one myself"

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Box 3: Quotations supporting the theme of clear and helpful instructions

Julie: "The instructions were really easy."

Alan: "the instructions on the side of the box were easy"

Joan: "I found it very simple, easy to follow."

Peter: "I found the test really simple to follow and easy to use, no problems at all."

Colin: "I thought the instructions on the device were very clear."

Box 4: Quotations supporting the theme of first impressions of the device

Alan: "Complicated."

Moira: "It's quite fragile looking"

Colin: "I don't know if any of the... if it's going to be in the same style you've done of the boxes, whether it's just plain white. Because it's a bit... you think, you know "what's in there?" and you know, if they had something more... put a picture on it and just make people more at ease."

Alan: "I was worried that you'd tear the whole thing apart"

Louis: "When I first looked inside it I went "god, what's all this?" you know, but yeah, once I read... I was a little bit intimidated at first but I read the book first and it was very simple from there on"

Box 5: Quotations supporting the theme of difficulties completing the test

Joan: "Waiting for your coffee, that was the hardest part."

Joan: "I mean, I get up and have a cup of coffee but when I knew I physically had to wait.....that was torture."

Julie: "I hated the taste of the drink!"

Moira: "I just thought it was unpleasant drinking something so sweet and so early in the morning it was unpleasant."

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May: "The first times I thought "oh, it's not too bad!" but then as, you know, coming up to the fifth or the sixth time I thought "oh, this really isn't very good stuff!""

Julie: "I think you should put biscuits in as well."

Joan: "A Mars bar is what you should give."

Peter: "...some kind of reward at the end."

May: "It would be nice to have a timer on it, just an LED display that just did a basic sort of timer."

Gerry: "The only thing I would say is, being partially deaf, is that the audible sound is very difficult, it's very low."

Louis: "I tended to press really hard and keep it in on my finger for longer than what was absolutely necessary but I wanted to make sure that I drew the blood"

Alan: "I had a problem getting blood out of my finger as well from time to time."

Louis: "I found it a little hard always getting enough blood out of my finger, I thought "it's not going to register because there's not enough blood here!""

Dot: "It doesn't actually need very much."

[General agreement]

Louis: "It doesn't, no, I was amazed at how little it needs to register."

Box 6: Quotations supporting the theme of the test kit being too large for letterbox

Leader: "Is there anybody here who would have a letterbox that would fit that though or do you think it would be too big?"

Gerry: "No, it wouldn't go though mine."

[General agreement]

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Box 7: Quotations supporting the theme of completing the test at home

Peter: "It's a good thing because it's not intimidating to get the kit and to use it. And people always want to know "have I got diabetes in the family?" and all this but they never do anything about it."

Peter: "And this is such a quick, easy way of just doing the test."

Peter: "You know, you don't have to go to the hospital, you don't have to go to the doctor's, you know, you can get it sent to you or go to the chemist and get it from there and do it."

Dot: "Convenient, yeah, because it means it's not travelling."

Rita: "And you could occupy yourself more at home when you're waiting."

Rita: "Perhaps it's a good thing to say you've done one in the hospital. But sitting in a corridor or somewhere is not overly pleasant!"

Box 8: Quotations supporting the theme of increased awareness of diabetes

Joan: "No, I know. It made me curious but I wasn't... I certainly wasn't worried about the result."

Rick: "I didn't worry at all about it, I became quite interested in the whole diabetes thing, quite honestly, but I'd not really thought about it before."

Elaine: "I think you become quite aware and they talk about it a lot...on the radio, it's a really current issue so I think your awareness of diabetes – my awareness of diabetes... is greater since"

Louis: "I tend to... forget a little bit about it until I've got an appointment at the surgery, my six-monthly check-up, was when I tended to think about it but if the kit's at home"