# **PWLD07** ‘Colin’ – Transcript. Interviewed by telephone 11th June at 11am. **PWLD07** was supported by his carer who is Carer05 ‘Louise’. 16 minutes.

00:00:00 **Cathy Beresford**

So just before we actually start with the questions, can I just check because I have to report, who are, you know, the population of who I'm being speaking to. How old are you please?

00:00:15 **PWLD07**

[states age].

00:00:17 **Cathy Beresford**

And what ethnicity do you consider -

00:00:21 **PWLD07**

[states correct age] - I've just realised that.

00:00:23 **Cathy Beresford**

No problem, no problem and and what ethnicity do you consider yourself to be?

00:00:30 **PWLD07**

How what?

00:00:31 **Cathy Beresford**

What, what race, [states possible ethnicity], or something else?

00:00:35 **PWLD07**

Race did you say? Or weight?

00:00:43 **Cathy Beresford**

Yeah, ethnicity.

00:00:44 **PWLD07**

Oh [states ethnicity].

00:00:46 **Cathy Beresford**

Thank you. OK, that's that's those questions out of the way. Alright. Lovely. So, to start off with, could you tell me about your journey of receiving care since you found out that you have got advanced liver disease?

00:01:03 **PWLD07**

Oh how how long does it?

We'll I’d been drinking. How long? How long do you want to know how long?

00:01:18 **Cathy Beresford**

Well, it you know what, it's really whatever you want to tell me about in terms of the care that you've received since you've had advanced liver disease, so.

00:01:27 **PWLD07**

The care since, I’ve been seeing [name of Carer05].

00:01:36 **Cathy Beresford**

Oh, I see. Because she's your carer.

00:01:40 **PWLD07**

Yes.

00:01:44 **Cathy Beresford**

Yeah. and what about the services that you access, like the health services for care for your liver disease?

00:01:51 **PWLD07**

Well, I've received the proper NHS. I've received care from a doctor [name of doctor] who was a gastroenterologist, and another guy who's mainly a specialist in liver care.

00:02:01 **Cathy Beresford**

Oh yes.

Yeah. Yeah. So where do you go for that? To the hospital or to a clinic?

00:02:17 **PWLD07**

I believe I go twice a year. [carer05 reminded **PWLD07** in the background]

The liver type.

00:02:34 **Cathy Beresford**

Oh yeah, I see.

00:02:37 **PWLD07**

And Dr [name of gastroenterologist] twice a year, At the [name of] hospital.

00:02:40 **Cathy Beresford**

So twice, so twice a year.

00:02:45 **PWLD07**

Yes.

00:02:45 **Cathy Beresford**

And and what what, from your point of view, what do you think works well, what works well for you?

00:02:57 **PWLD07**

Erm, works well. I I help myself and I receive support from my carer. That's [name of Carer05].

00:03:08 **Cathy Beresford**

Yes.

00:03:11 **PWLD07**

The liver one’s in charge of my blood tests.

**Cathy Beresford**

Yeah, yeah.

00:03:26 **PWLD07**

And ultrasound.

00:03:30 **Cathy Beresford**

Yeah.

And from your point of view, is there anything that doesn't work so well in in the care that you get?

00:03:44 **PWLD07**

No support that I'm aware of. I don't think there's any help.

**Cathy Beresford**

Oh really.

00:03:55 **PWLD07**

Yes, I would say so.

00:03:56 **Cathy Beresford**

So, what, so what sort of help would do you think that there should be?

00:04:06 **PWLD07**

Just support. That’s all.

00:04:07 **Cathy Beresford**

Yes, yeah, yeah. So, am I right in understanding that at the moment you feel that that's lacking? Are you saying that, that that's lacking at the moment, there's not enough support?

00:04:27 **PWLD07**

I would not say that I I don't think that there's any extra support necessary. Just self-care.

00:04:41 **Cathy Beresford**

Oh OK.

00:04:43 **Cathy Beresford**

So. So then if you did, if you or [name of Carer05], if if between you, if you need any advice or support about the liver disease, where where do you go, who would, who would you get that from?

00:05:01 **PWLD07**

I as I don't think that I need any extra support.

00:05:09 **Cathy Beresford**

But if you needed any, if you if you became unwell, who would your first port-of call-be?

00:05:17 **PWLD07**

As far as the liver is concerned do you mean?

00:05:19 **Cathy Beresford**

Yes.

**PWLD07**

There’s a guy who I see twice a year.

00:05:35 **Cathy Beresford**

Oh, I see. So, you just wait for that?

00:05:36 **PWLD07**

I would, I would consult him for support.

00:05:44 **Cathy Beresford**

Yes, yes.

00:05:46 **PWLD07**

But I don't. I don't see myself seeing him at all.

00:05:51 **Cathy Beresford**

No. And what about if you if you're not well, then who? Who would be the first port-of-call in that situation? If it was in between your appointments with the consultant?

00:06:09 **PWLD07**

I don't. I don't see there being any extra support.

00:06:18 **Cathy Beresford**

No. OK, that's fine. Yeah.

00:06:21 **PWLD07**

I don't think that my GP gives me any support and I don't consult her [?him].

00:06:30 **Cathy Beresford**

Would that be the person that you got went to if you were ill?

**PWLD07**

Yes.

00:06:34 **Cathy Beresford**

Yeah, yeah. OK. And have you got any sort of examples of when you think the care that you've had has been particularly positive for you?

00:06:47 **PWLD07**

He does not give me any support and I don’t ask for any.

00:06:52 **Cathy Beresford**

No, no, I understand. Yeah. And so are you. Would you say you're satisfied with how things are at the moment?

00:07:02 **PWLD07**

I er, I after myself pretty well.

00:07:12 **Cathy Beresford**

Yes.

Yeah. OK. And you, you mentioned that [name of Carer05]'s your carer and that she supports you. Tell me more. Tell me more about that.

00:07:20 **PWLD07**

Ooh. I would not say anything there for support. What extra support would she give me, she checks on me to see that I do not drink.

00:08:00 **Cathy Beresford**

Oh, I see yeah.

00:08:08 **PWLD07**

And I have to be satisfied with that. I just have to.

00:08:16 **Cathy Beresford**

Yeah. Yeah, and if you could give any advice to a health care professional that works with people who've got advanced liver disease, what advice would you give them?

00:08:40 **PWLD07**

I can’t say anything there. What extra support would I ask for?

00:08:47 **Cathy Beresford**

Well, I suppose I suppose. I mean like if because if you're thinking about everybody who's got liver disease and the care that they receive, is there anything, Is there anything that you would say to healthcare professionals that could help healthcare professionals to work with those people?

00:09:08 **PWLD07**

No more than they give me, which is nothing. I don't ask for anything.

00:09:16 **Cathy Beresford**

Yeah. OK.

All right.

00:09:20 **Cathy Beresford**

So, in your opinion, what does good care for people with advanced liver disease look like? What do you think good care is for people?

00:09:34 **PWLD07**

Just remind them what they probably know already that’s the damage which alcohol does on the body.

00:09:48 **Cathy Beresford**

Oh yes.

00:09:49 **PWLD07**

And on the mind as well.

00:09:51 **Cathy Beresford**

Yeah.

Yeah. Yeah, and so, so anything else that you'd like to add to that?

00:10:10 **PWLD07**

No, I erm [name of Carer05] keeps track of me and how much I drink, or how little I drink, which is zero, and has been for about a decade.

00:10:18 **Cathy Beresford**

Yeah. Yes.

Yeah.

00:10:28 **Cathy Beresford**

So, I'm, am I right in thinking that your liver disease is quite stable at the moment?

00:10:34 **PWLD07**

Oh yes, it’s stable stable because I do not drink.

00:10:36 **Cathy Beresford**

Is it?

Yeah, I see.

So.

00:10:46 **PWLD07**

I’m sorry to be so limited in my information, which I am giving you.

00:10:51 **Cathy Beresford**

That's OK. It honestly, it's it's how much you want to say, how much you you know it's it's really just whatever you think. It's that I'm interested in. So, you you know that's fine.

00:11:06 **PWLD07**

Yes, you have to decide what you want to ask me and then in response I will give as much information as you wish.

00:11:17 **Cathy Beresford**

Yes. Well, I OK then so is there anything that you think I should know to understand your experience of care for liver disease better?

00:11:28 **PWLD07**

I can't think of the you which needs to be told which you don't know already.

00:11:39 **Cathy Beresford**

Well, I suppose I'm, I'm just genuinely interested to know how. You know what things work well for you? What things don't work so well for you? It's that sort of thing, really.

00:11:57 **PWLD07**

Anybody who needs help just needs the support. That is someone or some people around them, whether it be AA [alcoholics anonymous]

00:12:10 **Cathy Beresford**

Yes.

00:12:12 **PWLD07**

Which have I’ve been, attending to for a few months.

00:12:19 **Cathy Beresford**

Yeah.

00:12:21 **Cathy Beresford**

And did you have access to any other professionals, such as any types of nurses or dietitians or anything like that?

00:12:40 **PWLD07**

I'm sorry that I can't give you any more information.

00:12:43 **Cathy Beresford**

That's alright, that's fine. That's fine. Do you feel like you've said in that everything you want to say?

00:12:55 **PWLD07**

No, no, I'm just I'm just sorry that I can’t give you any more information.

00:13:05 **Cathy Beresford**

That's that's OK. Is there anything you'd like to ask me?

00:13:14 **PWLD07**

Nothing which you already know.

00:13:17 **Cathy Beresford**

Ohh OK so I I I don't really have anything else to ask you, but I just I.

00:13:23 **PWLD07**

Yes, I know that you want information from me, but I just don't know what I could say that which could be of any benefit.

00:13:36 **Cathy Beresford**

OK, that's that's alright.

00:13:37 **PWLD07**

That you don’t already know.

00:13:40 **Cathy Beresford**

Sure, no problem.

So, we we can finish the interview now if you like.

00:13:47 **PWLD07**

I'm sorry to to be of any more help.

00:13:51 **Cathy Beresford**

You know what, it's still very useful to talk with you. I'm. I'm pleased that I had the chance to speak with you. I'm. I'm grateful. Is there anything else?

00:14:00 **PWLD07**

Yes.

00:14:06 **PWLD07**

Yes, well, what more could I say to you, what more do you want? I'll answer as much as possible.

00:14:18 **Cathy Beresford**

Well, the only, I suppose the only other thing then is is just whether or not there's anything else you want to say about care for people with liver disease, any sort of final messages?

00:14:34 **PWLD07**

Just keep up the, and what you hopefully are already doing and ensure that you have the person or persons around them.

00:14:49 **Cathy Beresford**

Yes. Yeah.

Yeah. OK, that's lovely. So, we can end the interview now. It was really good to talk with you and I'll. I'll let you know how I get on with the research.

00:15:10 **PWLD07**

Yes, yes, that would be nice.

00:15:13 **Cathy Beresford**

Alright then. Great. OK. Thank you so much.

00:15:17 **PWLD07**

I always like to give people help in research as much as possible.

00:15:23 **Cathy Beresford**

Yes.

Yes, absolutely. Thank. Thank you very much. Then [name of **PWLD07**], shall we? Alright. Have a good day then. Take care. Bye bye. Yeah.

00:15:32 **PWLD07**

That’s all right.

00:15:36 **PWLD07**

Hope you get helpful people.

00:15:45 **Cathy Beresford**

Thank you. Take care then, [name of **PWLD07**].

Bye bye.

00:15:51 **PWLD07**

Bye now.