Appendix 2: Coding Frame

Theme 1: contextual factors
- Living with type 2 diabetes –
  - Personal stories
    - Self management is wearisome
- Usual practice
  - Routine monitoring
  - Preferred management options
  - Patient use of non-telemetric monitoring devices
    - Acquired through practice
    - Acquired through commercial means by patient
- Research context
  - Reasons for participation
    - Helping myself
    - Helping others
    - Technical interest
    - For medical science
  - Recruitment
    - Processes
    - Criteria for inclusion
    - Comparison with other telemonitoring trials
  - Views on research documentation
    - Baseline questionnaires
    - Information on diabetes

Theme 2: Communication
performance of the technology
- *Easy to use
- *Technical problems & equipment malfunctions
  - Malfunctioning equipment (inaccurate readings)
  - Performance a reason for withdrawal
- Not familiar with the equipment the patients are using
  - Specified by four practitioners.
- Taking BP readings
  - Fitting the cuff
  - Comparison with ABPM
- Blood testing
- Use of glucometer
  - Modern signal issues
- Use of scales
- Hiding it from the kids
- Use of website
  - Don’t have or don’t use Internet
  - Patients
    - Easy
- Regular
  - Professionals
    - Straightforward
    - Slow
  - Receiving printouts of data from the website
  - Suggestions for improvement
    - Adding two way messaging
    - Improve graphics

Practitioner-patient interaction
- Practitioner contact
- *No practitioner contact
- Are my readings being checked at my GP practice?
- *Issues of interaction
  - Benign policing
  - Prevents ‘white coat syndrome’, stress related to visiting GP
  - Leads to increased interaction between patients and practitioners

Theme 3: telemonitoring as support for improving management of the condition
- knowing
  - Getting instant feedback
  - Patient feels more informed about condition
  - Knowing BP provides reassurance to the patient
  - Considered a more truthful and accurate measurement of condition
  - It keeps practitioners informed, supporting care

- Self management
  - Issues of responsibility
    - *My healthcare is my responsibility
    - Shared responsibility with practitioners
      - My healthcare is my practitioner’s responsibility
  - Diabetes self-management
    - Definitions of self-management
    - Perception of diabetic control
    - *Cheating
    - Impact on lifestyle
      - *Implementing lifestyle changes –
        - immediate
      - No lifestyle changes
  - BP
    - *Gauging trends or noticing differences
    - Not sure what it means
    - Keeping vigilant
    - Indifferent
    - Becoming anxious

- Medication management
  - *Changes
    - Automatic (BP)
• Faster changes
  ▪ Resistance to change
  ▪ No changes
  ▪ Insulin management

• Downsides
  o *None (15)
  o Not reaching the unmotivated
  o Too much emphasis on readings, not about the person

Theme 4: ‘fit’ of telemonitoring with both personal lifestyles and professional practice in primary care
• Telemonitoring routine (patients)
  o *Not intrusive
  o Ways of making it fit
    ▪ Frequency of taking readings
    ▪ Forgetting
    ▪ Dealing with holidays
    ▪ Keeping written notes of readings
    ▪ Carer support and/or interaction
  o convenience
    ▪ Perception that telemonitoring saves practitioners’ time
    ▪ Saves patient hassle of getting to the surgery/ convenience of doing it at home

• Practitioners
  o Service set-up
  o Practice arrangements
  o Perceptions of attitudes of colleagues to telemonitoring
  o Impact on practice
  o *Workload
  o *Protected time
  o *Continuity of care
  o Monitoring by practitioners
    ▪ Routine
  o *Service models for telemonitoring
    ▪ *Applicability of home telemonitoring for specific groups
  o Comparisons of telemonitoring and usual practice)
    ▪ Monitoring routines (practitioners)
    • Preference for usual care
    • Preference for telemonitoring
    • Longer term involvement in telemonitoring?
      o *Would be willing to undertake telemonitoring in the longer term
      o Not interested