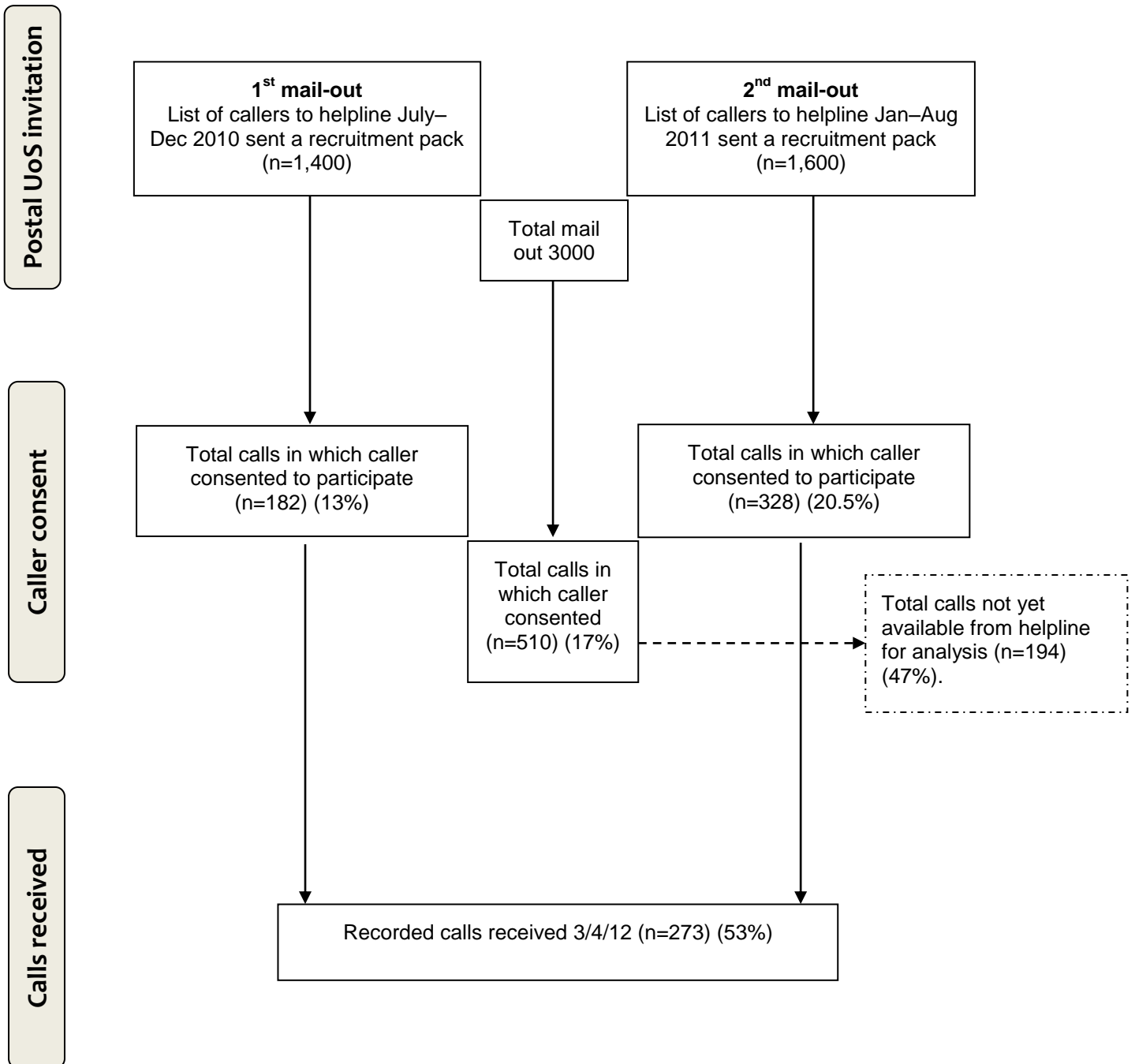


Appendix 1: Screen shot of helpline's ethnicity categories

|                                  |   |
|----------------------------------|---|
| Ethnicity <sup>†</sup>           |   |
| Other Ethnicity                  | White - English   |
| Deceased                         | White - Welsh   |
|                                  | White - Scottish  |
|                                  | White - Northern Irish  |
|                                  | White - British   |
|                                  | White - Irish   |
|                                  | White - Gypsy or Irish Traveller                                  |
|                                  | Any other White background, please describe                       |
|                                  | Mixed / Multiple ethnic groups - White and Black Caribbean        |
|                                  | Mixed / Multiple ethnic groups - White and Black African          |
|                                  | Mixed / Multiple ethnic groups - White and Asian                  |
|                                  | Any other Mixed / Multiple ethnic background, please describe     |
|                                  | Asian / Asian British - Indian                                    |
|                                  | Asian / Asian British - Pakistani                                 |
| or carers.                       | Asian / Asian British - Bangladeshi                               |
| E-mail *                         | Asian / Asian British - Chinese                                   |
|                                  | Any other Asian background, please describe                       |
| Preferred Publication Language * | Black / African / Caribbean / Black British - African             |
|                                  | Black / African / Caribbean / Black British - Caribbean           |
|                                  | Any other Black / African / Caribbean background, please describe |
|                                  | Other ethnic group - Arab   |
|                                  | Any other ethnic group, please describe                           |

Appendix 2: Participant Flow Diagram SPEAK



### Appendix 3: Jeffersonian transcription system

This list represents the most widely-used transcription symbols in my thesis. For a more comprehensive list, see Jefferson[12].

|               |   |
|---------------|---|
| (.)           | Micro-pause – less than a tenth of a second                       |
| (0.2), (2.6)  | Examples of timed pauses  |
| ↑word         | Onset of noticeable pitch rise                                    |
| ↓word         | Onset of noticeable pitch fall                                    |
| A: word [word | Square brackets aligned across adjacent lines denote the start of |
| B: [word      | overlapping talk.   |
| .             | Falling vocal pitch   |
| ?             | Rising vocal pitch  |
| .hhh          | In-breath   |
| hhh           | Out-breath  |
| wo(h)rd       | Within-speech aspirations   |
| wor-          | A sharp cut-off   |
| wo:rd         | Colons show that the speaker has stretched the preceding sound    |
| (words)       | A guess at what might have been said if unclear                   |
| ( )           | Unclear talk  |
| A: word=      | The equals sign shows that there is no discernible pause          |
| B: =word      | between two speakers' turns                                       |
| <u>word</u>   | Vocal emphasis  |
| WORD          | Talk pronounced loudly in comparison with surrounding talk        |
| °word°        | Talk between "degree signs" is quieter than surrounding talk      |
| >word word<   | Talk between inward arrows is delivered faster than               |
|               | surrounding talk  |
| <word word>   | Talk between outward arrows is delivered slower than              |
|               | surrounding talk  |
| →             | Analyst's signal of a significant line                            |
| ((sniff))     | Transcriber's effort at representing something difficult, or      |
|               | impossible, to write phonetically                                 |