

Cinematherapy

An Evaluation of the MediCinema Experience

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Summary

MediCinema, as part of Arts in Health, is a service providing free twice-weekly cinema screenings for patients at St Thomas' Hospital, London. This evaluation set out to explore patient reactions and responses to the facility. The study focused on whether or not patients' experiences of seeing a film in a purpose-built cinema, usually after spending time on hospital wards, brought about perceived changes in their state of well-being. The study employed quantitative and qualitative methods involving the distribution of self-completed questionnaires, face-to-face interviews and participant observation.

The data obtained through the questionnaire indicates that patients are significantly less frequently aware of being inside a hospital building, think about their conditions significantly less frequently, feel tense or 'wound up' significantly less frequently, report feeling pain or discomfort significantly less frequently, are bored significantly less frequently, feel relaxed and comfortable significantly more frequently and are aware of being hospital patients significantly less frequently while at MediCinema than when they are on their hospital wards. These differences can be interpreted as positive indications of the benefits of MediCinema.

It emerged from interview data that patients feel MediCinema constitutes a break from the monotony of the ward, and that the service even serves to provide excitement in the lives of some patients, creating a range of experiences which are not usually associated with ward life. Participant observation made the researchers aware that MediCinema provides the context for important social interactions between patients, and between patients and their families.

This study suggests that MediCinema is a facility which is appreciated and valued by patients who experience it at St Thomas' Hospital. In view of plans for the expansion of the MediCinema concept, the service is likely to be similarly appreciated by patients at other hospitals.

Background and aims

MediCinema provides free twice-weekly (each Wednesday and Saturday evening) cinema screenings for patients at St Thomas' Hospital, their carers and families. Granted permission from the nurses in charge of their care, patients are allowed to leave their wards, either on foot, in wheelchairs or pushed in their beds, to sit in a purpose-built cinema and watch a film, always a recent release. The service is advertised on posters throughout the hospital, and a representative of the organization visits the wards twice a week asking patients if they would like to attend, and distributing 'tickets'. The ticket must be filled out in such a way that it includes details of the patient's condition, any medication he or she might be taking, must be signed by the ward nurse, and must be passed on to one of the two qualified nurses attendant at each screening. The patients are escorted to the cinema by a team of volunteers. Patients of any age may attend the screenings, but this study targeted only patients over sixteen.

MediCinema advertises itself as 'Big Screen Therapy' based on a belief that the complete change in environment (from ward to cinema), the experience of being absorbed in the film and the atmosphere created in the auditorium, are beneficial for patients who spend a great deal of time on the wards, alienated from 'everyday' activities. Several other hospitals are due to open their own MediCinemas in the future.

To inform future developments, the organization needs to ascertain to what extent their service improves the patient experience of being in hospital. To this end, a team of independent researchers was engaged to explore whether patients perceive a qualitative difference in their well-being between the ward and MediCinema. The present report comprises the findings of this evaluation.

The evaluation consists of two distinct parts, organised around specific methodologies. The first (Study 1) is essentially quantitative, and uses questionnaires which invite patients to compare their state of well-being after a visit to MediCinema with their state of well-being while on the ward. The second (Study 2) is essentially qualitative,

employing interviews and some participant observation in order to isolate recurrent themes in patients' experiences of MediCinema. The study took place with the approval of the Guy's and St Thomas' Hospital Research Ethics Committee.

The MediCinema facility is apparently unique. There seems to be no existing research on the use of cinema in hospitals. Extensive bibliographic database searches were carried out, but no literature on such cinema use could be found. Social science and medical history experts were also consulted, with no comparable results. It was therefore felt that an evaluation of MediCinema would require an original design.

Study 1

Objectives

This quantitative study aimed to compare the patients' assessments of their state of well-being while on the ward with their assessment of their state of well-being while at MediCinema.

Methods

A questionnaire was developed, modelled on a design developed by Snaith et al (1978) which has found application in the Department of Health Adult Well-being scale (Cox and Bentowim, 2000). A copy of the questionnaire is included as Appendix 1. Firstly, patients were asked how they found out about MediCinema. Next, patients were asked to register the frequency of their having particular feelings or sensations relating to various categories of experience while on the ward and while at MediCinema. Finally, patients were asked to indicate whether they would recommend MediCinema to their friends or ward neighbours, and asked to give any further comments as free text.

The study was not designed to compare responses to particular films. The particular film patients had watched before they completed their questionnaire was therefore not recorded in this study. Sex of participants was not sought – as this category was not felt to be an important factor in determining reactions to MediCinema. In all cases in which the over-sixteen status of the patient was in doubt, the patient's date of birth recorded on the MediCinema ticket was checked. Questionnaires completed by those under sixteen were not included in this study. No account was taken of each patient's condition, or the particular medications patients might have been receiving. No patients were asked to complete the questionnaire on more than one occasion. No carers or family of patients were asked to complete the questionnaire.

In order to avoid sample bias, every patient present at each of 23 screenings was asked to fill out a questionnaire if they had not previously done so, and was issued with a Patient Information Sheet (included as Appendix 2) before the film began.

Analysis was carried out using the chi-squared test for statistical significance of comparisons.

Results

93 valid questionnaires were completed out of 391 distributed (a response rate of 23.8%).

How did you find out about MediCinema?

MediCinema Volunteer	61.3%
Ward Neighbour	4.3%
Family or Friend	1.1%
Hospital Staff	18.3%
Poster	9.6%
Other (e.g. on 'Patient Line')	5.4%

Questions A-H:

Question A - I am aware of being inside the hospital building

	While on the Ward (%)	While at MediCinema (%)
Always	76.3	22.9
Often	16.1	3.2
Occasionally	3.2	12.9
Rarely	2.2	34.4
Never	2.2	25.8

(N = 93) Chi-squared test - $p < 0.001$

Question B - I think about my condition

	While on the Ward (%)	While at MediCinema (%)
Always	22.6	2.2
Often	38.7	11.8
Occasionally	33.3	24.7
Rarely	3.2	27.9
Never	1.1	33.3

(N = 93) Chi squared test - $p < 0.001$

Question C - I feel tense or 'wound up'

	While on the Ward (%)	While at MediCinema (%)
Always	6.5	0.0
Often	24.7	8.6
Occasionally	43.0	18.3
Rarely	18.3	23.7
Never	7.5	49.5

(N = 93) Chi squared test - $p < 0.001$

Question D - I am troubled by pain and/or discomfort

	While on the Ward (%)	While at MediCinema (%)
Always	16.1	4.3
Often	28.0	10.8
Occasionally	31.2	28.0
Rarely	15.1	22.6
Never	9.7	34.4

(N = 93) Chi squared test - $p < 0.001$

Question E - I feel comfortable

	While on the Ward (%)	While at MediCinema (%)
Always	25.8	44.1
Often	34.4	35.5
Occasionally	25.8	14.0
Rarely	12.9	4.3
Never	1.07	3.2

(N = 93) Chi squared test - $p < 0.02$

Question F - I feel relaxed

	While on the Ward (%)	While at MediCinema (%)
Always	20.4	49.5
Often	34.4	36.6
Occasionally	32.3	8.6
Rarely	7.5	4.3
Never	5.3	1.1

(N = 93) Chi squared test - $p < 0.001$.

Question G - I am bored

	While on the Ward (%)	While at MediCinema (%)
Always	19.4	3.2
Often	30.1	2.2
Occasionally	29.0	7.6
Rarely	16.1	25.8
Never	5.4	61.2

(N = 93) Chi squared test - $p < 0.001$

Question H - I am aware that I am a hospital patient

	While on the Ward (%)	While at MediCinema (%)
Always	69.9	32.2
Often	22.6	7.6
Occasionally	6.5	24.7
Rarely	0.0	14.0
Never	1.1	21.5

(N = 93) Chi-squared test - $p < 0.001$

Would you recommend MediCinema to your friends/ward neighbours?

Yes	No	Not ticked
98.9%	0.0%	1.1%

Please feel free to add any further comments:

No comment made	26.9%
Unambiguously positive	61.3%
Ambiguous	2.2%
Negative	5.4%
Suggestions	4.3%

The free-text comments are printed in full as Appendix 5.

Discussion

The data obtained through the questionnaire indicates that patients are significantly less frequently aware of being inside a hospital building, think about their conditions significantly less frequently, feel tense or 'wound up' significantly less frequently, report feeling pain or discomfort significantly less frequently, are bored significantly less frequently, feel relaxed and comfortable significantly more frequently and are aware of being hospital patients significantly less frequently at MediCinema than on their hospital ward. These differences can be interpreted as positive indications of the benefits of MediCinema. There appears to be an overwhelming consensus on behalf of the patients whose opinions appear in this study that MediCinema provides a valuable service.

As explained above, no note is taken of the various medications which the ward staff might have provided for the patients prior to their visit. It was felt that an inquiry into the medication which patients had taken would be intrusive, complex from a point of view of confidentiality, and contrary to the ethos of MediCinema which aims to temporarily distract patients from such considerations. However, medications may directly influence a patient's sensation of pain and/or discomfort. It is also important to emphasize that

some patients were in such discomfort that they were obliged to leave the screening before it ended in order to return to their wards, and their experience is not accounted for here.

These responses may have been influenced by the particular film viewed, a factor which the study as a whole does not take into consideration, and which should be considered in future evaluations of MediCinema. However, the overwhelmingly positive response to the question of whether or not patients would recommend MediCinema to their friends or ward neighbours indicates that even if their personal experience of MediCinema was not a positive one, patients in the vast majority approved of MediCinema in principle, and felt it should be available to other patients. Similarly, the comments given by patients at the end of the questionnaire show that a considerable majority of 61.3% were positive compared to only 5.4% which were negative.

Only 96 valid completed questionnaires were received out of a total of 391 distributed. This disappointing response rate occurred because, although asked to remain behind after the film to complete the questionnaires, many patients left without doing so. This may have led to some bias in responses - patients who did complete their questionnaires may represent a population skewed by their willingness to participate in the research.

It should be remembered that the questionnaire is vulnerable to position response bias (i.e. people habitually marking at the extreme ends of the scale). This is clearly indicated by skews in the distributions shown. There is also a clear problem in the interpretation of the middle points of the scale. It is suggested that for future evaluations a Likert scale of perhaps ten points be used, making responses more amenable to standardization. A Likert scale would also provide ordinal level data which is more suitable to sensitive statistical analysis than the nominal level data provided by this study.

It was also found that some patients did not have their reading glasses with them as they had come to see a film. Some were not proficient readers of English. It was felt that there was a real problem in that some patients simply could not grasp the sense of the Patient Information Sheet, or the questions which the questionnaire was asking. It

might have been helpful for a researcher to talk through the questions with the patient. However, this in turn would raise issues of observer bias.

Conclusions

Given the element of self-selection among the patients, and possibility of observer bias, the conclusions of the quantitative element of this study must be limited. Nonetheless, the findings, as they stand, are distinctly positive. Patients experience MediCinema as a welcome break from the ward, and a distraction from the immediate concerns of that environment. The findings could go some way towards providing the basis for an assessment of the 'therapeutic' value of MediCinema for hospital patients, although this term must be used with caution. Patients clearly feel that the cinema creates a space in which they can temporarily 'escape' from the ward and some of the psychological states it induces. Whether MediCinema is effective in any physiological sense, or is influential in improving recovery, are questions beyond the scope of this evaluation.

Study 2

Objectives

Study 2 represents a qualitative attempt to add depth and detail to patients' perceptions of MediCinema, as found in Study 1. Using a more ethnographic approach, this element of the study also aimed to stimulate entirely informal conversation with patients, with researchers simply being around the cinema on screening nights.

Methods

Face-to-face interviews were employed to allow patients to speak in depth about their experience of MediCinema, allowing common themes in the experiences described to be identified and providing information on how and why the MediCinema experience was appreciated. To counteract problems of sample bias, it was decided that the researchers would target one randomly selected patient at seven of the screenings

used in Study 1. To ensure random selection, the cinema seat numbers were entered into a random sequence generator (www.random.org). Prior to each screening, when the audience was seated, the first number of this computer-generated sequence was selected. The patient sitting on the selected number (or nearest to, by counting to the right) was approached, issued with a Patient Information Sheet, and asked if they would be happy to participate in a short interview at the end of the film. Seven patients were asked to participate in interviews – all agreed. The interview questions are included as Appendix 3. Transcriptions of the interviews are included as Appendix 4. The interviews were carried out inside the cinema, after the film.

A small participant observation exercise was also incorporated. The researchers attended five screenings during which they were seated as members of the cinema audience. They aimed to be as unobtrusive as possible. The circumstances of the screening were kept natural for the patients, so that normal patterns of behaviour at the screenings could be observed directly. The researchers made notes of incidents or behaviours which they found remarkable or interesting, and which might help shed light on the patients' experiences of MediCinema. Later, after the screenings, the researchers engaged in informal conversation with a number of patients, introducing themselves as researchers, although many patients already recognized them as such from previous research activity at the cinema.

Themes emerging from interviews

MediCinema appears to be an event which breaks up the monotony of hospital routine: 'Yes, it kind of breaks up the week when you know you've got something to look forward to...' (Interview 6: lines 46-7). It provides relief from the tedium of hospital life. But it also creates a sense of event, of occasion, something to anticipate and look forward to, even to get excited about (1: 3-4). Six of the seven interviewees remark on the manner in which they anticipate the screenings (1: 10, 3: 40-4, 4: 8-9, 5: 39, 6: 11, 7: 76-7). MediCinema makes the prospect of being in hospital, and of potentially staying there for some time, more acceptable, even actually 'looked-forward-to': 'I guess it really does make you look forward to actually being able to come to the next film' (3: 51-2, also 6: 11). MediCinema, then, might play an important role in making the hospital experience acceptable, and even actively enjoyable, for some patients.

An interesting point raised in interview 4 is that the screening lasts beyond its simple duration. The patient makes the point that although the film might not allow her to forget about the procedure she has the following day for long, if she wakes up in the night she will still have the film to think about rather than the procedure itself or the people she is missing at home (4: 70-3). In much the same way that MediCinema provides something for patients to look forward to, then it also provides something to remember and reflect on, which in itself may provide a means of avoiding painful thoughts and feelings. The experience of MediCinema might be said to have a duration perhaps of several days rather than simply two hours. Certainly the experience should be thought of as having resonances beyond, and prior to, the screening.

The sensations of anticipation and excitement to which patients refer are perhaps not ones normally associated with patient experience (with the possible exception of the hospital visit). It could be argued, then, that MediCinema has a role in altering the experiential landscape, the range of experiential possibilities associated with, or available to, patients. Interviewee 2 makes the very interesting point that the ability to go to the cinema expands one's notion of a patient's capabilities. MediCinema draws attention to 'the fact that it is possible to do (things), makes you think you know that it does not have to stop here, you can do other things' (2: 38-9). MediCinema allowed this patient to realise that patients are capable of, for instance, a full engagement with a film. Because the service allows patients to attend the cinema even when, for instance, confined to their hospital beds, MediCinema also broadens the horizon of experiences available to patients. As the patient in interview 2 remarks: 'I thought it was really good that I could come down on a bed with a ventilator and everything. I think it's really fantastic that you can do that' (2: 6-8). MediCinema re-works the experiential possibilities of being in hospital.

It is clear that going to the cinema and watching a film constitutes a form of escapism for the patients interviewed (1: 29, 2: 5-6, 3: 3-4, 4: 8-10, 5: 48-53, 6: 31, 7: 82). There is a double sense of escape, however. At one level the patients are physically removed from the ward environment and into a cinema, a familiar kind of public space: 'It's actually nice to just come out of the ward and be somewhere different' (3: 3-4), 'The pictures is nothing to do with the hospital I think' (5: 49). 'It makes you feel like you are not in hospital that you are at the pictures' (2: 29-30). Interestingly, some of the patients

seem to enjoy the short journey from their wards to the cinema. 'I love that walk down the corridor. It's exercise too. You get stuck up there (in the ward), can't move you know' (7: 18-9). For the patient in interview 3, moving through the hospital was interesting and exciting in itself (3: 6-10). But the patients are also, through their immersion in the film, removed from a 'bored' or anxious state of mind. They feel the film 'takes their minds off' the concerns which tend to preoccupy them on the ward (7: 82). 'It was a chance to actually watch a film and take my mind off what is going on at the moment' (2: 5-6).

The patients interviewed also suggest that MediCinema constitutes a social occasion. Although individuals may not actually speak to others at the screening, they seem to be aware of, and enjoy, other people being around them in the auditorium. (1: 33, 3: 33-4, 4: 25-6). One interviewee learned about MediCinema through talking to his ward neighbour, meaning that the cinema becomes a subject of conversation, allowing interaction (2: 20-1). The patient in interview 6 describes how, after the film, she chats about what she has seen with friends she had made on the ward: 'It's nice when you come back talking to the other patients about what you've seen' (5: 94-5). She describes how the cinema provides an opportunity to meet people: 'If I go to pictures on the outside I'd watch it again on video or DVD but I wouldn't actually go to a cinema twice, whereas here you do want to go twice, yeah. See the other people, meet people...' (6: 55-7). The cinema creates new possibilities for social interaction within the hospital.

Early in their interviews three patients express the surprise they felt when they were asked if they would like to go to the cinema whilst they were in hospital (3: 4-10, 6: 5, 7: 3-4). The surprise stems partly from the unexpectedness of there being a cinema inside the hospital, and partly from the fact that, as patients, they are allowed to attend it. But as the patient in interview 4 suggests, the surprise is partly created by the realization that she is able to exercise her own will to, as she puts it, feel 'freer' than she would normally do (4: 16-7). Interviewee 3, expresses the sentiment that it was 'nice to be asked' (3: 4), that it was good to be able to exercise choice, to have some self-determination. The MediCinema facility seems to be valued by patients partly for the way it gives them a chance to make a decision and be pro-active about what they do for an evening, something it is implied, they do not often get the chance to do in hospital.

The cinematic element of the MediCinema experience certainly seems to be valuable for the patient in interview 1, who describes a visit to the cinema as being 'more enjoyable than watching telly all day' (1: 49-56). Of course, this comparison of television and cinema is made very frequently in everyday life, but the dynamics of the discussion are particularly interesting in the hospital context, where patients increasingly have bedside television units. How does uptake for MediCinema fare in wards where every patient has a television unit? This would be an interesting theme which might be taken up by a future evaluation.

Notes from participant observation:

Participant observation made the researchers keenly aware of the perspectives which can be lost through the production of quantitative data. The patient who, whilst filling out the questionnaire, answered the question 'At MediCinema I think about my condition...' by saying that he had been informed that day that his illness was terminal, so how often did we think he thought about his condition made an important point about the insensitivity of questionnaires, both in terms of the level of intrusion they create, and the vulgarity of the data they yield. The same man experienced a serious coughing fit a few moments later and was unable to complete his questionnaire.

An awareness of some of the more detailed stories behind patient visits to MediCinema draws attention to the significances which the experience can hold. One female patient explained that she enjoyed MediCinema so much because when her husband visited her on the ward he didn't know how to behave with her - he was awkward, not knowing for instance, whether or not he should hug her, and not knowing what to say. However, MediCinema provided a space where they could simply sit and be together, hold hands and enjoy each others company without the added anxiety which was created by his not knowing how to behave. It seems likely that one very important aspect of MediCinema is precisely its capacity to provide patients with a particular situation which is familiar to them. Patients are removed from an environment which, for many, is strange and is governed by unfamiliar codes of behaviour, into an environment which is recognised, and whose unspoken rules are known and understood.

One couple explained that going to the cinema was their favourite thing to do when they were out of hospital. They would usually go to the *Ritzy* in Brixton twice a week. Since she was admitted to hospital because of a heart condition, the couple had expected their favourite entertainment to be disrupted, but were pleased to find that MediCinema allowed them to carry on as normal, providing a much needed sense of continuity and cohesion. There is also a sense then, that MediCinema provides a type of 'normality'; that it is effective in creating an experience belonging to a space outside or distant from the hospital. Of course, this is not true for all, as hospital life has become normality for some long-term patients, but for others, MediCinema recreates an experience of being 'outside'.

Clearly MediCinema is a place which some patients like to visit together. It constitutes a social activity. It is also a place which patients visit to see new faces, not necessarily talking or interacting with other people, but simply being around people they would not normally see. One patient described with considerable enthusiasm how much he had enjoyed seeing new faces and being around other people at MediCinema. He had been in isolation for nine weeks with MRSA, and had been allowed off the wards just the previous day. While he may not have talked with others, it was clear that simply being in the presence of other people constituted an important social action for him. MediCinema created a social possibility which could not be enjoyed through life on the ward.

On one evening, the researchers were sitting in the cinema shortly after the film had begun. A patient on his mobile phone hurriedly left the cinema explaining as he did so to his friend on a mobile phone that he was very sorry he had been unable to pick up but that he was at the cinema. It became quite clear to the observers that he was not actually apologizing, but was in fact boasting to his friend that he was at the cinema. He was pleased that he had been unavailable. The man on the phone had clearly been surprised to find himself able to visit a cinema, and was enjoying surprising his friend, shattering his expectations of what a hospital experience should involve. There is a definite sense that MediCinema provides something socially desirable in an environment generally regarded as being some way from desirable.

Conclusions

Only a small number of patients have been interviewed here. A larger sample, obviously, would yield a more informative pool of data, allowing greater scope for generalisation across patient experience. Nonetheless, the data gathered even by this small sample gives an interesting sense of how and why MediCinema is valuable to those using the service. The interviews give a clear indication that MediCinema provides patients with a form of escape from the hospital wards. The service provides relief from the boredom and anxiety which can exert a hold during a stay in hospital. The hospital cinema gives patients something to actively look forward to during their stay, generating a range of sensations which patients would not normally expect to feel during a stay in hospital. Although it is important to be realistic about the effect which MediCinema can have on patients whose conditions are serious, the service clearly goes some way towards altering the experience of a hospital visit for the better.

Importantly, MediCinema seems to provide a social occasion for many patients, giving them an opportunity to meet, talk to and share an experience with other patients, or simply to sit in the company of other people. This study suggests that MediCinema can alter the experiential dynamics and expectations of hospitalisation for those patients who attend. The significance of MediCinema as an opportunity for patients to re-assess their perception of hospitalisation, and hence their perception of themselves as hospital patients, should not be underestimated.

Overall Conclusions

To conclude, the findings of this study suggest that MediCinema is very helpful to patients, significantly reducing their awareness of being confined to a hospital building, and of existing simply as 'hospital patients'. The experience of MediCinema also reduces patient's preoccupation with their condition. Patients report that feelings of tension and boredom were significantly reduced after a visit to MediCinema, while reports of feeling relaxed and comfortable became significantly more frequent. These findings allow it to be asserted with some confidence that patients experience MediCinema as beneficial to them in a number of ways.

A great deal remains to be learned about the complexity of patient engagement with MediCinema. However, it is clear that patients, surprised to find they are able to visit a cinema whilst they are in hospital, are re-awakened to a number of sensations which they expected would be closed to them during their stay. The excitement and anticipation of attending the cinema, the opportunity to meet and talk to other people, and to become suspended in the film itself, are all sensations which differ from those which patients might expect to experience during a period of hospitalisation. The cinema provides a welcome break from a boring and un-stimulating ward environment, and also allows the patient to feel entertained, the mind occupied with concerns other than worries over health. MediCinema, then, changes the expectations of patienthood. It positions the patient, rather than passive and static, as a potentially active individual, capable of moving from the ward and engaging both with a film and with the people who constitute the audience.

The results suggest that it would be a positive move to install MediCinema facilities at other hospitals. Patients at these institutions may be expected to benefit in similar ways to those patients at St Thomas' Hospital by having a cinema made available to them. Although a picture of the wide-ranging implications which MediCinema has for those patients who attend has emerged from this preliminary evaluation, the complexity of patient engagement with MediCinema is not yet fully understood. Thus, a frequent, if not continual evaluation of the original MediCinema at St Thomas', and any new facilities which open in the future, is recommended. These evaluations should be focused on the dynamics of MediCinema as a social phenomenon.

With thanks to:

Dr Alan Maryon-Davis, Dr Elaine Gill and Irene Scott.

References

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Appendix 1: The self-completed questionnaire

The MediCinema Evaluation

Date:

Please read each item in turn and tick the appropriate box to mark your response.

Section A: General Questions

How did you find out about MediCinema?

MediCinema Volunteer [] Ward Neighbour [] Family or Friend []

Hospital Staff [] Poster [] Other []

Section B: Normally when I am on the ward...

I am aware of being inside the hospital building

Always [] Often [] Occasionally [] Rarely [] Never []

I think about my condition

Always [] Often [] Occasionally [] Rarely [] Never []

I feel tense or 'wound up'

Always [] Often [] Occasionally [] Rarely [] Never []

I am troubled by pain and/or discomfort

Always [] Often [] Occasionally [] Rarely [] Never []

I feel comfortable

Always [] Often [] Occasionally [] Rarely [] Never []

I feel relaxed

Always [] Often [] Occasionally [] Rarely [] Never []

I am bored

Always [] Often [] Occasionally [] Rarely [] Never []

I am aware that I am a hospital patient

Always [] Often [] Occasionally [] Rarely [] Never []

Section C: Normally when I am at MediCinema...

I am aware of being inside the hospital building

Always [] Often [] Occasionally [] Rarely [] Never []

I think about my condition

Always [] Often [] Occasionally [] Rarely [] Never []

I feel tense or 'wound up'

Always [] Often [] Occasionally [] Rarely [] Never []

I am troubled by pain and/or discomfort

Always [] Often [] Occasionally [] Rarely [] Never []

I feel comfortable

Always [] Often [] Occasionally [] Rarely [] Never []

I feel relaxed

Always [] Often [] Occasionally [] Rarely [] Never []

I am bored

Always [] Often [] Occasionally [] Rarely [] Never []

I am aware that I am a hospital patient

Always [] Often [] Occasionally [] Rarely [] Never []

Would you recommend MediCinema to your friends/ward neighbours?

Yes [] No []

Please feel free to add any other comments

Thank you very much for taking the time to complete this questionnaire.

Appendix 2 – Patient Information Sheet

Date:

Version number: 1

Projecting Opinion: The MediCinema Evaluation

You are being invited to take part in a research study. Before you decide whether or not you would like to take part it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish. Ask if there is anything that is not clear or if you would like more information.

Thank you for reading this.

What is the purpose of the study?

MediCinema has been an on-site facility at St Thomas' Hospital since December 1999. It has provided twice weekly screenings for patients and their families with regular matinees for children free of charge since then.

As yet there has been no assessment of how people experience MediCinema and how they react to being able to visit the cinema while in hospital. This study therefore aims to create an understanding of how MediCinema is experienced by its users. It will take approximately six months to complete and approximately 100 patients will be consulted.

Why have I been chosen?

All patients who visit MediCinema will be asked to complete a questionnaire, which will be handed out after each screening. You may also be asked to take part in a short interview with one of the researchers. You will know whether you have been selected for this interview before the screening of the movie.

Do I have to take part?

It is up to you to decide whether or not to take part. If you do decide to take part you will be given this information sheet to keep. If you decide to take part you are still free to withdraw at any time and without giving a reason. A decision to withdraw at any time, or a decision not to take part, will not affect the standard of care you receive.

What will happen to me if I take part?

All that will be expected of you is to answer the questions honestly. The questionnaire will take approximately 10 minutes, as will the interview if you are selected for it. You will not be asked to answer further questions at a later date.

What do I have to do?

You will be asked to complete a questionnaire consisting of 18 questions. It should take approximately 10 minutes to complete. You may also be asked to take part in an interview lasting about 10 minutes. The questions asked during the interview will explore your MediCinema experience in more detail.

What are the possible disadvantages of taking part?

You are expected to experience no inconvenience beyond that of spending a few minutes filling out the questionnaire and, if you are selected, being interviewed. The interviews and questionnaires will take place in the cinema before you return to your ward. This study does not interfere with your normal medical treatment.

What are the possible benefits of taking part?

There is no clinical benefit from taking part in this study, but the information gathered from this research may help with future improvements to MediCinema and increase the knowledge MediCinema has of the people who use the facility.

Will my taking part in this study be kept confidential?

All information which is collected about you during the course of the research will be kept strictly confidential. Any information about you which leaves the hospital will have your name and address removed. This study does not require access your medical records.

What will happen to the results of the research study?

The findings from this study will be published on the MediCinema website and will be accessible to anyone wishing to know the results.

Who is organising and funding the research?

MediCinema has requested that this service evaluation take place, however, the researchers involved in this study are taking part on a voluntary basis and are therefore receiving no payment for this research. The voluntary researchers are independent of MediCinema.

Who has reviewed the study?

The study has been reviewed by the St Thomas' Hospital Research Ethics Committee. For further information please contact MediCinema on the address at the top of the first page of this information sheet.

Thank you for taking part in this study.

Appendix 3 - Interview Questions

1. How did you feel when you were asked if you would like to visit MediCinema?
 - a. How did you feel about being given the opportunity to see a film in hospital?
 - b. How did you feel about being given an opportunity to leave the ward?
2. What feelings did you have during the journey from the ward to the cinema?
 - a. Were you comfortable?
 - b. Did you feel different from the way you feel on the ward. If so, how?
3. Do you feel you were given adequate information about the film on offer?
 - a. Did you feel the film was suitable?
 - b. Did you feel you had enough information about its content?
4. How did you react to the nurses on duty and the cinema manager?
 - a. Did you feel that they were attentive to you?
 - b. Did you feel you were being treated differently from the way you are treated on the ward?
5. During the film, were you conscious that you were inside a hospital?
 - a. Were you aware of your surroundings?
 - b. Were you aware of other people?
6. During the film, were you conscious of your condition?
 - a. Were you aware of your symptoms?
 - b. Were you conscious of any discomfort?
7. Did attending the cinema alter your mood?
 - a. Did you feel different from the way you feel while on the ward?
 - b. What things in particular changed?
 - c. What do you think caused these changes?
8. Do you feel the trip to the cinema affected your outlook on your stay in hospital?
 - a. Do you feel differently about your stay now? If so, how?

- b. What do you think caused these changes?
9. Do you feel the trip to the cinema affected your outlook on your condition?
- a. Has your outlook been affected in a positive or negative way?
 - b. Why do you think MediCinema affected you in this way?
10. What things would you like to see changed about MediCinema?

Appendix 4: Interview transcriptions

Interview 1:

T: How did you feel when you were asked if you would like to visit MediCinema?

P: Better than sitting in the ward all day doing nothing, so it is exciting to get away from the ward for a while.

T: Is it important to you to be given this opportunity to leave the ward?

P: Yeah, very important 'cos I feel a bit ill when I stay in the ward, when I get out of the ward it feels good and it's nice to watch a film.

T: What about the journey from the ward to the cinema? How do you feel about that?

(10) P: Yeah it was all right...I felt a bit happier and looking forward to getting here, that's it really.

T: Do you feel you were given adequate information about the films that are on offer?

P: Yeah really.

T: What do you get?

P: They make it clear, explain to you what is going to go on when you come down here, and how, where you are going to sit and everything.

T: OK.

P: And they're nice.

(20) T: Do you see the posters as well?

P: Yeah all over the place.

T: OK.

T: And how do you react to the nurses on duty and the cinema manager?

P: They're alright.

T: Do they treat you the same way that you get treated by the nurses on the ward?

P: Yeah.

T: So during the film are you conscious that you are inside the hospital?

P: No, I forget, feel like I am in a cinema.

(30) T: I noticed that actually when you were watching "The Day After Tomorrow" you had a little group of you. Did you come down together or come down from the same ward?

P: No, I just sat next to them.

T: You all seemed to be pretty into it.

P: Yeah I was, (laughs) I enjoyed it very much.

T: OK.

T: During the film are you conscious of your condition? Are you aware of your symptoms?

P: No I forget.

(40) T: OK, and you're not aware of any of this kind of discomfort? (*P has been coughing all the way through the interview*).

P: No.

T: When you attend the cinema does it alter your mood?

P: Yeah, kind of like become excited, happier.

T: So am I right in saying that excitement isn't an emotion you get on the ward often?

P: Not really (laughs)

T: So what things in particular change?

(50) P: Don't know, just its better, better than sitting in the ward, seems like more enjoyable than watching the telly all day.

T: Is that what you normally do? Watch the telly?

P: Yeah.

T: How is it different from watching TV?

P: I don't know...'cos I don't know what to expect when I come down here, when I watch a film. The telly I know what is going on. There is a lot of the same programmes on every week.

T: I see what you mean, and so you feel that there is some kind of an unexpected dimension.

(60) **T: Do you feel that a trip to the cinema alters your outlook on your stay in hospital?**

P: Yeah it makes it more enjoyable, I think basically better.

T: Would I be right in saying that it makes your stay in hospital a little less like...

P: ...Stressful, makes it more...

T: Makes you more...?

P: More happier really, enjoyable.

T: Do you feel that the trip to the cinema affects your outlook on your condition?

P: No.

T: No?

P: No.

(70) **T: Is there anything you would like to see changed about the way MediCinema is run?**

P: Not really, no, they do it well.

T: You think they've got it about right?

P: Yeah, it's alright.

T: Alright, well, thanks for talking to me.

Interview 2:

T: Can I ask you how you felt when you were asked if you would like to visit MediCinema?

P: Pretty relieved to get off the ward.

T: Can you be a bit more detailed about that? Why did it come as such a relief?

P: It was a chance to actually watch a film and take my mind off what is going on at the moment. And I thought it was really good that I could come down on a bed with the ventilator and everything. I think it is really fantastic that you can do that.

(10) **T: What feelings did you have about the journey from the ward to the cinema? How did that...**

P: That's fine, a bit bumpy but OK.

T: And what's it like moving through the hospital on that transition from the ward to the cinema?

P: It was fine everything went well.

T: OK.

T: Did you feel that you had enough information about the film that was being offered?

P: Yes I did.

T: How did you find out about it?

(20) P: I knew somebody else was going, had been twice before anyway and I enquired what film was on and they said and then I thought I'll watch that.

T: What do you think of the way the cinema is run - the cinema manger and the people on duty?

P: I think it's all good and very well managed, very polite and very helpful. A really good thing for the patients in the hospital to have, to be able to come and get off the ward and take your mind off it and sit and watch something funny, or sad or whatever.

T: During the film are you conscious that you are inside the hospital?

(30) P: No, no. It makes you feel like you are not in hospital that you are at the pictures.

T: I see.

T: And does the film does it take your mind off your condition?

P: Definitely, yeah absolutely.

T: But do you feel as though you forget about it completely or is it just a question of things being made easier somehow?

P: Um, things made easier I guess.

T: What kind of feelings does going to the cinema generate for you?

P: Um, of well-being and that the fact that it is possible to do, makes you think

you know that it does not have to stop here, you can do other things.

(40) **T: Do you think that going to the cinema affects your outlook of your stay in hospital?**

P: Yes, I do, yeah.

T: In what way does that affect it?

P: Well, you are getting away from it. Again, it's something to take your mind off it. It's keeping in touch with what is the latest film as well.

T: That's important, isn't it?

P: You get to see something funny and it makes you laugh.

T: And do you feel that coming to MediCinema affects your outlook on your condition?

(50) P: I'll say the same as the start, it's possible to do stuff in this condition.

T: So it opens up the possibilities of things happening?

P: Yeah.

T: Lastly, are there any things you would like to see changed about MediCinema?

P: No, its fine, it's fantastic.

T: They've got things in order?

P: Everything is spot on, yeah.

T: Is there anything else you would like to say about it?

P: No, I think you covered most of it.

(60) T: Thank you for talking to me.

Interview 3:

T: How did you react to being asked if you wanted to go to MediCinema, being told it was possible to go while you were in hospital?

P: It's actually nice. It's actually nice to just come out of the ward and be somewhere different. Actually being asked, yeah it was nice.

T: What about the journey from the ward to the cinema?

(10) P: That actually is surprising as I've been on bed rest for the past 2 weeks. I've been inside this hospital, and actually seeing different parts of the wards and seeing different parts of the hospital – it's actually surprising how much you take in when coming through the hospital....and trying to take it all in at the same time. I'm surprised - you take it for granted when you are able to walk around and do the all the things that normally you do that when you are in bed you can't do.

T: Sure.

P: So, um, that means a lot.

T: OK.

T: Do you feel that you were given enough information about the film that was on offer?

- P: This particular one, no but the other two yeah. I was given like a sheet and then told what the film was and what it consisted of basically.
- (20) T: What else would you like to have seen?
P: Um, I think that was fine.
T: Yeah?
P: Yeah that was fine the way it was.
T: OK.
T: What about the nurses on duty in the cinema or the managers? Do you feel that they presented themselves in a good way?
P: No! (laughs) No, everyone seems friendly and you know as, as you guys are volunteers, I like that as well, yeah.
- (30) T: During the film were you conscious that you were inside a hospital? Or inside the hospital building?
P: Nah. It actually takes you away from that, takes you away from that environment, just, you know for an hour and a half that the movie is. No, it does give you that gap. I guess 'cos you got the freedom and people around you as well.
T: Yes, OK.
T: And during the film do you think about your condition and situation that you are in, the treatment you are being given in hospital?
P: Uh no, that is taken away.
- (40) T: Were you conscious that attending the cinema altered your mood?
P: Yeah it does. The other day I was depressed about just the fact that I was in a bed for so long 'cos I'm normally like quite active person and um now actually as you are coming down here, like I said was made a big difference for being here. Even though I know it is only for an hour and a half. Even though it's like only for 2 hours coming down here is good stuff.

T: And did you feel it affected your outlook on your stay in hospital at all?

- P: I mean it did. It's the first cinema that I've heard about being inside a hospital and it does feel quite special you being in a place that has this facility.
- (50) T: But does it affect the way you think about the future or the prospect of staying in hospital for like another couple of days or whatever? Does it make you feel more in anyway more positive about that or negative about that?
P: Um I guess it really does make you look forward to actually being able to come to the next film.
T: Right.
P: Really, you know. It is twice week and you know it's always there for you to do that.
T: OK.

T: Are there any things that you like to see changed at MediCinema?

- P: Air conditioning. If you can get it switched on that would be nice. That's it.
T: OK, well thanks very much for talking to me.

Interview 4:

R: So can I ask you, how did you feel when you were asked if you would like to visit MediCinema?

P: I couldn't believe it was happening. I was just like wow! Who is mad enough to say that?

T: It is quite unexpected isn't it?

P: I think yeah just a bit.

T: What kind of feelings did you um did you get?

(10) P: Genuinely surprised, really happy at the thought that I wasn't going to have to spend an evening on the ward, staring at a blank wall with no neighbours and chewing my lips to avoid being in pain, so yeah really good.

T: And how did you feel about the journey from the ward to the cinema?

P: Um it was really easy 'cos um they brought me in my bed. It was bumpy but easy enough. Lets go down to the pub is my next step.

T: So it made you have those feelings that you could have gone to the pub?

P: Yes, it's kind of the escaping from your dormitory in the middle of the night to go in where you are not allowed to go so it was good, it made you feel a bit freer that you would normally do.

T: Did you feel that you had enough information about the film on offer?

(20) P: Yeah, cos I heard about it before and they had a bit of information from the volunteers.

T: And they told you about it?

P: Yeah

T: OK.

T: Did you feel that the film was suitable?

P: Absolutely yeah yeah, it was great, you got a huge audience, you've got to show blockbusters 'cos you've got a range of audience.

T: OK

T: What did you feel about the nurses on duty and the cinema manager?

(30) P: They were brilliant. When they had to do things they were really unobtrusive, I hardly noticed them, even when they were like next to the bed. One was waving at me "wake up" and I was wide awake I just really hadn't like noticed that they were doing things to the guy in the bed next to me.

T: Did you feel you were treated differently from the way you are treated in the ward?

P: Difficult to say cos I've only been there a short time but yeah generally, difficult, uh different to, generally than being treated on the ward where I'm seen as a bit of a problem and a hassle cos I need stuff doing for me, you know so

(40) they are going to think I'm a hassle now cos when I get back upstairs they've got to get me ready for bed and all that so...they are going to love me...going to have to change my mattress as well.

T: During the film were you conscious that you were inside a hospital?

P: No not at all, all that goes - the screen is not that big - I don't know if it was the film but its such a good idea anyway. I don't know if you are sitting further back you might see the beds or something but um I guess you can see over the top so...

T: Were you aware of other people?

P: No, not really. Once or twice there were some noises at the back its like being the in the cinema anywhere else really.

(50) T: I was quite surprised tonight I thought there would be relatively speaking a lot of disruption um there's a lots of things going on people wanting water and that kind of stuff but I was wondering whether that you know you didn't find that intrusive?

P: No not at all. I mean I'm quite used to uh noise and things. That was the only really obtrusive thing that was going on and uh yeah it was fine.

T: During the film did you think about your symptoms and your condition much?

(60) P: No 'cos you get sucked into the plot, so it kind of, it helps every now and again 'cos I'm in pain, every now and then you kind of get a stab of pain and that makes you think ooph but it goes more quickly 'cos you are absorbed in what you are watching, engaged. Bit of distraction therapy.

T: Did you find that attending the cinema altered your mood?

P: Yeah it picked me up a lot 'cos um I've got a procedure tomorrow and it could be really straight forward or it could be really complicated and just not knowing whether its gonna be easy or not is kind of slightly distressing you know, not stressing but it just, you know I'm just wondering what is going to happen when they open me up.

T: yes of course.

P: And how many openings they are going to have to make.

T: So would you say that the trip here affected your outlook in general?

(70) P: Yeah, yeah least in the short term. I don't know whether it will, you know in the middle of the night but you know but in the middle of the night I will have the film to think about whereas otherwise I would be thinking about the people I'm not with at home and stuff so yeah.

T: OK.

T: Is there anything you would like to see changed about what went on today?

P: You need a popcorn vendor.

T: Things to make it a bit more authentic you mean, as a cinema experience?

P: Seriously, though you've done pretty much all you can do, 'cos you screen off

- (80) the screens to the side so it kind of feels like you are in a theatre once you are looking forwards, its only because you know it is a lecture theatre and I've sat in hundreds of lecture theatres so you just know the environment sort of thing. But that goes as soon as the film comes on so that was cool.
T: OK well thanks very much it has been really nice to talk to you.
P: You too.
T: Thanks a lot.

Interview 5

T: How do you feel when asked if you would like to go to MediCinema?

P: Its very nice....yes.

T: yeah.

P: yeah really good get out of the ward. Very nice inside as well.

T: And what about um the process of getting there?

P: No, no problem.

T: Do you feel that you are given enough kind of information about the film that you are going to see?

- (10) P: No, no... not on the posters, last week it wasn't until the evening, Saturday evening before we knew, because we were getting quite upset about it as we would have been in bed...we wanted to go to the pictures but we didn't know what the film was...didn't know if it was on or off did we? Poster wasn't up till late... till Saturday afternoon.

T: What do you think about the people who are working in the cinema, the manager, the nurses?

P: Very nice, very charming. Also, I don't know his name...

T: Mark?

P: Mark, yes. Very nice indeed, yes.

- (20) **T: Do you feel that you are treated in any way differently from the way you are treated on the ward?**

P: Um, no. Nurses are very nice. Everyone has been very nice. They don't treat you as though you're a patient. You are there to enjoy it, like the outside world.

T: Like the outside world?

P: Yes, yes. That is what I'm saying.

T: So you feel more kind of, normal?

P: Yes, yes definitely yes.

T: When you are in MediCinema are you aware of being inside a hospital?

P: No definitely not.

T: No?

- (30) P: No, no it's the pictures, you see people in beds and that, but otherwise you wouldn't, same as you were in the pictures. Yeah, definitely.

T: And what about your symptoms? Are you aware of them a lot when you are at MediCinema?

P: No, not really.

T: No?

P: We've got skin problems so sometimes have a little itchy otherwise no.

T: And do you feel that once you go to the cinema you are in a different mood?

- (40) P: Yes, exciting mood, waiting for the pictures to start, yeah definitely.
T: Are there any other kinds of feelings that you get while you are there?
P: You are enjoying it, like you would when you go to a normal pictures. It's very nice. Its nice surroundings as well.

T: Do you think that going to the cinema affects your outlook on your being in a hospital?

- (50) P: Yes it does, makes a difference.
T: What kind of a difference is that?
P: Enjoyable you know. You're not in the wards and it's a different atmosphere. The pictures makes you um what can I say... um different atmosphere that's all. The pictures is nothing to do with the hospital I think.
T: OK.
P: You're out of the hospital it seems that you are not in the hospital at all, when you are at the pictures, you know, when you are there you don't think about the ward or anything.
T: Does it alter you kind of outlook of being in hospital?
P: Yes it does.
T: How does it how does it change that?
P: Ah, it's quite a different feeling, um you're still in the hospital I know but it

- (60) doesn't seem like you are in a hospital sort of thing, its you're talking about the film when you come back and its quite you know and its good films, they're very good films.

T: You think there have been a good choice of films do you?

- (70) P: I've seen four. I saw um Jack Nicholson in a film called Big Fish...
P: I've seen the "School of Rock" and I saw um "Along came Polly" on Saturday and I'll see it again today.
T: So you've seen a nice variety.
P: Yeah.
T: And do you think that they have been suitable choices?
P: Yes, yeah. Exciting and quite nice.
T: What about "Big Fish", did you feel that was suitable?
P: I thought it was different yeah quite good.
T: What about the chap there being in hospital?
P: I've seen hospital things before, all the time on telly. I don't mind hospitals, operations or anything really I've been in hospitals lots of times before so doesn't affect me that much, hardened, come accustomed to it.

T: Is there anything you would like to see changed about the way MediCinema operates just anyway that you'd like to see different?

- (80) P: No, the two nurses are very nice, introducing the picture, um first one that comes on with the hospital, I think that is really good. I think hospitals should have more, you know, like you've got here, in different hospitals I think if they had a sort of similar thing to this that they can all go and get a different outlook.
T: So you think MediCinema should be taken to lots of different places?
P: Yeah.
T: OK.
P: The picture we saw last time right at the beginning and then you the picture saw the ...girl laughing I think that is very good.
T: You mean the advert?
P: Yeah the advert. I think it changes the way of the life of the hospital.
T: Can you say a bit more about that? How do you mean it changes the life of the hospital?
- (90) P: Because you're in a ward...in bed and would normally be stuck in bed all the time. Getting to see a film, you know, is a nice atmosphere and the pictures is a nice atmosphere when you get there.
T: OK
P: That's what I've found anyway. It's nice when you come back talking to the other patients about what you've seen yes it's nice. You know I can walk around but it's nice for the person in the bed to be able to get out to see something.
T: Sure.
P: Even in wheelchairs even for them it is nice to get out.
T: Yeah?
- (100) P: Different atmosphere. I've been in hospitals before, you know, lots of times and there is nothing to do, you know. Years ago I was in at a time and I had this big at the time. Had to stay in bed I wasn't allowed to get out of bed. And if in those days you had somewhere like to be moved to go the cinema like we have today it would have been a really different outlook.
T: It would have been helpful to you then?
P: Yes it would have helped a lot. I mean I'm alright. I can move around but the people in bed they can't get up anyway. It's nice, it's nice that they got people like yourself to help take the people down ... If we didn't have you or the people helping people wouldn't be able to go anywhere would they?
- (110) T: Lovely. Thanks for all that.
P: All right. Thank you. Sorry, I talk too much.
T: No you don't.
P: It's a lovely atmosphere when you go to the pictures. When a few of my friends have gone to the pictures they can't believe it you know. It's really nice. Could do with some more English films, not American. Michael Caine (laughs) Films with English actors in them.

Interview 6

J: How did you feel when you were asked if you would like to visit MediCinema?

P: How did I feel?

J: mm

P: I was quite surprised, I didn't realise there was a cinema here when I first came here a few years back, but it was very pleasant, lifted up my spirits.

J: And so the opportunity to go and see a film in a hospital was...?

P: Was a wonderful brilliant idea yeah, really great.

(10) **J: What feelings did you have during the journey from the ward to the cinema?**

P: Excitement, anticipation, you know, like a night out (both laugh).

J: Did you feel you were given adequate information about the film on offer?

P: No nothing. Most of the films are... fairly like light hearted comedies so they've been you know quite easy you know to digest kind of thing.

J: So when you said you didn't get enough information, what information would you like to have known?

P: Usually there is like little posters about that size on the doors and things but recently there has hardly been any, or they've been falling off or whatever.

(20) J: Oh, that's a shame.

J: How did you react to the nurses on duty and the cinema manager?

P: The cinema manager?

P: That chap Mark?

J: Mark yeah.

P: Very cheerful and bubbly he is.

J: And the nurses.

P: The nurses, what downstairs?

J: Yes, the nurses in MediCinema.

P: Helpful, very helpful, yeah.

(30) **J: During the film were you conscious that you were inside a hospital?**

P: Nah, you just forgot about it completely. Good. Very good.

J: Were you aware of the other people?

P: Not really no. Well, yes and no, it's like a normal cinema. If someone gets up and walks in front of you, you notice them, that kind of thing but normally no.

J: During the film were you conscious of your condition?

P: Yes sometimes can be, a muscle complaint is like a psoriasis skin complaint can be, and I get joint pains, sometimes I feel it you know but does help me to lessen the pain when you are there enjoying the film.

J: Did attending the cinema alter your mood?

(40) P: Oh yeah yeah. Especially after a good film. Really does cheer you up you know.

J: So did you feel different from the way you felt when you were in the ward?

P: Of course yeah. Like being back in, you know, reality, innit (laughs).

J: Do you feel the trip to MediCinema affected your outlook on your stay in the hospital?

P: Yes, it kind of breaks up the week when you know you've got something to look forward to so yeah yeah.

J: The trip to the cinema is a change and I just wondered if there was anything specific that had changed? Mental? Physical? Moods?

(50) P: Just the anticipation. Something to look forward to on the evening, I suppose.

J: OK

P: I mean some movies I have even seen twice, which I wouldn't do on the outside, you know usually unless it is really an exceptional film.

J: Yeah.

P: If I go to pictures on the outside I'd watch it again on a video or DVD but I wouldn't actually go to a cinema twice, whereas here you do want to go twice yeah. See the other people, meet people. If you are here for about a month, same old faces innit.

J: Yeah. That's true, so it's a go way of actually seeing other people as well.

(60) P: Yeah, yeah.

J: Do you feel the trip to the cinema affected your outlook on your condition?

P: Affected my outlook on my condition? Nah, I don't think so.

J: No, ok, sort of what they are looking for here, is perhaps um has your outlook been affected in a positive or negative way?

P: I would say a positive way, obviously if you're wheelchair bound or some of the patients go down in beds, which is brilliant.

J: Yes, it's nice when that happens.

(70) P: People you know, in the picture house like lying in a bed, ja that's just great oooh

J: And what things would you like to see changed about MediCinema?

P: I think it's great how it's run. I mean, I got told off the other day for eating a bag of crisps. There is no eating allowed in the cinema. You have to understand that, it's not really that published that - no eating ... I got slapped on the wrist the other day; I left some crumbs on the floor you see (laughs). So one of the ladies told me off. Um just seems, I don't know... I suppose if they

- have got a rule, no eating, fair enough. Usually when you go to the pictures you have popcorn, ice cream and that sort of thing, I suppose. It might mean more work for them, all the cleaning up and tidying up.
- (80) J: Don't worry. This is anonymous, so it will just come through as a general suggestion.

Interview 7:

How did you feel when you were asked if you would like to visit MediCinema?

P: I was surprised that it was here because I didn't know; I've been in about 2 years on the trot. Didn't come up or I missed it, I don't know.

J: So how did you feel about being given the opportunity to see a film in a hospital?

P: Well, obviously, out of this... to get out of this for a little while...

J: How did you feel about being able to leave the ward?

- (10) P: You know, you're here all day, got your ointments, creams 4 times a day and you just can't get out unless you asked to go out and then its not very [easy]... 'cos you know once you miss your treatment, you've got to keep it on... I'm not very good am I?

J: There is no right or wrong, it's just your opinion.

P: I won't hurry so much.

J: Really, it's fine.

P: Well, the first time I ever went I was in a wheelchair because I had surgery on my foot. I was on the physio and all that but other than that I like to get moving and I love that walk down the corridor. It's exercise too. You see that's another thing exercise. You get stuck up there, can't move you know.

- (20) **J: Do you feel you were given adequate information about the film on offer?**

P: Yes I do.

J: Did you feel the film was suitable?

P: What, just particularly this one tonight?

J: Yes, or in general?

P: In general...all what I've seen I've enjoyed. Only the volume is inclined sometimes to be a bit loud. Oh, I shouldn't have said that, should I?

J: This is all anonymous and we'll just be...

P: Of course, it's part of the thing isn't it. Well that's the idea to be all round...

- (30) J: Surround sound.

P: Yes, well, depends what's on and this was a bit... but I enjoyed it, it's twice we've seen it.

J: Did you feel there was enough information about its contents? Was it explained beforehand? You know, what the movie was about? Did you get enough information?

P: No, no I didn't know about it really but then you don't always know when you go to the cinema do you?

J: No, that's true.

J: How did you react to the nurses on duty and the cinema manager?

(40) P: Who is the cinema manager?

J: That's uh Mark, who stands in the front in the beginning and tells you what everything is about.

P: Oh he's lovely.

J: Yes, he is full of fun. I'll tell you what I like; it's his personality, a lovely personality.

J: And the nurses?

P: Well, I think that's a marvellous idea because it did feel a bit faint earlier on. I thought oh gosh, well I know there is always someone there.

J: Oh, wonderful.

(50) P: Yes, that's very good.

J: Did you feel you were being treated differently from the way you are treated on the ward?

P: Well, course, what way do you mean?

J: Um, just how they looked after you or you know.

P: Um well they just seem a happy lot, you know.

J: During the film were you conscious that you were inside a hospital?

P: No, I was upset the first little bit, it was quite comical we thought. Its good...the thing of it...another world...and its all laid out like, I can't fault it, I wish I'd known before really.

(60) **J: During the film were you conscious of your condition?**

P: What uh this?

J: Aware of your symptoms or your...conscious of any...

P: Itchy. Got quite warm...three of us were scratching (laughs) That was all. I've got long legs too but it was all right we were at the top. Usually I get down in the front bit.

J: Did attending the cinema alter your mood? Did you feel different?

P: Yeah, oh yes. Much different.

J: How different?

(70) P: Well, I'd say out of this world...all romantic and um a feeling I can't explain really.

J: Do you feel the trip to the cinema affected your outlook on your stay in hospital?

P: Well, I think I did because when he said it was going to be Starsky and Hutch that week. I thought I'm going to miss it but then I remembered that I was coming back Sunday so I could see it on the Wednesday...so it does really.

J: Do you feel differently about your stay now?

P: Yes, it's something to look forward to. Not every day, you know how it goes.

J: Do you feel that a trip to the cinema has sort of affected your outlook about your symptoms, your condition? Has that changed in anyway?

(80) P: Well...does take you mind off it.

J: Positive or negative?

P: Takes your mind off it.

J: Last of all is there anything you would like to see changed about the MediCinema? Any improvements you could suggest?

P: No.

J: Just the sound.

P: I was going to say ice cream. Can we have someone selling ice cream with it. That's always been a joke.

J: Yes, that would be lovely.

(90) P: No, that's always been a joke, no I don't think so, perhaps sometimes the volume can be a bit high but I mean, I hadn't noticed it since 2 – 3 years ago when somebody said about it that was...that wasn't so bad tonight to go out at night so they probably tone it down, that's nothing. Ooh wish they had a film on every night.

J: Yes, that would be lovely.

P: Got to find out if I'll have my treatment now, I sneaked out, well I didn't sneak out but she never came to do the other treatment so I thought well I'd go you see...they are not very forward on coming back anyhow that is beside the point.

J: No, it's OK.

(100) P: But even so I still enjoy it.

J: Wonderful, well thanks very much for your time.

Appendix 5 Comments on questionnaires

Positive:

It is a good event for the illness people.

Excellent, surprised and happy. In my opinion it is a great support to go forward to get well. I thank you all. (Added comment by nurse– she was also due for a painkiller at 8pm but forgot completely about her pain, she was enjoying the film so much)

A bizarre experience when I remembered that I was in hospital waiting for an operation but I was often able to escape into the film and forget my situation.

I think is a good idea for patients who have no relatives or whose relatives are a long way away because it breaks the monotony of a stay in hospital.

So different – nice to get off the ward – thanks.

Taken aback! Strange but wonderful – gives people a chance to get away from the hospital bed.

MediCinema is a good way of getting off the ward and around new surroundings.

Appreciate the effort, wonderful even when bed-bound. Impressed that proper cinema, big screen.

I thoroughly enjoyed my evening out.

Great service – my first time.

If I were long term then it would be an absolute blessing – a brilliant project – P.S. and the film was pretty good too.

Takes patients out of their condition and out of the ward environment. Therapeutic. I think this is a good and innovative service. Thank you.

More frequent showing of films, say 3-4 times a week.

Thanks so much for this nice occasionary. I really enjoyed. I'd like to suggest when I get back to Japan.

Forget you are in hospital. Felt like a normal cinema.

Thank you. This is a great idea. I am a doctor (GP). I had a triple heart bypass 4 days ago (Tuesday).

I really enjoyed the film and the trouble taken by hospital staff.

It's a lovely environment - first class medical care - it's a pleasure to come in here.

A good idea, refreshing.

Fantastic! Keep it going How about running several films during the week if you can get enough volunteers/staff.

Marvellous that this available to patients.

When visitors come they can join you for a family evening together.

Impressed with MediCinema.

I think it's wonderful.

I thought that is was a brilliant idea and thoroughly enjoyed it. I also am very grateful to the volunteers and nurses for making it possible. Thank you.

Found it good, enjoyed it as did people around me.

Ideal for patients to keep them entertained.

Not expected, very pleasing.

Excellent, volunteer effort appreciated.

The cinema is a good (therapy?) for the patients to relax and go to another place within themselves to get rid of the stress, pain and anxiety that you feel when you're in the ward.

Good to have time out from the ward.

Every hospital should have one, break up the boredom nicely, carry on the good work.

Excellent for patients.

MediCinema is a great thing for the hospital patients.

Thoroughly enjoyed film – liked the provision of emergency help if needed i.e. nurses. Introduction by Mark was excellent.

More hospitals must have MediCinema. Very good for patients.

A very good service.

I think this is a brilliant idea and have spent long periods in different hospitals and am disappointed I didn't have the opportunity at other hospitals.

I really enjoyed myself today. The staff were brilliant.

I'd be happy to recommend the cinema to other people. It's been brilliant.

Choice of film was very good. Volunteers are nice and helpful

Really entertaining and grateful for the opportunity to come.

Very good distraction, thanks.

Good to leave the ward for a change.

A fantastic idea, it takes you away from everything, a brilliant therapy.

It takes one out of the daily routine of things and the films I've seen have really cheered me up. I feel happy when I leave the cinema. My memories of being a (?) have been brought back to me.

I think it's a very good idea especially as this cinema has patients from all over England. It is a good idea to take peoples minds off things. I think it's an excellent idea.

Its fun – it takes your mind off your condition. Gives you something to do and escape for a while.

It is nice to get out. It is unusual to have something to come out to.

Nature of film made him think about condition – serious moments of the film in particular. Enjoys time here more than any other time in hospital – was a fruitful time.

Excellent facility and full marks to all the volunteers.

Excellent idea. It is good to get away from the ward for a while.

A brilliant and innovative idea, especially for patients with few visitors. Would definitely come again.

I think it's wonderful and allows you to be free of worries for a while. The staff are great.

Thank you, welcome escape from ward. Very impressed with set up. Well done.

Feels like in an actual cinema.

Negative:

Found it hard to concentrate at points.

More decent films, didn't like the Van Helsing, nothing else.

I have requested on several occasions to see the film. Staff phone - get no reply, even leave a message on the answer phone. Tonight the staff (ward) had no tickets so I brought myself down tonight.

Start on time - regardless. Starting too late could cause a number of problems. Be more considerate when turning overhead lights back on. A few at a time – not wham bam. Why so few patients? Are you advertising enough?

Too violent. No plot.

Ambiguous:

I enjoyed the film a good comedy. I did not fancy going to see *Shaun of the Dead* last week.

I have been a patient here two or three times and never knew there was a cinema here.

Suggestions:

Ice cream and popcorn! To make it feel like a real cinema.

If we could perhaps have refreshments.

Maybe a bit more space between the seats for people with injuries