**S1. Transcription guide**

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| (word) | Word(s) in round brackets indicate transcriber guess at unclear word |
| CAPITALS | Words spoken more loudly; being emphasised |
| (…) | Indicates unclear material omitted by transcriber |
| [ ] | Square brackets enclose material added by author |
| … | Indicates material omitted by author |
| – | Change of thoughts or a pause |
| Ref: Green, J. & Thorogood, N. (2009). Qualitative Methods for Health Research. London: SAGE. | |