**Supplemental Material.** Master table of themes

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| **(1) Perceiving benefits of ‘being watched over’ as providing peace of mind** | **Line** |
| **Samuel:** You can see what your figures are, you can see whether you are alive or dead straight away | 86-87 |
| **Marvin:** I think it gives you a bit confidence | 29 |
| **Louise:** It gives you… a bit of confidence, because you think oh everything’s alright this morning | 112-113 |
| **Lenny:** I feel it’s there for a back-up for me | 93 |
| **Cathy:** I just find it reassuring that I can check manually what my oxygen levels are | 125 |
| **Collette:** I feel very confident and good that instantly that's telling me what's going on with my body | 120-121 |
| **Gail:** It does lift you if you are feeling down yourself and you do it and you’re not as bad as you thought | 105-106 |
| **Gertrude:** I felt as if I had a bit of back up with me | 233 |
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| **(2) Learning about health condition and the impacts on self-management behaviour** |  |
| **Samuel:** I was already managing my health well before I started using telehealth  | 71-72 |
| **Marvin:** I think it makes you more aware | 29 |
| **Louise:** I know what my levels are set at, it’s usually me sats that’s low or me blood pressure’s low | 23-24 |
| **Lenny:** It’s made me more aware of how important the oxygen in the blood levels need to be  | 153-154 |
| **Cathy:** I don't think you could say that improves your self-care | 232 |
| **Collette:** It tells you, so it's like a kick up the bum really | 273 |
| **Gail:** I’m on a diff medication and I can tell by looking at my readings that all my readings are down | 23-25 |
| **Gertrude:** I wouldn’t have thought anything about blood pressure without telehealth | 210 |
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| **(3) Active engagement in health service provision and better access to health care** |  |
| **Samuel:** They [readings] are being transferred straight to surgery where I know they’re looked at every day | 32-33 |
| **Marvin:** It’s a bit like having a mini doctor isn’t it | 401 |
| **Louise:** Now if I need anybody I’ll tell them on here | 51 |
| **Lenny:** When anything goes wrong on that someone from telehealth rings you up straight away | 188-189 |
| **Cathy:** If things go wrong, someone will be alerted to it | 128-129 |
| **Collette:** It’s sort of a life line, you know that it’s going somewhere else | 100-101 |
| **Gail:** This week my oxygen level has been very low on two days and they’ve rung me twice | 121-122 |
| **Gertrude:** I was diagnosed with high blood pressure whereas if I had gone to the surgery and had a health check they would have put down the blood pressure to me visiting the surgery | 86-88 |
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| 1. **Valuing the importance of in-person care**
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| **Samuel:** The only thing I miss with it is that I don’t get the nurses coming to visit like I used to | 59-60 |
| **Marvin:** Oh yeah, face-to-face visits are definitely important, cause you can discuss what you’ve done  | 378-379 |
| **Louise:** It’s better now cause it’s done every day  | 148 |
| **Lenny:** Yes I think the physical presence of a healthcare provider face to face is important, yeah | 193 |
| **Cathy:** Since I have had that installed the contact I have had with a person has been minimal  | 171-172 |
| **Collette:** With Mary coming, she can see looking at me what… she knows me  | 198-199 |
| **Gail:** It's a bit impersonal, I think | 177 |
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\*Quotes have been provided for those participants who expressed agreement/disagreement in relation to each of the themes