Interview 10

Interviewee 00:00

I flashed something up on my screen about continuing with the recording Yes, I miss that loss. I also say I do have I have xxx, I do struggle a little bit. So, I will probably need to keep asking you to repeat

Interviewer 00:20

No problem, no problem. And in any time if you if you need to turn off your video, you know, feel free to do this, because sometime sometime network gives trouble. So, it would be helpful and you can ask me as many times as you want No problem.

Interviewee 00:38

Thank you.

Interviewer 00:39

Thank you very much. So, this interview should have not taken more than 30 to 40 minutes and it depends what would you like to share. So, the basically the purpose of this interview is is for us to gain a better understanding for your views about and experiences of remote public involvement working. And we are also interested in your thoughts on how we can facilitate and improve improve doing PPI remotely. You have well experience and you contribution will be very helpful to our to our research. So first of all, Could I start first by asking you to tell me about any PPIE work you were involved in prior to covid-19, what PPI you were doing before COVID-19?

Interviewee 01:36

Before? [Yes, yes]. Okay. Most of my PPI is with xxx where I had my cochlear implant, in fact, that started a connection. I do a lot of voluntary work. I'm retired. And I have quite a good range of different volunteer work. And when I started to get involved with xxx, they have a fairly substantial patients advisory public inpatients advisory group within the cancer unit. Now I began with that. And very sensibly, I think they have a practice of you need to commit to two years. But you had the option of going for a third year, but only a third year, which I I was really sorry. And they were when my three years ended. But I think it's a very good principle to have for PPI ensures you get a rotation, you don't have the same people staying all the time because their last year you get fresh thoughts and it enforces a break. So, that was my initial work. Through that I coined a phrase recently that PPI is more contagious than COVID because once you start doing it then you you you get advised of other opportunities, you get requests to do things. And so from that it is spread out. And I now I'm a member of a group specifically xxx research set up which is concerned with a whole range of different research projects xxx and so on. And that was almost accidental that was simply because I gave a presentation at one point. So we do that, and he invited me to join. Another area and that's where that particular connection came from, was to my hearing is because of my obvious interest in it in hearing, I involved in a number of patient public groups and activities in that, and one of them it was a sort of an annual hospital presentation meeting, the institute gave a presentation and I participated in that. And then the last one currently is I am interested in the use of data within within medicine broadly. And PPI group was set up to specifically to focus on that the uses of data. Before we had our first meeting, the COVID pandemic began. And the nature of the group was changed completely, without agreement is voluntary, to focusing on COVID activities. And it is still doing that. I'm still attending meetings on that.

Interviewer 07:06

Thank you very much. So I will come back to that later shortly. But it's fascinating to hear from you, the information you provided is very interesting. So I would like to ask some of the question which you’ve just shared already. [Yeah, that's really interesting]. First of all, you mentioned, when you are in any group after three years it was stopped then you had to renew your membership. Is this for one particular group or for all PPI groups?

Interviewee 07:45

It was just that one group, right? Where Where did happen? [Okay]. And I do think it's a good idea

Interviewer 07:51

Okay, it is a good idea. You are kind of connected with that group. So did you want to continue after three years in that PPI group, what would be your personal interest?

Interviewee 08:10

I was, it was very mixed. I liked what we were doing. During the course of the three years, a lot got changed the approach to pre when i when i be amazed by when I began, I felt it'd be good for some time. I did it a number of years beforehand. But as when I joined after a little while, it seemed to me and do quite a few others that what was happening was that we were being given the information rather than participating in activities. And we talked quite a lot about that. And gradually, it started to change

Interviewer 09:06

That’s great.

Interviewee 09:07

It was still that way. But I enjoyed doing that. I felt it was good. So I was in a big group. There were about 15 of us. And at any one meeting, and I like the other people, I got to know them. I very much like the people who were running the hospital people who are running it. So from that point of view, yes, I was sorry to leave and I wish that I didn't have to. On the other hand, I was starting to do other things. And I approve all the debt as a principal. So yes, okay.

Interviewer 09:51

So there's another phrase very interesting phrase you use the PPI is more contagious than COVID-19 was it? So I think you already mentioned that you like what you are doing. Was this because you were involved in so many groups? I would like to why do you think it is contagious? Is that you’re involved in so many groups that you are doing one after another?

Interviewee 10:26

I think, I think what happens is that, when you first become involved at all, you've got very little idea of what it will, what it will take, you don't know how much time in reality, no matter how clear that the information is, at the beginning, you're not really sure how much time it's going to take. You also have lots of self doubt, because mode by definition, most PPI members are not technicians, they don't have. So it's, it's new. It's interesting on a couple of my groups, there are, one has an ex nurse, Assistant. And it's terrific. And that's a great sort of balance to have. But most of us don't have the knowledge. And so in advance, you worry about it, I think what happens is that you become aware that you can do it, you can make a good you're not out of your depth, and all different kinds of personalities, backgrounds, all discover, I believe that they can make a contribution, often different, that they, they can do it. So that encourages you to do more. But then simply because you are doing some you become aware of other let's call them opportunities. And you do get involved with other, let's say clinicians, one PPI group has a researcher, say a clinical researcher, come in, talk about their work, we have a conversation. And and and that's fine within the context of that group, that researcher or that clinician, then goes and does something else. Altogether starts a different project or a parallel project. Okay, we could do with some public involvement, patient involvement. Those are the people that I went and talk to, if they'd be interested in joining in this project. So it happens like that as well.

Interviewer 13:22

Have you said no to any group?

Interviewee 13:27

I actually said no to my very first one the other day, purely and simply because I'm, I'm coming up to a moving house. And that is, everybody says it's stressful. I had no idea that it Yes. So it was it wasn't terribly important. I explained. So that was the first time I said, no.

Interviewer 13:59

Thank you, you got to manage your work life balance, you need your own time as well. But thank you very much for what you're doing. So I could understood, you know, the contribution you're giving towards research clinical, non clinical everywhere. So, I do I would like to ask you, so although you have already touched it. So how do you feel about your contribution that you have been given?

Interviewee 14:45

Inevitably in most of life? It's it's mixed. A lot of things that come into broadly overall, if you had to say, do you think do you think you do something you useful or not? Yes, I do. So yeah, I think my contribution is, is worthwhile. But then it gets more complex. There are certain areas where you can't actually do very much. And that's just the fact you can do something the most, the easiest area to perceive to define where you can help where you can do something, is any type of connection with other other people, other lay people with patients, especially anything that then yes, it's easy to see how you can make a contribution. And so that that's nice, that's good, a new sort of you read something through a new thing. A patient isn't going to have the faintest idea what this is about, or it's going to scare them or what have you. So you say something about that indicates change. And you think, Okay, that's good, done that, that that that word, but then there is quite a lot more. And it would take sort of a little bit of time, but twice, in, in what I've done, I have volunteered, were the day that we hadn't been asked for. One was we were involved in an early stage clinical trial. And we advised on the questionnaire that we're going to be administered, we advised on various aspects in advance, and that it was done. And then and this is really important in PPI, we got good feedback on it, we got told what the results were. And I took it upon myself to draft a report on the data that have been given back to us. And the people doing the study were what pleased, it was very helpful in constructing the final report. More recently, the COVID group that I'm involved in, had some data feedback. And I found it the way to be done, not easy to understand. And it just needed. I like playing with with numbers. And it needed sort of a weighted average, doing for the responses that we've come back, and the people compiling the report, and hadn't done that. And so, again, I did that. And again, it was well received. So every so often you get the chance to add something in from your own experience. And from the groups that I've been in the range of that experience is substantial. And that can be good.

Interviewer 19:15

Very interesting. This is great, thank you. So the report data you help with did you publish those? Did you publish your contribution there?

Interviewee 19:34

Okay, the first one that I was talking about was, Yes, it was. Again, it was put as a paper to the end I have an annual event and the findings, the report was, was published and presented there. And I was a co author on that. So yes, I do have one public ratio,

Interviewer 20:20

That’s great. Because you have been helping them. Definitely, they need to put you in as an author. Thank you. So now, we're going back to face to face working. So presumably, before COVID-19, most of your work was face to face. So tell me how, and what did you enjoy about face to face meeting, please?

Interviewee 20:45

Okay. I was nodding to say yes, face to face. In fact, that's not quite true. A lot of it is done through email, looking at documents and so on protocols, grant applications, those kinds of things, that that, obviously, you you can't it's, it's pointless to sit around a table and discuss it, you need to have it data to feed your information back. So I would say about half was like that. The other half was, yes. Where I live is easy to get into all the unit. It's a city on its own, and almost too easy to get in there. So yes, it was face to face meetings. When that when COVID. interfered. Initially, everything well, you will know every shop, everything turned to COVID. Anyway, in the hospitals, nobody had time to do anything else. And then quite quickly, the zoom began. And from then on, then I've had my probably as many meetings in the last 12 months now almost using zoom, as the face to face meetings I had before.

Interviewer 22:35

So did you have any difficult and challenging times when you were doing face to face meeting? Although you did half and half face to face, and zoom? So could you share some of the challenges on face to face meeting, please.

Interviewee 22:52

The actual ones or the zoom meetings?

Interviewer 22:56

Please actual face to face meeting, yes.

Interviewee 22:59

Okay. I get to be very personal about it. It's just that my background has entailed a huge a constant group meetings, needing to get your point across needing to be able to intervene in discussions, and so on. So I had that knowledge and background, which is helpful. I'm very conscious of the fact that a lot of really valuable PPI members don't have that. So in a meeting, it can be quite difficult for them to, to get in. It depends. A huge amount then depends on who's running that meeting, the chair or the nature or whatever, if they're good, and they're aware of that, then yes, they will bring people in and so on. But by no means all. It's not usually their background. And that is it's a real sort of particular skill and so on. There's no reason if you're a clinical researcher, why you should be good at that. You want to have the meeting. And in those circumstances, yeah, some people can, I think be frustrated by them. I think some people drop out because of that. Sit in the meeting. And they at the end of it, they don't feel they've made a contribution. For me. I happen to have that And so no, it doesn't bother me. My biggest problem is shutting up.

Interviewer 25:07

So the, the point you are making, as it is is something to do with the PPI professionals, the facilitator who are who ran the workshop getting face to face. So if some people are quiet, the PPI professionals are not quite good at that they can't get them in, they can't get their contribution.

Interviewee 25:31

Yes. Yeah, that's that's exactly it. And if the facilitator is good, that is overcome, but is the same. Okay, most people,

Interviewer 25:49

Thank you very much. So do you think during zoom meeting, this problem is not there anymore? The problem we have is face to face meeting about PPPi professional or facilitator. So whatever during zoom meeting, do you think it is okay. To get people get everyone involved?

Interviewee 26:15

I'm not quite sure. The question is the first little bit do I think about the first? Yes.

Interviewer 26:22

Yeah, sorry. So the problem where do you have? So when you have face to face meeting that we were talking about, in face to face meeting sometime PPI professionals as you are concerned that they are not quite good to get everyone involved in the discussion. So that was face to face meeting before COVID-19. Now, however, if we think about zoom meeting, for example, in zoom meeting, eight people participated in a zoom meeting. Maybe one or more people, facilitator and professional, that so do you think there is the case, that problem is the same problem? Or is improved or?

Interviewee 27:05

Okay. I think it can sometimes be better from that point of view. The I'm still learning with zoom, and sometimes I am aware that there is a hand up. But it doesn't always appear. But if he does, then that is great. The the quiet a person who can't use their body language, as I do round a table to get in, they can use that. And that helps them in. On the other hand, the other hand, it isn't, there are deficiencies as well. And there are still a lot of they're still very valuable contributors, the PPI who aren't totally comfortable with, with with with using it with with zoom. There are okay, good examples, specific examples of something that can really get in the way, which has now come up several times, particularly in larger meetings. You know, there's sort of the big topic of the correct the correct phrase for it. But webinar webinar, that type of situation with a chat facility. That is great. because it enables you to put something in and talk to an individual or talk to the chairman or to make a point to everybody. But you can't do both simultaneously. You can't engage in a chat conversation. And sometimes you post something, you get a reply. You want to say something about that. You can't do that. And focus on, for example, a presentation. You really can't do both simultaneously. But because it's there, you everybody tends to use it. And then you find I find, I see a comment pops up. Oh, look at that. Oh, I want to say something about that. You I know that the most fluent type is some competent, but that's best. So it takes a little while. And then they come back. And the main stream has moved on. And I don't know what happened at all. That's me. That's the biggest downside. There's one other if you're ready for it. Okay.

Interviewer 30:32

Yeah. So yes, yeah. When you start typing some sometime we miss something what what people are talking or discussing about…thank you

Interviewee 30:43

That’s right, that’s right because it's a visual thing as well. You're looking to the side of the screen. You're not looking and what is being presented?

Interviewer 30:53

Yeah. So if we write two lines, three lines, and the presenter is not seeing what I'm writing. So does presenter keeps continue but in face to face meeting if I asked question the presenter stopped to listen.

Interviewee 31:10

Exactly. You don't have the side conversation. Or if you do whoever's running the meeting racks, the table. Yes. One conversation. Yes.

Interviewer 31:22

Thank you very much. That's very interesting. So if we move to our current situation, COVID-19. Could you please share something? Was it the same PPI group you were involved before COVID-19 or any other new PPI groups you’re doing at the moment?

Interviewee 31:54

Right, okay. The PPI is still going currently, later this morning. In fact, my next zocom meeting today, okay,

Interviewer 32:07

What time is it? I can make a note?

Interviewee 32:10

No, it's not it's not till one o'clock. Yes. But but that one is actually. Yes, it's a zoom meeting. It's a sort of subgroup of the xxx group. Where the thing with the work is that is very late, mostly lab research that's being done. Very early stage. It's hard for PPI participants, and especially for the researchers to recognize where value can be gained from having ppi. If if the research project is going to be saying what I was saying earlier, if the research project is going to involve patients, then it's easy for the researcher to say, I want to say this to my patients. I want to do this with them. I want to find out how do you as public as patients, how do you feel about that? That's easy to understand. What we're talking about here is sometimes purely exploratory introductory research very early, pre way preclinical, and so on. I personally still think there is a lot of value to be got from it. Because everything is going to end up with patients. There's no point in doing medical research unless it's going to end up with patients. So talking about it, even the early stage, but it's not easy to get hold of. So what the xxx is doing is to develop a workshop for clinicians for researchers PhD is a workshop to introduce them to the idea of ppi to talk about their work in terms of ppi to meet some PPI people, and that's where a group is going to come in. For the PPI lay people to meet the researchers learn a bit more about that word and had that time. And so we're setting up, in fact to not quite half day workshops, but two hour one, and then an hour and a half, one, the two hour one is just the researchers with the three of us, creating the workshop, and, and then the second one, the rest of the PPI group will be in. And we're going to do a sort of, it's all got to be it was going to be happened a year ago, exactly a year ago in March. And it got put off, so it's all gonna have to be on zoom that we're going to have. It's a sort of the original idea was a speed dating idea where one or two PPI people, one or two researchers, clinicians, sort of got together, literally at a table, talked about work, and so on, moved on, we're now going to have to do that through breakout rooms, and that type of thing, but we're still trying to do that. So that's currently one of the biggest things that I'm involved with. I'm one of the the say that two other people involved and the three of us are creating with the coordinator creating that workshop.

Interviewer 36:47

Thank you. So how do you how do you feel about the meeting? Which which goes on more than two, three hours? How do you feel about that timing? During your zoom meeting?

Interviewee 37:03

The time? [yes]. Oh, yeah, it's too long, short answer too long. As I said earlier, one of the problems that I think happens with zoom is that when you start doing it, you're not aware of how much energy it actually takes. Quite coincidentally, through my hearing, group work, they're doing a lot of research into the additional energy that's required for deaf people, or hard of hearing people, any hearing impairment to do anything. You if you have if you're struggling to make sense of the words, and anyone with a hearing impairment is doing that. And it takes extra energy. That means in the zoom me meetings, zoom has the effect of creating an impairment, for a sensory impairment for everyone is better than not having contact, but it does create a parent it is harder work. Therefore, a meeting zoom meeting is much more tiring. And slightly more for me because of my hearing. But at the end of the day, the end of our discussion now, I will be tired. I will take a break, have another cup of coffee. But he does without any doubt it has that effect.

Interviewer 39:11

Thank you very much. Earlier, you mentioned that before COVID-19. You had half and half online meeting plus half face to face meeting. So before COVID-19 how did you meet people online? What platform did you use, please?

Interviewee 39:33

Oh, I mean, we use email,

Interviewer 39:35

Only, email not not any video conference video meeting.

Interviewee 39:38

No. Sorry. No, not quite true. There were a few telephone conference meetings. Okay, I'm gonna have to enlarge on that a little bit accent the xxx. And they have four meetings a year where members, including PPI members come together and discuss, they all have allocated priority areas and so on. They come together and discuss those. And to have those meetings were face to face. In xxxx , two of them were conference calls online. I can't manage a conference call on the phone at all. Totally pointless. So what my coordinator for that group did was to bring in for the meeting in xxxx that she and one of the other big gaming people went to, came to brought in a palliate typist. It was absolutely brilliant. And so the telephone conversation went on. And I focused on the screen and made the text. And I don't know if you've ever seen a patio type of operate, but they are fantastic. You know what way subtitles? Right?

Interviewer 41:36

No, I haven't seen this. I will google it after you after the meeting. Thank you. That's pretty nice. Now, you are you have used the couple of phrases. That's very interesting. For example, one you said, contagious. And then another one, you said zoom is creating a permanent impairment. I like those phrases. So was there anything new for you in remote working via zoom or other devices?

Interviewee 42:25

Oh, that's interesting. Almost everything is so far things I've thought about, I hadn't thought of that. You tend to come to it as a substitute as an alternative. Okay, a little bit. It's easier and quicker to bring members together to see each other. For example, what one of the ones where we actually had just before Christmas, we had a semi socialized sort of a business meeting, followed by because it was covered at Christmas end of year, essential, as it were, and the coordinator was was brilliant and sent us out. She sent us out a little package, including things like Santa Claus hats. We did the first bit of the meeting that we all put our hats on and so, okay, there were a couple of people who had been involved in the group. We hadn't come face to face at all. And this was in fact their first meeting. we swap we exchanged we all put in views on emailed out documents that we hadn't seen each other and we came to the zoom meeting and that would have been the same even before COVID that we came to the meeting and and that's what so and so looks like you know hello and and so on. So that that was was you I suppose anything more fundamental. Okay. Does it makes it a little easier, for example, for people to use when they share screen. So some someone coming to talk to a group. whereas previously, they might have sent a chart out or send videos that they can talk to us and go to a chart or an illustration, something like that. I think that can sometimes be, I find it difficult because, again, this is a personal thing. Once this, once you go into screens, the face of the talker becomes a thumbnail. And I'm still using a lot of lip reading assistance into people. But it being able to sort of look at the some of the charts and so on, can be helpful.

Interviewer 46:08

Thank you very much. So we are going a little bit a little bit above the time. Are you okay with the time because we vary? So that's not

Interviewee 46:18

Yeah, that’s ok,

Interviewer 46:22

Thank you! Just a couple of people question. [So yeah]. So what kind of resources you have available at home to do the work remotely please?

Interviewee 46:33

Okay. I I work mostly on a PC. And that is fine. The only thing is it doesn't have a camera. No. But I do have a lot and I acquired this from a niece who was stayed with me at the time to she'd got a new laptop. And so I acquired this one specifically because it has a camera and it was going to be destroyed very, very early stages. And I initially I borrowed it from her and then she got to you and I bought it. So I now have yes the laptop and and zoom. Team. I personally don't glide team quite as much. Not very good reasons. But when I first tried it it was I found it a little bit awkward. But that those are my resources. I do have a text relay telephone. I can't recall ever having used that for PPI but I I could just yeah, that's it.

Interviewer 48:16

Did you require IT support from any organization or you mentioned about these or from friends and families?

Interviewee 48:59

Oh right. Yeah, yes. Yes, I'm okay. I wouldn't go beyond okay. There are certain certain things. I'm very, very fluent with word processing things. I'm good with spreadsheet using Excel. Those I would say yeah, I'm good at that. Beyond and frequently. I get to do something. somebody sends me something and I can't find out how to get into it. That kind of thing. Yes, does happen.

Interviewer 49:56

So when somebody mentioned when someone shared something. Did you find it difficult to see? You mentioned that the speaker face became a thumbnail. So was it for? Is it okay to use your because you didn't have a webcam on your PC? But you have webcam on your laptop? Yes. So So is it okay with you using that laptop, when someone shared a screen?

Interviewee 50:31

Yes, the same, the same applies, they still come down to their face comes down to a thumbnail. One of the things I suppose when I was saying about what, what what I got, I also have an iPad. And I can send a document. If, if I get something in advance of spinoff from the COVID group that I talked about is actually, I now sit on a hot, purely hospital COVID. It's a restart program for paused research projects. And I set on that we have three weekly meetings. And I'm the only lay person on and I get the documents in advance on that. And I send those to all the key, which is the progress that's been made in the period since I send that to my iPad. And then I have my iPad alongside me here. And I bring that so it is on the screen. But when it's on the screen, I can't move it, I can't look at another part, because it's totally under control of the person who has screen share. But if when it's on my iPad, for example, it includes things like the hospital's own research projects that have restarted, but then on a separate table, the commercially sponsored research projects that have started, and we're going through one on screen, and I want to have a quick look to see if there's any difference. So I can do that on the iPad. And that is helpful. Yes,

Interviewer 52:53

Thank you very much. And was there anything in particular that made it made it difficult for you to work remotely? Any other thing that you can share?

Interviewee 53:15

Okay, very much. And I'm sure you'll get exactly the same response from everybody who's done this. It's a question of familiarity. Zoom existed before the pandemic. Nobody used it. When everybody started to use it, everybody had problems logging in. I still occasionally do. Going to the link provided sometimes doesn't work for me. So I have made an conscious decision. Now. I always record the sign in codes, the numerical codes and so on. So I've got those as well. So if I can't use the link, I just start up zoom or moving and join and put in the code. No do that. But that kind of thing happened. And then in the meeting itself, a little bit of it is simply fiddly. Oh wonder what that button up there does a new try that new find you've actually moved out of the meeting. The number of times whoever's hosting has to say to someone who's dying to speak. You're on mute. Oh god, yes. Those kinds of things. So all of that was difficult at the beginning. But then as you get familiar with it, it starts you know, the mistakes until you avoid them. That

Interviewer 55:17

Thank you, you are well prepared when you go for meeting, then you got a password, ID number everything. So thank you anything positive about getting involved remotely on PPI work, anything positive, we can share, please?

Interviewee 55:36

Generally, PPI is getting more involved in PPI remotely. I mean, I think it is very much a two way valuable. Yes, I think the inputs that I had every other member put into a project or group, whatever it is, it's great. I think it is real. I think it does. There was a PPI webinar a little while ago, I can't remember who who ran it. But it was all sort of, you know, very good people. And one of the presenters on there said, and I've quoted it since sort of very simple PPI makes research better. short sentence. And I do believe that, however. And this applies to all the other to this, and all the other very different, voluntary work I do. I get more out of it than I put in.

Interviewer 57:13

That’s great.

Interviewee 57:15

Yeah, and so I have, I like learning things I always have done. And I've learned a huge amount from PPI. about all kinds of different aspects and so on. But I also, it brings me, it puts me into contact with people that I would not otherwise be in contact with. That applies to both the sort of the medical staff, clinicians, the researchers, and the other PPI members. And it is, it is great. It is it's, you know, I say I got more out of it, but I've put in, so that's

Interviewer 58:04

That’s very kind of you, you're very generous that you are saying that you get more out than you get in by maybe you are giving more but you are very kind to say that. So we're just last question is that okay, what could have been done differently in better ways? If there is any, any limitation?

Interviewee 58:26

Otherwise, okay. tend to to say some training. It's not. One of the big things for me with my hearing with deafness is that the problems created by other people are never almost never malicious, deliberate. It is, people are aware and I think that is quite I think the difficulties that he do exist with PPI work and so on since there are two a lack of awareness. Back in my xxxx days somebody taught me if you're selling and selling an idea, not just in Canada beans, but sit the other side of the table The other phrase standing in the other guy's shoes, those kinds of things. And I think anybody who's bringing, we're bringing projects, to PPI, generally, particularly, I suppose to PPI in the slightly artificial circumstances that we have now. But the media barrier there is there needs to spend some time thinking about the people who read the rest of the screen, sit where they are. So, encouraging you being very good today at how you've positioned yourself with your camera. And a lot of people do that. And that, for me, it's especially important to be able to see the face. Other people have different situations, but considering how any discussion is going to be how you're going to be positioned for any discussion. Get someone to do a check on the lighting background that you had, all those kind of things. And the same applies to any ppi. If you're starting up a fresh group, check on the joining members, PPI backgrounds, is it their first time it's early? If it is, then recognize that and do your introductions differently or whatever. But it's the proof support is set the other side of the desk? Yeah, that would make everything better.

Interviewer 1:02:13

Thank you very much. I actually have been making so many important points. And this point is very interesting. And I liked it. So you mean, something got to be done with the personalized or individualized care. For example, in healthcare system, we suddenly use personalized care, yes, when you deal with a person, if there are eight people in that group, you need to be, you know, individualized, personalized for each person. So you mean need to spend more some time before joining a meeting to learn about any individual in the meeting what their needs. Yes. So I called him the Act One that yes, thank you very much. That's really interesting point I will put not that one and I will more analyze on your point. That's very interesting. So finally, just before we go, I really enjoyed our meeting. Is there anything that I have not asked you? You want to add? Please?

Interviewee 1:03:18

I really can't think of anything. But it was a very good discussion.

Interviewer 1:03:24

Thank you very much. Thank you, you. To be honest, I really enjoyed our conversation, you have so many things to share. And I'm sure there are so many people, so many PPI groups, they are benefited benefited from your contribution from your participation. So we'll finish the interview now, but within five minutes, I will send you another email which is just to say thank you for your contribution. I will see see another lady rootball. So if you please reply, why do you have time just to mention whether you would like an Amazon voucher or lab to shop?

Interviewee 1:04:02

No, nothing. Thank you. No, that's this

Interviewer 1:04:05

It is our you know, it's this is from our project grant. So it's just it's just it's this simple way to say thank you. It's not any personality thing is is from the grant provider, you know that the process

Interviewee 1:04:18

if it's if it's built into the system, okay, but I try because I'm in a position where I can. I've tried not to accept anything. It just seems to me. I do quite a lot of charitable donations and it seems to be to be slightly darker than me to pay something in with one hand and take something that is very personal.

Interviewer 1:05:01

Thank you.

Interviewee 1:05:27

But if there is anything else, when you go back through the thing, I didn't even ask you anything specific, by all means to be an email. Yes.

Interviewer 1:05:39

Thank you very much.

Interviewee 1:05:42

Thank you hope it all goes okay.