Interview 14

interviewer 00:00

Thank you very much for talking to me this morning. So, as I mentioned that, you know, I don't need to go detail about this study as you have already read the participant information sheet, you have already read it, and you know, all of it. So we'll do it quickly, then because it doesn't take long. Hopefully, you'd be okay with the time. Yeah. Thank you very much. So could I start by asking you to tell me about your PPI work before COVID-19 please?

Interviewee 00:42

Out in the workforce? Yes, I've been there before. COVID-19. What I've been doing since since I think, I was basically involved in xxx, mostly face to face meetings, generally with the public advisor forum. And also I do a lot of other feedback as well. So yeah, with the camera center.

Interviewer 01:13

Thank you. So as you mentioned them, most of them are face to face meeting before COVID-19.

Interviewee 01:20

Yeah. And they were all face to face

Interviewer 01:22

All of us face to face. So apart from So what kind of was it then you are involved with? organization research grants. You PPI involvement? Was it involved, where review some kind of research,

Interviewee 01:39

Papers and protocols. Being part of focus groups, and public advisory forum as well. Advisors come together, and then also fast. So it was General, General meetings, not too many projects. A lot of meetings and interaction with other public advisors.

Interviewer 02:06

So when do you use to review papers? grant application everything? How did you normally do this before? COVID-19? Did you do on your computer? tablet? Or did you do on hard copies? Please?

Interviewee 02:20

No, I used to do on hard copies. I

Interviewer 02:28

Thank you very much. So we all know your contribution, what you are making, you know, a great contribution. So how do you feel about your contribution? Your PPI contribution?

Interviewee 02:54

I think I've done quite well, I think, I think before COVID. It wasn't too much. You know, it was a lot of learning a lot of training. But I think during COVID, there's been a vast increase in my participation. And there's been many more opportunities. Mostly because I think because I have a lot of responsibilities, it's been much easier for me to be involved with our, so it saved a lot of traveling time. And I think I'm quite a bonding member. You know, I have a lot of lived experience, which has been captured quite well during COVID. Of course.

Interviewer 03:44

So are you. Are you happy? I mean, if you talk about pre COVID Are you happy with your contribution that? Did that take into action? When you said something? Did they listen to you and put that in audio, you know, went on to impact impact for policy or research? Did you feel it was

Interviewee 04:05

Yeah, I think that to an extent there was but I don't think there was very much involvement pre COVID going on, and because we were going from clocked up because we also there was a lot of upheaval. So for that reason, I think there was a lot of confusion as well as to our involvement and how it was going to be in the xxx. Always, you know, my any comments that I've made and any other views that I've looked at and they've always been taken into account, okay. I have done any. You know, like I've made a couple of xxx and things and they've always been taken off and put onto the

Interviewer 05:01

That's brilliant, brilliant. So what did you enjoy the most about face to face meeting,

Interviewee 05:07

Face to face meetings mostly was meeting other people. I think it was the traveling. For me specifically, I was, you know, there's a lot of isolation when you're at home, and especially when you're okay. So for me that was, it was good to be able to go out and be away from your household chores and your responsibilities for a little bit. And I think, face to face, you felt more argued and interacting with it was called the interaction with other people and you know, especially even the professionals and academics, it was good to be able to be on an equal platform.

Interviewer 05:59

So before COVID-19, anything in particular that supported your involvement in PPI please. Anything in particular, which anything in particular in the in suffer Dino and getting involved in PPI work, getting involved getting engaged in PPI work, that you felt that why it was helpful to get involved in reviewing papers or getting into a group anything you think?

Interviewee 06:29

I think especially I think focus groups was especially valuable, because you're always able to give your opinion and you wouldn't, usually with a group of other people who have who are like minded. And it was quite good to see that despite talking on the same topic, you had quite different views of a particular subject. And, yeah, as I was reviewing protocols at all, you know, it's always been interesting to review any particular paper. The main five years with that was that there's a lot of, you know, language, academic language, and acronyms are often difficult to understand. But there was always support they had, and there's always somebody to ask.

Interviewer 07:23

So yeah, so it was the terminology. Sometimes they use the, like, jargon when they use [Yeah], so then, it was it, was it? Did you mention about this? The terminology they use to change them? Or?

Interviewee 07:46

Yes, I often, I often found that some people are quite hesitant to speak up. I found, for me, particularly, I always used to put my hand up and request an explanation on what a particular acronym, what it meant. And then you always found that there were other people in the room who felt exactly the same, even professionals. So it wasn't just public advisors. And I think it's just a habit of academics, that they just assume that we know the language. I've always been very outspoken, and I always ask for help.

Interviewer 08:27

It probably was not that difficult for you. But when you go out and speak to the, you know, members of the public in the community, to make them understand those terminology, maybe not be able to know, you know, understandable for those people. Who are you going to? Yeah, I mean, again, because you have been involved in this. For a long time, you have been working with academics for everyone. So it's not your it's not only you, but for the you know, but the people who are leaving,

Interviewee 08:56

especially for new public advisors coming in, because I'm a mentor enough. What about the popular advisors is something that they do find quite difficult. But I found, whereas before, when I when we were in face to face meetings, I think it was a little bit easier and more approachable to be able to ask for help. But since we've gone virtual, I think it's more difficult. And I tend to use Google to find out what something means rather than ask. It's I think it's more intimidating when you're on a veteran platform. Yes, thank you.

Interviewer 09:41

Thank you very much. So we talk about the subverting thing, anything before COVID-19 anything anything difficult, challenging to do face to face meeting and can you read them

Interviewee 10:00

When traveling sometimes could be a challenge, especially if we were going out of the city. If we will, if it was xxx base, then it's okay. Sometimes we have to travel as far as that sometimes could be quite difficult if you have your transport, and, you know, to an extent, and you are car sharing that that was could be quite helpful, or otherwise, if you're not competent on the motorway, and you know, you've never, you know, prior to starting in X, I haven't traveled on public transport like trains. So that was a new learning curve for me to use the train system to get from city to city. So that that was a challenge.

Interviewer 10:51

Did you experience any financial issues or carer’s responsibilities? As a challenge?

Interviewee 10:57

No, I never expressed any of those things were usually taken care of. Thank you very much.

Interviewer 11:04

So we'll move into a current COVID PPI work now after the COVID-19 started. So presumably, you have been continuing from the previous before COVID-19, the work you have been doing. So anything new we have been doing after COVID-19? Would you please share anything that you got?

Interviewee 11:27

I think during COVID 19. Initially, the first few months I was to be excluded. Because I wasn't confident on the platform. So I wasn't really aware, there was no training, no one had really informed us or explained anything. So I found it quite difficult to build that confidence to ask and to use the zoom. And it was only through some of my other organizations, when they started to use the zoom, then I got involved. And then slowly, this was picked up in UK, and we had some training. And from then it was much easier. But initially, I found it quite difficult. The transformation from face to face to zoom. The only advantage is that obviously you're excluding all the traveling time and having to go out having to get ready. But I still think it can be it's quite isolating really

Interviewer 12:42

any any new organization you've joined after COVID-19, any research any any new project, because of COVID-19

Interviewee 12:50

I've joined a number of projects and Y. Because it's all virtual, it's much easier to do multiple things. Rather than having, you know, just one maybe, or two maximum projects that you can get on with, because we're virtual, it's much easier to go, you know, to do multiple things, including, you know, I'm involved in quite a lot and the other organizations like the xxx, there was very few things that I was involved in prior to COVID. But now, during COVID because it's all virtual, and it's more accessible. And because you're not home, managed to utilize those meetings, and then the events that they put up, and it's the same for the arc fests and things. Everything is more, it's just easier because you seem to have more time because there's no preparation.

Interviewer 13:54

While you've mentioned that job is any anything any other different you in differences, you experience editing, any other things you feel it is new for before COVID-19. And after COVID-19 anything new to do PPI. Now, if you could share, please.

Interviewee 14:13

I think, you know, a lot of the work is all about, you know, there's a lot of females and there's a lot of I find it quite difficult sometimes in meetings when we have to. And during meetings when we're especially when we're screen sharing, that can be quite difficult because you can't actually see anything. And you know, the writing is so small. So that is quite a you know, it's quite, it's quite challenging then and then and yeah, I'm a bit apprehensive to say anything. So you just request that things are emailed to you and then you can check them. Also, a lot of the rec it's all on the screen and you have to you know learn how to download things and As, long as my other organizations you have to learn to download, and then there's the loss of confidentiality, and things as well. So you have to learn how to delete them, and then delete them again so that they're not on your computer. And because I've been recently appointed as a xxxx, so that entails quite a lot of secrecy and confidentiality. Within xxx as well, it's quite difficult when you haven't got the papers in front of you. You were used to, you know, physically handling papers. It's much easier. But it's a learning curve. I am slowly learning how to distinguish how to use on the internet, because there's, you know, there's Microsoft, and then there's, you know, when you're on your Hotmail, there's all different avenues, and you could open one window and another window opens, and sometimes you save something can, it's saved in a different platform. So that is quite challenging. And I'm still finding that quite difficult.

Interviewer 16:06

Thank you. Yes.

Interviewee 16:12

I think I emailed specific teams, I've been able to access the papers, and I hadn't been able to access the papers. So I find I have to do I have to do the approaching to get the information rather than you know, I think sometimes, people just assume that we will be able to break out and know what to do.

Interviewer 16:39

So the other thing is, you used to prefer getting hard copies to read. Yeah. So so so do they not send them anymore?

Interviewee 16:49

No, no, we didn't we get nothing at all. Now everything gets an email. In my other organizations, I have requested hard copies, and they have sent those out. You know, any training anything hard copies are sent out.

Interviewer 17:09

Thank you very much. So please don't feel intimidated to ask because a lot of the question is like overlapping. For example, when you talk, in interview know that you already covered them the bad guy, you know, the topic, guys, what up? I want to cover this similar question. So I have to read it. So please, don't you know, that I'm asking the same question again and again. So and the moment we all know, you mentioned, your contribution before COVID-19 was quite helpful, positive. So how do you feel now about you involvement and contribution remote working?

Interviewee 17:49

I think it's a it's a quite rewarding now even more, because the reason I say that is because I have been more involved now. So it feels as if it's whereas before because I was less involved, it didn't feel you didn't feel as if you were giving something back. But now I do feel more valued. And you know, I think because it's easier to be involved. What you find is helpful.

Interviewer 18:27

It's very interesting you mentioned that you feel you you are more involved more valued. So is it one is easy, just because easier, zoom meeting or anything else you could share, this would be great.

Interviewee 18:43

I think because of the COVID situation, there are more projects available, many projects available, pre COVID there was only very particular topics that you could be involved in if they weren't of interest to you. But now a lot of the topics are COVID related. So I feel that as a public advisor we have we seem to be able to relate to a lot of the opportunities that are offered. That is the main reason I think.

Interviewer 19:22

Thank you very much. So you got the you are more involved. I think you will presumably have more work to do that if than before.

Interviewee 19:33

Yes, much more work.

Interviewer 19:36

So what has PPI helped you with? With the during this period? Because you mentioned that is a you know, isolation you're not seeing in terms of mental health and connection during isolation. Did PPI help you in any way?

Interviewee 19:56

I think it's in some parts. It works. Quickly has detained and this rubbish you know, although I am a bit more involved, and I feel that I've become more isolated. So I wouldn't say that it's helped overall because I think, overall, my health, and everything has probably deteriorated slightly and the same with my mental health because you're overwhelmed with so much work. And sometimes it's quite difficult to say no. So in that sense, at least with face to face meetings, we could get away from the home environment. And it felt much easier. Whereas now, I think probably, you know, I wouldn't say vastly, but it has, to an extent, probably made my overall physical or mental health slightly worse, not better.

Interviewer 20:53

Thank you very much. Any other limitation placed on PPI work through working remotely?

Interviewee 20:59

Yeah, remotely as well, because obviously, And so everybody is using the internet. So that is a big problem. Sometimes you have to my son had an exam a few weeks ago. So he requested if nobody would go online. Even if we had meetings, we had to cancel them. And say, we couldn't come because we didn't want to affect his reception during his exam, which was virtual. So that has been a big challenge. And also, because of the devices, we've had to buy extra devices, so that everyone can use the internet, I only had my phone prior to COVID to invest in an iPad and a laptop, to the back. And also by the children extra, you know, buy another laptop, so they can do that. I think pre COVID I was quite a strict parent. So if it's not need, you know, they read that other than their phones, really, they didn't have a lot of multimedia. technical things like iPods and everything today. They're all using books. So that was a challenge and to be the one to you know, when you try to avoid screen time now. Everybody in the house is using the screen.

Interviewer 22:52

Thank you, very interesting. So do you have any younger children that you have to take care?

Interviewee 23:02

My youngest is xx

Interviewer 23:06

Yes. When you say screen time.

Interviewee 23:18

yeah, I didn't ask that. I'm very strict by you know, my, you know, all of them. So he's, he's always done that we never got him on to huber's 10. And I never, you know, I find it very difficult even, you know, when I'm outside to I find it very difficult to watch children and their postures with a phone in their hand and looking at the screen. So I tend to just because the less experience I have, I wanted to keep my children away from that. And obviously you worried about my life, I've noticed my own eyesight seems to be deteriorating at a slow pace. You know, due to the constant screen, but there's no alternative. I said everything. So that's the whole you know, he's on there, but and then on top of that, they have to use it for their prep sessions, in any other activities he's doing. And the same with myself. I do a couple of sessions. That's all on screen.

Interviewer 24:35

There's a lot of pressure on the internet Wi Fi here is God is it class school every day.

Interviewee 24:44

We did yeah, Monday to Friday and Friday. A university is all online as well. So he's and he will work with you on the day during the weeks as well. So it's quite a while Everyone who's out, everybody's using it. And it comes out that it's quite stressful. And I, you know, the reason I say that it's taking its toll, especially physical and mental health, especially on the children. You know, exercise is a problem. Even when I was not fixed, you had a specific timetable when you go to the gym and everything. And it's easy to say do it. You know, it's very difficult. You don't have all the facilities at home. But it's, you know, go to the gym.

Interviewer 25:43

So, as you as you, as you said, Your work has been increased. So have we got more papers to read after COVID-19? more applications to read before then then COVID?

Interviewee 25:59

Yes, yes, I've got more and more work.

Interviewer 26:03

In terms of reading and reviewing papers,

Interviewee 26:05

yeah, reading, reviewing papers, so that I have more and, you know, like transcripts, coding transcripts and things, but there's a lot more work than was before.

Interviewer 26:18

And you don't always get them in hard copies, you have to do one screen there,

Interviewee 26:24

We have to do on screen. And that sometimes other side, it's learning because whereas all hard copies, you could look at them and make notes and highlights and everything. You have to learn to do that on the computer. You know how to actually do that on my iPad, I still have not been able to learn how to do it on my laptop. So I can only review on my iPad, because I understand how to highlight to make comments or not. I'm still finding it difficult to because this is a review anyway. But I still find it difficult.

Interviewer 27:05

Thank you very much. So apart from working with professional, you have been quite active with working with the community members lately. Yeah. So how did how did COVID 9019 impact on you? Could you actively involve with the community members?

Interviewee 27:22

Yeah. Because I mentioned that, you know, as soon as we went into lockdown, obviously, we weren't going out. And the impact of COVID on here would have been quite fatal. They have to relocate outside and isolate me from her. So for me that was quite difficult, and quite isolating to have to support of members of the family not in the house anymore. And to basically single handedly look after. So I then decided to get involved in my local street. And I just made, you know, I got a local businessman to help. And we just printed out leaflets, and posted it to all the doors in our streets with my phone number on. And then we created a whatsapp group. So that has been quite helpful that we all know each other. And if we need help, we can ask on the whatsapp group for help. And even though we don't visit each other, just being there on the doorstep, and being able to be to somebody and just chat from afar that is has been quite helpful. And that's a different kind of satisfaction when you you know do a bit of shopping for your elderly neighbor, someone needs anything, you know, you're helping them out, or just exchanging books exchanging Games has no I found that with a close community because of COVID. Whereas before everyone just goes out to the cars on their driveway and nobody sees each other.

Interviewer 29:30

That's brilliant. It's very inspiring work. Now what access of resources access to resources that you have at home and if you please share with us any resources at home, apart from your iPad, or did you mention for

Interviewee 29:57

my iPod, my phone I recently, within the last month I purchased a laptop. Okay, so just to because I found in meetings as well, when you're on your phone or iPad, you can't see everybody on the screen. So you can only see maybe one person or maximum to three people. So you know, I thought it would be much easier, especially if the webinars to interrupt to a talk, because certain things that the author chose. They're not as you can't be as interactive on your phone as what you can on a laptop.

Interviewer 30:41

So yes, that's great. You have a laptop, so you laptop, you don't have any issues with sharing screen or anything, listening, and learning.

Interviewee 30:50

So it is I've got a training course next week teams training. So hopefully, I will be able to understand teams a little bit more zoom. And zoom has been pretty straightforward. Really, there's not been any issues or any difficulties. But we did have quite a big meeting last week. And that was unfortunately hacked. So we had people take over the meeting, but it was quite uncomfortable, because obviously, what was appearing on screen was very uncomfortable viewing. And the administrators didn't really know how to handle it.

Interviewer 31:39

How many people were there?

Interviewee 31:41

There was over 100? over 100. Okay,

Interviewer 31:43

so there's some people dominating…?

Interviewee 31:46

Yeah, so we had, you know, there was obviously somebody just took over and they started, you know, there's a lot of terrorist activity pornography activity. And it was very difficult to shut down. So that was quite uncomfortable. But it kind of, then made it, I was a bit apprehensive then to continue on zoom. And I've just been more aware, when the children, especially one of my children to use as soon I've just been a bit more wary about the security aspect of that. Somebody, some of the organizations now that we have worked with, they are transferring from zoom to teams because of security issues.

Interviewer 32:35

So you are having a training for teams next week.

Interviewee 32:40

So Y I work with, so they are transferred in from zoom into teams, because they will actually end the meeting. So for them, it was very difficult. And there's a lot of vulnerable adults who they look after you're using zoom

Interviewer 33:07

Do you think on teams, these kind of issues will not be, you know, will not happen in teams?

Interviewee 33:15

I've not experienced anything, and I'm hoping we don't have any of these issues. But it's teams is quite new to me. So I'm grateful that you know, the xx two is offering this training. Ideally, we should be having, you know, Oxford really be giving us this training, even, you know, zoom teams on what I think you know, various platforms, we should have this kind of training. And even when there's a new platform, I have noticed other organizations, they have a lot of rehearsals prior to any webinars on our webinars are fast. And normally, you know, because they use a new platform every time it can be quite difficult, especially for public advisors to adjust to a new platform without any training.

Interviewer 34:13

It was very interesting when you mentioned that the way 100 people attended the, you know, unexpected items or anything was shown on screen. Was that because 100 was there any members put them on? Or was it just a third party, someone from them?

Interviewee 34:29

It was a third party from the members. We were hacked. Every time they threw them out. Somebody else came back in eventually then they had to shut down the meeting and reschedule. Oh,

Interviewer 34:48

I didn't. I didn't hear about that. What we heard some kind of security issues for example, people can use to steal your identity from zoom so they are trying to. Yeah. Team, basically, thank you very much, you know, to be helpful for the data analyst as well. Thank you. So during this time, although you've got, Did you ask already sir Percival, do you have a meeting training meeting next week? Any other support you asked from anywhere else for your IT training or knowledge about from doing some Google search as well?

Interviewee 35:36

No not really I asked for any… If I feel I need it, I do ask for I think because it's such a big organization, it's very difficult to get the training done. It's much easier if you know, this kind of training is much easier face to face. And especially if you're a visual learner as well, it's it's better when it's, you know, you're in a room and you're listening to somebody and you have things that you can use. Oh, I mean, I don't know what to expect next week for the team's training. I'm hoping it will, they will try and make it quite interactive so that we can understand. But at the moment, I mean, that's why I brought it up yesterday, because I found it quite difficult, because I've got teams account. And then I have my own private Hotmail account for me, because I don't really understand it was very difficult to distinguish how to use each one. And I didn't know until I attended another meeting, which was teams, it went through my court account. So that was security wise, that was a little bit of a concern for me, because obviously, I was quite worried that any of my course conventionals might have come up. So that was quite worrying. But eventually, I've managed to work out. I'm actually asked to build and to help me. So they worked out for me how to use the team size with my hotmail rather than my coffee man.

Interviewer 37:26

Yes, the Team Server.

Interviewee 38:21

It's been very we were asked once i think i think it was we were asked to use Skype. And that was extremely difficult for me to use. Even though I downloaded the app, everything. The academic still found it difficult to find me into, you know, so some of the platforms are difficult. And it depends on the other party what they have access to. But mostly I've used to do this one, I think I used mine as well. Something called My

Interviewer 39:00

Zoom is yes, it's my in a software job is very popular for advisor. As we mentioned the security for security issues. Yeah. Thank you very much. So the last I mean, we are nearly the last part of the interview session. Was there anything in particular that helped you involvement during COVID-19? In although, of course, you would work in Flexi when you got an even new laptop in between influence you to I mean, you want to get more involved. It was a bit more work to do this. Of course, that already influenced you to get a new laptop. So anything else influenced you to continue with your remote work?

Interviewee 39:49

I think mainly because I wanted to make a difference. And getting more involved means that you have more opportunities. come your way, then, you know, realize, like before I another hours, I didn't use social media as much either like WhatsApp and Facebook. more involved has influenced me to use social media more as well. So now I use Twitter quite a lot, I use WhatsApp quite a lot. So that's, you know, I think because of the, you know, losing, you know, this virtual platform that has helped improve my skills on social media as well. And also, as I said, it gives you the incentive to continue because social media, you get a quicker response back, which encourages you to use it model.

Interviewer 40:56

Yeah. Especially twitter health professionals, academia, using helpful…

Interviewee 41:03

Yeah. And I started writing more myself on a personal level as well doing reflections and things. So I think it just, you know, even if it's not on a, you know, outside work level, even in your personal space, it's hard to, you know, as I said, I started writing things down now that she's reflections, which to help improve my mental health more. So. It's been very, you know, at the same time, I think I'm a little bit anxious as well, going back to face to face, or some results here. It's not that easy. We've got used to this platform now. To go back to face to face, there's going to be a challenge, again, how to organize our time and everything. I think that's going to be quite challenging.

Interviewer 42:01

Yes, can I please ask us once people are back to their normal routine, not staying at home. Do you think would you think that remote work, remote remote working still the practical ones?

Interviewee 42:17

I think so definitely, I think, especially in my position, having so many different responsibilities. If I could use remote learning hand in hand with face to face, that would be very helpful for me, I would rather use a mix of both than one or the other.

Interviewer 42:38

So you would like to keep face to face and remote both. Any preference more more than than this that?

Interviewee 42:46

I think it depends on the situation, obviously, I would prefer face to face more. Or if I was in a position where I couldn't attend, then obviously, I would want to you, I would still, I wouldn't want to be left out. So the advantage of having the remote landing remote platform means that you won't miss out on things which you would otherwise have missed out on. So if, if I'm not pre COVID at a meeting, because we were traveling, that waste of traveling time, meant that if we did have another meeting, we couldn't attend because we were on the train or something else. And we didn't have the data to attend remotely anyway. Whereas, you know, if we make now because we're not, you know, we're able to switch from one meeting if one meeting finishes up to 30 right away, maybe we're able to switch on to another meeting at 330. So there's no time wasted. So I think definitely, there's

Interviewer 43:59

So you can equal that and more meeting no time wasting anything. So it it feels to me that everything you are giving to an accommodator is as COVID your professional, professional bodies, everyone, so you are giving away for to where you are contributing more. So what would be helpful benefit for you? I mean, when you do this remotely more, as you said, when you do more remote work, it feels like you've got more things to do. So anything rewarding for you? Is it just giving or supporting or anything, anything else?

Interviewee 44:31

You know, I think the everybody has become more aware that we need to help I think even the professionals and academics, they seem more relaxed, virtually. Whereas when we were face to face, it was all very formal. So now I think everybody seems more relaxed and more attentive on the virtual platform, which is Helping public advisors as well. So I think in that sense, that is much easier, you know, sometimes we even get phone calls, we get one to one, zoom sessions. So I think the support is there. It's just hoping that they remember to keep the support once we go back to face to face. And everybody doesn't get all busy and face to face meetings that they forget that we still need support, if we are using the virtual platform.

Interviewer 45:37

Looks more relaxed now. Is it? Do you think? Because they are at home? Or is it?

Interviewee 45:41

Yeah, I think because they're all at home. Definitely makes a difference. Because even last, you know, last year, that was what came up in one of our focus groups research that I took part in, like, during Ramadan, everybody, that was the first year that everybody felt more relaxed, because they were all at home during the fasting month, rather than going out. So I think it's the same. Not everyone is just relaxing, you know, you don't have to go very hard if you want a cup of tea, or you can in no time, it doesn't feel as if you just wanted to study or face to face. You know, you can multitask to an extent when you're on a vaccine platform, thank you very much.

Interviewer 46:30

So the Lastly, I would ask, what could have been done differently? What could have been done better? If you please?

Interviewee 46:39

I think definitely initially, we should have been informed more earlier on about the virtual platform and the training given. And we should have been asked if anybody had, you know, if you had the resources available to us to be able to interact virtually. Like I said, I it took me a good few months to interact. assuming everything because I just did not have a clue. I told him, I didn't understand it was completely alien to me. And, you know, that this was a way that we could interact. So I think just making sure that we are informed and asked if we need help with any resources. And if the training, I mean, we still haven't been given any training, ready for the whole teams. So I think that means that is an issue that we need to let people know, if I can provide training now even of how to use these platforms, that would be very helpful. Like I said, I'm telling, I'm getting the training for teams, but I'm not getting them to work, even though it will benefit. If I am.

Interviewer 48:07

Thank you. So lastly, just before we finish, is there anything that I have not asked? We have not discussed you'd like to add to anything we have discussed, please?

Interviewee 48:21

Not really, I think it's just to take into account, I think just you know what I said about the training and about when we're introducing new platforms, I think we need to just do those and get an ID if we can't have like a hassle beforehand. Because I know now for the new our trust again, you know, this is our third or fourth, our press Jordan lockdown. And the initial one was in zoom, we had a few problems with that one, then we had another one. And that was another new platform that we will start to learn about. And now this one again, that we're having in April, where it's due to come out in April, the xxx and it's going to be another new platform. So you know we're not going to get any, you know how to interrupt on that platform. It's going to be very difficult for advisors, if you are not aware of how to do this.

Interviewer 49:22

Thank you! So we are finishing the interview. Many thanks for your help. It's been really helpful.

Interviewee 49:47

Yeah, thank you, very nice.