Interview 1

**SPEAKERS**

Interviewer, Interviewee

**Interviewer** 00:03

This should be recording and you should get a little sign to say, and this meeting will be recorded.

**Interviewee** 00:10

So it can continue. Yeah, yeah. Yeah. Okay. [Brilliant Okay], so off.

**Interviewer** 00:17

So again, thank you, for taking part in the study, it's really good to have you on board.

**Interviewee** 01:45

Oh, gosh, there's quite a lot. Um, I am a member of the parent care forum. So I'm involved as a participant there, of a national network, parent care for international reps are involved there as well. I've been I'm part of a team now. It's the X partnership. And that's the committee that oversees it. And it's all run by service users and professionals that actually work in the hospital, we meet three times three, four times a year, it's cool to me, obviously, now it's online. It's not the jam. So yeah, I've done a lot of travelling all over the place [brilliant] and somebody says, do you want to be involved? My hand usually goes up.

**Interviewer** 02:54

So yeah, a wealth of experience, which is brilliant. So just to kind of all this kind of experience that you have, how did you do it? How was it? You know, you know, before the social distancing in these measures, How was it for you How was the PPI PPI involvement was was it face to face meeting was it you know, workshops that you attended, how was that

**Interviewee** 03:17

face to face meetings, roundtable meetings, workshops, conferences, as well as I've worked with them? So a lot of it was actually travelling all over the place and face to face. There was some video conferencing here and there but it was very it's not as polished as it is. And then telephone conferences where conferencing work you know I find that really difficult because dial and taking a call was nightmare turn taking wasn't it Yeah, so so face to face was was ideal because you know, we were putting nice comfortable hotels, we were fed nice meals and and the meetings were really good anyway, because then we were all sat around the table and we were able to socialise as well, it wasn't just talk because we're here to talk about this this next, although that was really important. It was connecting with everybody else that was around the table as well because they, we all came from different parts of the country. We all came together. Every now and then. And it's even the same even though I go to xxx or I used to still come to the University

**Interviewer** 04:50

Yeah, so it kind of bring brought this kind of social network plus your contribution. So you were meeting new people, new faces and creating those social kind of interactions. together. That's brilliant. And how did you feel about your contribution in these kind of meetings and workshops? And, you know, these conferences? How did you feel about your contribution as a public public contributor?

**Interviewee** 05:13

I always felt included, wherever I've been, that my time has been valued. And most of them, I think all of them practically, apart from expenses are voluntary. So it's me giving up my time, and they're very appreciative that they're actually, you know, we know you've travelled 300 miles at the line to be here, or, you know, and, you know, they they looked after us because of that, and I can't think of a group that didn't. We've all been kind of valued. Our opinions have been valued, that maybe they've gone to extremes to make sure that and they asked us frequently was that how was that was? Can we do anything any different? You know, I mean, there are there are occasions and several other groups that I'm working with this, there's a couple that are very cool to talk over people. But they've dealt with that really well, they've actually allocated tables today and separated them. So they don't say, so take over the meeting, because it does get quite challenging.

**Interviewer** 06:08

To manage these kind of like, let's say dominant characters, they've managed to physically actually shift us around in terms of different tables and stuff. So you found that really beneficial to actually physically move in with you to kind of be able to contribute more, you know, freely.

**Interviewee** 06:25

Yeah, yeah. That, that there was a good because we have a table plan when we went in, and it was kind of, they were like, Well, actually, I don't want to sit here. But you know, I'm gonna sit here anyway. I've had their arms folded after me. But after that, they were fine. Yeah. And it was better because everybody got chance to speak, because there was a lot quieter members of the group as well as verbal and didn't actually get to say, and their contribution was just as bad if not more valid than it was all the time if they got a chance to speak. Yeah. So yeah, certainly, the the feedback was a lot better, people got a lot more said, and a lot more. Because bearing in mind, with a lot of the meetings, like we come from all over the country. So this is really important that we hear from the northeast, and the Southwest, and central and counties. And it's really important that everybody has their contribute contribution from that, that neck of the woods.

**Interviewer** 07:21

That's brilliant, that's really good. And I really like the idea of how he dealt with the situation to support everyone to contribute. I mean, you mentioned briefly about, you know, what you enjoyed about, you know, the actual face to face, and public involvement that you've, you've, you've had, I mean, anything else that you you particularly enjoyed about public involvement, before the lockdown,

**Interviewee** 07:48

and going to different places there. But a lot of the groups varied our meeting venues. So we will go to different areas. I mean, one of the one of the planned areas that we never got around to doing and we should do it is, honestly, because they're so remote, it's really difficult for people that live there as reps to come up to like places like xx, because it means a two day trip. And they've got to stay in hotel overnight, and pencils and travel together it and it's the same way. So it ends up being a full day trip. So we said, well, actually, we'll come to you. And we were planning that so and there's other places that we wanted to visit. So we were planning that and actually being it's all very well talking to somebody that lives in a different part of the country. But actually being there is is quite special because you actually you heard about all the contributions from that area, but actually being there, you kind of get a sense of the flavour of the place as well, which you can't get if you're online.

**Interviewer** 09:34

that's really the work he enjoyed the actual travel goal based to the other exploring new places, which is it's almost like an adventure for you wasn't it?

**Interviewee** 09:43

Yeah, absolutely.

**Interviewer** 09:44

Yeah. And can I can I also touch on? Let's think about something that you felt that was difficult or maybe a challenging time for public involvement. You know, if for the face to face working before the pandemic, what were What did you feel About what was difficult or what was challenging for you at the time.

**Interviewee** 10:07

I think it's as much as it's, you know, the excitement of going to a different place, I think I needed to be informed about what the place is like when you get there, because there was some places and one or two of the places that were booked, it sounded great on paper. But when you're actually walking through it, you're like, maybe there's a nice area, as I say it is so. So actually being prepared and knowing about where you're going. Sometimes that wasn't always clear. And there they you know, people make mistakes, don't they? They go, Well, actually, maybe that wasn't a good area to put that meeting at, you know, we didn't we didn't think about people walking from the station to the venue, for example, it's okay, if everybody arrives in the cab because you're not walking through the area. But if you're walking through the areas, like different story. Yeah, suppose that and the the actually being at the venue and the, the problems when it comes to someone being too vocal, or not talking enough, or, you know, so we want everybody to be on the same page and everybody to be able to talk. Sometimes that wasn't easy. And sometimes that wasn't managed very well. I went to one meeting where we had to introduce ourselves, and it wasn't just name, place. You know, where do you come from, you know, it was it wasn't clipped. And so there were people that were talking for ages and ages about their, that you know, about their children and their diagnosis, and what happened, and we had the life story just about everybody. So by the time we actually got around to talking, we only had about an hour left, you know, because he was like, looking each other going, you know, put the halter there. So it wasn't it wasn't managed very well. It wasn't chaired very well. So yeah,

**Interviewer** 11:54

there's been a couple of those meetings. Yeah. And in terms of like, if you think about other talents, managers, such as I mean, you mentioned that you enjoy the travel. But in terms of like the, was there any financial issues, care responsibilities time, let's say? How did you feel about that? Was that difficult for you? Was it challenging? Um,

**Interviewee** 23:50

I've been kind of like part of these groups for a long time. Financially, I've never really had a problem that most of the the, the groups that I belong to book travel, but the hotels, but the venue, send out maps, you know, they're really good at it. They, you know, they're getting better as well as times going on. hiccups maybe Yeah, once or twice, they're not very good at being able to put venues near transport because they expect everybody to travel by car. And that everybody does it. So yeah, that was that was. I wasn't, yeah, that was enough to do left to plan our hotels as well. So that wasn't great.

**Interviewer** 14:11+11.34

I'm glad that there's no there was no major issues, but they weren't, like you said, there's lots of tiny like hiccups that were in the way we which you managed, which is brilliant. So I mean, just let's move on now and think about today. So the current time that we are in, and how public involvement has been for you during the current time. You know, What, are you still involved in the same kind of stuff that you've mentioned earlier on, about some of these groups that you're a part on part a part of at the moment as well? Yes,

**Interviewee** 14:39

yes. So still belong to just about every group. I think it's been difficult, I think, because I think all the all the organisers have had to get to grips with Microsoft Teams and zoom and and video conferencing in general and it's not it's been a sharp learning curve So I've I've had to learn how to host zoom meetings and, and join Microsoft team meetings and what and you know, the what the what the phrase for the year has been, you're on your mute your mute every five minutes, you're on mute. Oh, it's a phrase that never existed until last year to the beginning of last year. And though everybody says that it's becoming the thing, even extra t shirts with your unmute on it, saying, you know, so yeah, that's been really difficult. And the meetings have been. Normally I'm quite routine. But I know that when meetings coming up, and I planning for it, but as it's been shifted around and moved around, the times have been moved around, and has been shortened some of the meetings that can't go on, you can't speak on video conferencing all day long, and the only one for like three hours. And you think Well, actually, that's not long enough, we need more. And it's difficult to plan meetings sometimes. And when you're at home, I've got my family going on in the background. So many noises, they will drop something on the floor or slam a door or something will happen. So yeah, so that's been really difficult.

**Interviewer** 16:55

And like you said, there's a there's a new learning that you said, like, you know, learning how to use these different software's the zoom, the team's arranging, and you felt like, you know, you mentioned about the meetings keep on shifting, do you feel like this is more happening now with the with us being remote working, in comparison to a face to face when the meeting has been scheduled? The venues been booked? And comparison to to to now where we can easily just shift the meeting and change times? Has that been difficult for you? Like you mentioned?

**Interviewee** 17:23

Yes, because there was set times in a diary where you, we knew and it couldn't be moved. Because excuse me, because we would be we would need to leave by train and get there and get to the hotel check in and another venue will be booked. And then you couldn't leave the venue because once you've had it, you've got it there. You know, and it could be cancelled can be shifted. So I think it's a bit too fluid. Now it's moving around too much, you know that there's no, there's no set time anymore. And if you put it in the dryer, I guarantee you what you might say actually no other reason why things. technology isn't wasn't working. And one of the things I went to, there was a fire alarm. And another one, they had to evacuate the building. They were saying they were in different offices not to go I'm sorry. He kind of went. And while I'm talking, I'm like, Okay, what do I do now? Do I want to come back or not. So you know, other things happen? That you're not part of, I mean, if there was a fire alarm in the venue where everybody sat around the table, everybody would leave, then everybody would come back in again, you just left hanging on the end of a camera and a microphone, wondering whether anybody's gonna come back or not, and how long it's gonna take them, please, they're so that we can

**Interviewer** 18:38

really interesting ha ha so you're just waiting there for everyone just to pop back on. That's really good. I mean, it's really interesting to see all the different changes that are happening. I mean, what do you mean, you mentioned that, you know, the, the actual shift itself and using all these new software's was some was something new for you. I mean, what what are the things that you felt that was new with this whole shift of remote working?

**Interviewee** 19:07

Getting to grips with turn taking, if you're sat in a face to face environment, it's easy to know, it's a natural kind of progression, you put your hands up, you get spoken to me I know there's a hand up thing on teams, you know, you're there either you can sort of get people's attention, but I think it's more difficult. I think if you've got if you've got something to say then I think it's even more important now then the person that's holding the meeting, hosting the meeting, to be able to to involve everybody and it's really difficult I've had to host and it's not easy, especially if I've got like six people in the room and that I'm looking at them and then I'm thinking well what all disjointed use them and they all disappear and then pop up again and it's really hard. So so that that kind of that can you don't lose somebody if you're sat by the table. They're there all the time unless they get up and go out for some reason and come back in again. But you do lose people sometimes they Leave the screen. And they haven't said where they go in. Sometimes the camera goes off, some type of microphone goes off. So you can't. It's like, one of their functions has disappeared. But somebody has gone before. Me, and it's really difficult to cope with because you think, well, I actually can't talk to them at the moment because they're talking. Yeah, yeah. I just, you know, over the phone, it's impossible. I just can't do it. But you know what, it's been a video conferencing? I think it will. Is it my turn to speak? Or? Do I want to introduce myself or to just sit here? And I'm looking at everybody who think it will be?

**Interviewer** 20:39

So happy. Do you feel? Do you feel like your contribution? Now? See, like you mentioned earlier, before, when you're all sitting in the room, and you feel like, everyone got the chance to contribute or say something? How do you feel now with this remote setting? You know, you mentioned the difficulties that happen, the loss of connection, you know, some kind of disappears off the screen all of a sudden, is it my 10? Is it not? Do I put my electric hand up? Or, you know, wave my hand at the camera? How do you feel your contribution at the moment now with with these meetings that you're having online?

**Interviewee** 21:09

Um, I find it harder to gauge reaction. Now. If I'm talking, I find it and I see see for me Why? Because I'm just talking to you. So I can see your reaction. And I know that you're nodding, and he can hear what, but sometimes, I think, have they heard what I said that they understood what I said? What do they think about what I said? No, okay, somebody's got to pick up on that as anybody else got another point of view. And usually, it's intuitive. If you sat around a table, you kind of pick up on other people's cues, but it's not so much if if it's like this, especially when you there's only kind of like a very tiny little screen saying or what they're thinking about, you know, sometimes you think, did they actually hear anything at all? Because you don't get reply? Did it actually come through? Is it is my microphone off or something? You know, so? Yeah, that's really difficult, because I think you can still make the contribution. I think it's still recorded. I've seen a lot of the transcripts of all the conversations that we've had. So they are good, solid conversations, and they have moved things forward. And but sometimes I didn't I don't think I've said enough

**Interviewer** 22:17

yet. Or you know,

**Interviewee** 22:18

I've been understood. And I'm not sure. The the feedbacks really difficult to get from that because you're not sure how to ask how was that the knee? windows? How was it for you? Because I don't know what you think. Yeah. So

**Interviewer** 22:33

yeah, but you thought you were in the room with people you felt like this could be, you know, picked up engaged when you're when you're done that interaction kind of thing? Yeah,

**Interviewee** 22:43

yeah. Yeah. And I do feel, you know, as much as I have distractions, when I'm at home, and I'm on the zoom meeting, I think other people are the same thing as well. So I'm not sure if everything is being heard by everybody, by public speaking, because they have other things going on.

**Interviewer** 22:57

Yeah, definitely. So can I also ask in terms of em, in terms of what has public involvement and engagement has helped you with during the period of lockdown, especially being, you know, you know, the fact that we're socially distant? We're staying at home? The majority over some years, you're, you know, you mentioned earlier that you still kind of have some work interactions will go now, perhaps, has you being still involved in public involvement? Has that helped you in any way during this period? In terms of mentally connecting to others, you know, during this time of isolation?

**Interviewee** 23:35

Yes, definitely. It's nice to know that the people that I know from different parts of the country are okay, we don't know you can't email each other all the time. You're not on that kind of mailing list. You're not on Facebook, where your comments, messages suddenly or Twitter where you don't know these people are, okay. So it's nice when you connect to find out that everybody is still, you know, with us, they're still managed, they're still okay, they're still you know, it's hard, but we're all coping but, and, and it's reinforcement. It even though you kind of because everybody's locked down, or we're in their own little tight little bubble, you don't even connect with people that live in your own time. So when you get together, virtually, it's quite nice to hear their stories. Yeah. You know, about, you know, it's nice, nice to see them. But it's also nice to hear their stories as well. We always have a full kind of like, pre chat on a couple of our groups where we actually catch up. Well, you know, when we're all in different tiers, that was that was that was a really interesting conversation. It was like, Oh, well, you could easily don't know, aren't you? I'm here to attend. You know, we're here for all four. We can't go out. There's no pubs. So you know, so we we we get that kind of like, you know, so it's nice. You're outside your own bubble. You're actually connecting with people. And then again, it's quite nice. It's not nice that you're going through it all together, but it's quite comforting. I think that you're going through the same thing. And everybody feels the same way. And everybody's frustrated and a bit fed up. And everybody wants things to move on. But we do actually, quite a number of our groups, actually, we say something positive or good has come out of this, we've been explaining all the things that will the school skills that we've learned, and things that have happened, you know, and so you know, I've done this blanket. done it before, no, no, no, I've never had the time.

**Interviewer** 37:22

that's really good. It's good that you still have those introductions, which is brilliant. While you're doing it. That's amazing. So can I just ask you now about in terms of access to resources in terms of ppppp. So in terms of, if you can tell me a little bit about the resources that you have available? So, like you said, Now you because you have to do things remotely? I mean, what access Do you have at home in terms of, you know, do you have to have access to a laptop, a PC? You know, Wi Fi at home, the space? How has that been for you in terms of accessing resources to help you do your public engagement?

**Interviewee** ~~26:19~~ 37:57

Yeah, I'm lucky. I'm really lucky. So my laptop set up to do it literally to do this, when not when it was so when, you know. It's it's kind of like current as well as data or anything. So it's all ready to go. So I was really lucky. So everything's there, I'm going to worry about faffing around with with earphones or, you know, sort of trying to move anything around. It's all there ready to go. So I'm really lucky. One thing I have to say I miss. I'm kind of old school as well, even though everything's sort of technical and everything you can share screen, I miss having something in front of me. Because that's what that's how I you know, you if you've got an agenda in front of you on this, that that's something that that, you know, kind of like, I don't know how, I mean, I print stuff up, but you can't but some of the stuff. I mean, it's like that. It's really like, No, I'm gonna printer him for that. I know, to help with that. But no, no, no. I'm not going to interpret all that off. And I do actually miss hardcopies there being there. With me, even though you can share screen and see ya. Yes. I don't know. It's tangible. It's there. And you can write and you can scribble on it. Yeah, it's nice that

**Interviewer** 27:57

it's a different feel, isn't it? The comfort, comfort to have a look things. So that's brilliant. So you had through your studies that you had, you know that you know, you have the laptop you have? So, so you've got access to Wi Fi at home? Is that how easy for you to kind of still get access to this PCIe as well?

**Interviewee** 28:17

Yes, I've got unlimited access. So you know, so I'm gonna be at and I made sure that as well. So I've got to make sure I've got enough data. So that's good. The what the only problem I've got is because I'm on a metre, and I'm not on a smart metre yet, but to change it over, but kind of got in the way of that. So it never really kind of happened. So I'm physically putting a key to me. So the first thing I've got to check before I go into a meet, I've got no, I mean, because my laptop will hold but not forever. And it will just go by about halfway through a meeting and I'm like, electricity is gone. So yeah, so that's a bit of a problem. Yeah.

**Interviewer** 28:58

To make your electric bills at all topped off to make sure that nothing kind of distant. Yeah,

**Interviewer** 29:17+11.34

In terms of in terms of access to information or in terms of access to knowledge and guidance. So for example, you mentioned, you know, you had to learn how to use, you know, teams or zoom or, you know, be the host of these conferences, for example, these meetings. I mean, did you have access? What kind of access did you have in terms of information and guidance to do these things or learn about these things?

**Interviewee** 29:46

Pretty much YouTube, Microsoft for Dummies. I mean, there's no kind of wait, wait, it wasn't pre emptive. So there's no real kind of training platform. I really wanted to go on what I like but actually I need to go on training. Put me on training. Please, but there isn't any, any. Yeah, you can get sort of a get the basics from googling everything. But you know, there isn't a proper kind of sit down to talk proper training platform. And that's what I'm looking for. And I can't find it. But it is. Maybe there was one I looked at that it was it was from the USA and everything was an American. It was driving me up the wall. I'm like, I just want an English accent. Please just give me an English. I can't stop this. Now. So yeah, yeah. So that's the organisations that

**Interviewer** 30:34

you're part of in terms of through the public involvement with? Did they provide any support or training or guidance into how how, how this whole shift of remote working, you know, how can it help you to still access?

**Interviewee** 30:47

Well, motion? Well, I need to hunch but the rest of I just need to join. So so just hitting the link and joining isn't a problem that that hasn't been a problem for me. And I did get through they do all the all the donkey work when it comes to how to share things and move people into chat rooms. and move them back out again. Yeah, that that that can be fraught, sometimes. One of the things that, and this is another expected one, actually, because I never thought about this until it happened. I went away on holiday. And I had a great meeting. I thought, okay, it's been moved to the holiday. Fine. And I thought I can use the Wi Fi no problem. It's free. Yeah. So I signed on, on my iPad, expecting to jump in. No, apparently. But there's been blocked Microsoft Teams, it doesn't happen in there. So after the video conference, I didn't know that you'd if you don't know that. You know, and the people that were hosting it said, Oh, that's a weird one. I never, I didn't know that. I said no. But how many other places have got access to Wi Fi but block and conferences like teams meetings and evenings? I didn't know that till I was there. So there are unexpected hurdles. And I'm like, oh, no video conference on my phone. I think I'm at least have a half an hour on my headphones hurting my eyes a bit. I'm concentrating on I can't do it anymore. I don't know what I'm supposed to take times. And and, and the phone's getting really, really hot right now. So I think I'm going to put it down. So yeah, that wasn't good.

**Interviewer** 32:20

So can I also ask about what was there anything in particular, that actually helped you to continue being a public contributor or public, you know, advisor during this lockdown. So such things as, you know, access to resources, you know, and knowledge about the opportunities that are available, and so on. And so what has actually supported you to stay involved as a public member?

**Interviewee** 32:47

I still want to contribute, I still want to be part of the groups. That hasn't changed. I mean, it's it's not it's not ideal. Yeah. But it would be better than nothing at all. And I think the groups are really, really important.

**Interviewer** 33:03

Your motivation is, is helps you to keep saying yes, but in terms of like anything, like practical in terms of resources, or let's say, you know, support that is available, you know, confidence with your it has that helped you in staying engaged and stuff?

**Interviewee** 33:20

Yes, yes, in that in research and technology. And I'm still a technophobe. But again, but you know, that, that I overcome, because I and, and, and I am held, there's, you know, they are giving me steps on how to get online, how to access what to do if you're out and about what to do, what to do if you're stuck, and you can't get into some how to get another link if you want to get in emails, and it all links up. And it all makes sense. And but I think all the groups have worked really hard that the organisation of the meetings has been in some groups flawless, really, really support with really, really good. So they must have had, I don't know where they've gone to get all their information from off the land really, really quick to get everybody else on board. Because as people I'm used to being online, I'm used to hosting meetings, I'm used to I'm used to using this technology now. But there's people that are on the group that haven't got to play, and they need an awful lot of support, and they've supported them. They've done that one or two group members integrate that. I've actually handed out laptops because you can't do this thing on a phone. You get an E and an iPad is a bit hit and miss your next minute well but laptops are the way to go forward. And we've had this with parents in our schools as well because the home learning and they've got three children and one device. Yeah, the fights and the fact that the parents need to use the phone these days. need to use the laptop for their own work as well? Yes. Yeah, cause massive problems. Brilliant.

**Interviewer** 35:07

So I think we're just coming up to the end of our conversations been brilliant. But just to think about the positives and the negatives now, so if you can, I know you've mentioned this before. And so if you can just give me some bullet points about, you know, what, what do you feel that actually has worked about public involvement remotely?

**Interviewee** 35:26

remotely, I'm meeting up and actually talking about what you have to do face to face, but actually talking to the people that you know, you've connected with in the past.

**Interviewer** 35:34

Yep. And in terms of in terms of technology, access, time, flexibility, home environment atrophy by that,

**Interviewee** 35:42

um, yeah, hit and miss, is, it's really difficult as well. Because you're working from home, I've done some homework in but it's just your home. So your home calls you, if you're at home, if you're sat around the table, and you're talking to people across the table, then your entire attention is focused on that meeting, there's no digging your phone's off in a way, you know, you're only concentrating you're in the moment, you're not, you're not, you're not thinking about anything outside that window, just going on the conversation. When you're at home, everything gets in the way. And even if this means quiet, you know, you can even drip in tap, we think oh, my washing just about to go on a massive spinning, it's gonna make a really like. It's just how I live and it just gets in the way of it. So it's great. I love the fact that we were able to do this and we can talk about it sort of like, you know, where hundreds of miles away and we still talk to each other like we're in the next room or in the same room. And safely as well. No, mass is a biggie. That's a real Biggie for me. I can't I'm half deaf. So I have a real problem trying to listen to people who must, please. And they are never asked to declare the fact that I would have to before but I

**Interviewer** 36:59

do know.

**Interviewee** 37:01

And I hate it. Because that's one of the things I don't want to tell people. I just I used to rely heavily on lip reading and I still do. So.

**Interviewer** 37:08

How's that been for you using a video call? Sometimes people don't have their videos if you rely on liquid and you feel that has been difficult for you?

**Interviewee** 37:15

Yeah, yeah, definitely. Especially people got the cameras off. Because I'm not that transparent. That's another reason why I can't do telephone conversations isn't intention thing was me. But attend taking, but it's also hearing. And I'm straining my good ear constantly trying, trying to listen to what people are saying when my body is tall. So when I was really small, I mean, obviously, I'm older. And when I was at school there, there was no sort of like provision made for me, I was just kind of, you know, I just couldn't hear. So they used to talk very slowly and very loudly. And then, you know, this problem I can

**Interviewer** 37:58

feel now with remote working. And this was this is a limitation for you. And something that needs to be addressed. Because you mentioned like, it's difficult for you to continue on telephone conferences or telephone calls. However, video calls can support you because people still have their videos on you can see their reactions, you can see their lips moving. But if people have their cameras off, then that'll be a struggle for you. And he rolls them into the tiny cameras as well. When you said like there's loads of people. Yeah.

**Interviewee** 38:24

Yeah, I mean, I've got a fair a fair rise or not brilliant. But I mean, I can make it but but but these are like these, like sort of like tiny, tiny lineages of people. So you can't make out their expressions. You can't i can't lip read. Yeah for example, if he was talking to me no longer No, no, I can't hear what you're saying. So yeah, so I can't, I can't say there was an occasion where I was at that meeting. And it was only a couple of months ago, actually. And to the to the professionals were in the same office, because the same officer, the webmaster and I'm like, I give up, can you put a transcript or something? I cannot hear what you're saying. I can hear. I can't hear what you're saying. There's my ear. Just just I'm sorry. I'm gonna work. This one. Neither one of us has got in any case. Yeah.

**Interviewer** ~~39:16~~ 50:55

Yeah. Yeah, I think that's a really important thing, like you said, and you don't think about it when you don't have this issue was brilliant that you've highlighted the lane. And also, I think that you mentioned also the negativity that you have, because your home is a lot of disruptions, you know, you're constantly moving about, you know, thinking about the stuff that are happening in your home, and responsibilities that you have. I mean, is there anything else you would like to mention in terms of the negativity? Let's say that none, not what hasn't worked about public involvement remotely for you?

**Interviewee** 39:47

What has what hasn't? Sorry?

**Interviewer** 39:48

What hasn't worked? Hasn't? Yeah.

**Interviewee** 39:51

Well, a lot of the time some some of my meetings are held in my office and as much as I've got an office, which is a really good office because it's enclosed. It's Not soundproof. So, you know, so if I sort of like switch off my own conversations, and I can't contribute, because other people that sat around the table have other issues, we're noise in the background, and the noise of so much noise in the background. So that that's been difficult sometimes. And then there's some people that are have noisy backgrounds, and they won't turn off the microphone. And I'm like, I can't hear what you're saying, I really can't. What is that noise in the background or something? clicking or whatever? And I'm like, I don't know what that is. And that is really just not me. But there are the people in the room that somebody is somebody around the table, some sometimes will have this, this habit of clicking a pen,

**Interviewee** 41:04

yeah. And then people say, Well, you know, and then then the person will say, actually can not do that. Please, can you put the pen down? Because it's upsetting? The people around the table? Oh, I'm sorry, didn't mean also is doing it. So we put the pen to the side. And when they're at home, they kind of do the shamelessly clicking away on the pad. And everybody's like, nobody's telling them to stop. Can you tell somebody in their own hands? You stop doing something? Yeah. So there's something else as well.

**Interviewer** 41:31

Not only from your own environment, but you feel like this disruptions from other people's environment when you're together remotely on zoom. That's really interesting. Thank you.

**Interviewer** 41:39

So coming up to the more

**Interviewee** 41:41

there's one more actually, when when we were sat there with one of our groups has developed a zoom meeting or a team's meeting house rules, which is really good. The fact that they said that they were actually allowed time for somebody to respond, because it's difficult, because they might be getting the signal later than everybody else for some reason. Or they might be having industry structure that they've got to deal with first, repeat it, they don't hear it again, thumbs off, obviously, Microsoft microphone off until you speak. But if anybody needs to go in a hurry, like say, for example, some sort of door with a partial, you've got to go to get, you can't go. Well, now you're wait there. So you've got to leave. So so other people see, leaving the cameras going is rude. And murky, they said that's rude. You just disappeared, I was in the middle of a conversation is quite rude to do that. You wouldn't do that. If you were in a meeting room, we wouldn't say right, that's gonna go out the door, you know by right? So it's allowing somebody to save actually, if somebody leaves for whatever reason they need to leave for that reason. Yeah. And then knowing about that, rather than somebody just disappearing.

**Interviewer** 42:53

Yeah, no, that's really my follow up question was just to ask you about, what how can we improve? And this house rule that you've just mentioned, this brilliant idea, and anything else you think, would support or help? public involvement in remote working? Make it better or different? Anything that you would suggest?

**Interviewee** 43:14

Um, yeah. I have a few few bricks. I'm, I've been in a really good at this, and they stick to times with agendas. But some don't. Yeah, I'm allowing time a white shirt. So sticking sort of saying, well, this is going to happen at that time, that time that time, just like you would if he was in a room and rounding it up, people tend to be a lot more fluid, because I've got the feet up, and they've got them in front of them. Instead of instead of being in a more formal environment. We've noticed that people's languages sort of dropped off of that, and people are a little bit more kind of lazy. They tend to not they tend to use more jargon, and they tend to notice genuinely as well. And they tend to use the abbreviations a lot more because it because it just that this home, and it just rolls off the tongue, and they forget that they then forget the grand rule of no jargon, please, if you're going to come out with abbreviations, tell everybody what means nobody knows. Especially if you're coming from a different part of the country and one service and then one day, abbreviated, and then the other end is different. Yeah, so bit of people. It's not laziness. It's just I think it I think it's being at home and you kind of relax more. And you're not as you don't pretend to be as formal. I mean, others conversation about people in the way they dress. What How do you dress for a zoom meeting? And they're having a conversation about about, well, you know, road and pyjamas does it. Okay, pyjamas? Not really no, because you're a formal meeting. And then one of the one of the gal said, Well, actually, I've got my formal stuff off the top. jams on the bottom. You can't see that. And then one of the girls said, Well, we actually Yes, if you have to get up down to a phone, we're gonna get treated your unicorn bottoms are away. Oh, yeah. So you know, so yeah. protocol, I think,

**Interviewer** 45:13

yeah, some some ground rules protocol. Anything else you feel maybe will support the idea of remote working for anyone else? That's a, you know, there during this process?

**Interviewee** 45:21

Yes, privacy, people don't realise. I mean, other people put screens up, but people don't automatically realise that their home lives are behind them. And and and as much as you can't help it, when you're looking at somebody speaking you are looking at that photograph, or that picture or the clock on the wall. And you did you notice things like that? Far more, I'd say, because if you're in a meeting room, it's bland, isn't it? There's a few posters that maybe flip charts scribbled on, but there's nothing really there to focus on. But you didn't get it as much as the past as a focal point, you do look to the side and you do sort of like take notice what's behind the wall beside them? Yeah. So. So being aware of your life being on display to other people, that's really important, because, you know, I've got photographs all over my wall. And so I have to either face the laptop the other way. You know, I mean, there was a meeting we had last year actually quite funny. And so people do notice these things, you know, don't even think about it. So you're in your normal Front Room, something completely different.

**Interviewer** 58:55

That's really brilliant. Thank you so much for that. So I'm just conscious of time, I think we've gone over slightly. So just coming up to the end now. So is there anything else you would like to add? Before we finish? It's been really an interesting discussion.

**Interviewee** 47:26

Um, the chat facility, that's difficult, because if you're scribbling notes, that's fine. That's okay. You can scribble away, that's okay. I can do that. I can listen to what people are saying at the same time, because I have to do my job work anyway. So I'm doing that as I can. But the chat, you really have to concentrate on pressing the button, getting it over to the chat actually getting in there and then make it and then then then then typing, you're typing. You're not hearing what the person saying you're typing, I can't type and listen at the same time. I can write in this type. So I can't use the chat facility. Yeah, I have to do this afterwards. So I have to write an email afterwards. So immediately for the chat app a little bit later, perhaps or longer, maybe sometimes you can't answer straight away, because some people are rallying away. And as a people sort of put in a chat or you know, in a chat, your whatever you've asked is up there somewhere that hasn't been answered, because it's right at the top, because about eight people are coming after you.

**Interviewer** 48:32. 60:13

Yeah, yeah, that's a really good idea. Because we tend to find it difficult ourselves. But to give them the opportunity to be able to even email afterwards. Like you said, they made the note down or put the question down the can email afterwards. That's really brilliant. Thank you. Anything else you would like to add?

**Interviewee** 49:09 60:27

I think I was actually. Actually, yeah, but no of this. How is it going to feel when we go back to face to face again, that I haven't thought about, but I've talked to other people in all my groups, and they've said they're quite fearful of it. in the way that it's become a comfort blanket. Yeah, doing this and actually being in the same room with somebody else after all this time might be scary. And I get that, you know, so I think there's people tentatively might meet up or they might meet up in small groups, or they might not do the big kind of like, sit around a big ball room table ,boardroom table. After this is finished. I think it will take people to ease back into normality again. It can't just go It can't just right. That's it. We're doing that now.

**Interviewer** 49:35

Yeah. Yeah. really lovely. How you kind of finished on that which is brilliant. So thank you so much, L, for your contribution. You've been amazing.

**Interviewee** 49:44

Thank you so much. Goodbye.

**Interviewer** 49:48

I'll do it. Just stop recording. And just