Interview 17

Interviewer 00:00

If you had the flag up on your screen

Interviewee 00:03

appeared on my screen as well. That's fine.

Interviewer 00:05

So thank you for talking to me this morning. So we'll start our interview.

Interviewee 00:13

Welcome.

Interviewer 00:15

So first of all, basically, I think you have read the participants were in a sheet. And basically what we would like to know, actually, we'd like to, we're very interested in your thoughts on how we can facilitate and improve doing PPI remotely, and working with people without face to face meeting in health and health services as well. Basically, this interview, we have divided in two parts. First part we'll talk about your experience engagement before COVID-19. And, and the last part, we will talk about the current situation. Okay, thank you very much. So could I start? Could I first start by asking you if you please share what kind of ppi work you have been doing? You used to do before COVID-19, please.

Interviewee 01:05

And I have to be honest, I joined in 2020. So that was just like, it was when COVID started. Okay, so I don't have an experience of any PPI before that. But I have an experience of doing it during COVID.

Interviewer 01:24

Oh, that's great. That's right. No problem. Thank you

Interviewee 01:26

Because I only joined in two.

Interviewer 01:31

Okay, okay. Yeah. So So could I please ask what influenced you? What, what made you to join PPI? Please.

Interviewee 01:43

Because I have been through my own journey with NHS. And, you know, we have a mixed experience with NHS, but mostly, it was really good. And then, when we had our xx child and the way NHS looked after her, we, we kind of felt that it developed a lot of gratitude, and us as a family, me and my husband, and all of us. And then we thought we may we need to do something in return. Because we live in xxx, But I always had love for education and research. And then I was introduced through a friend to xxx. And then when I read on XXX, and when I listened to her stories, I really liked xx work. And the way they're trying to make a difference in improving the quality of services that they're providing to the service users, which eventually is going to improve their lifestyles. That's what made me interested in their work.

Interviewer 02:58

That's great. Thank you very much. Yeah, thank you. So how do you feel about your contribution for PPI towards PPI?

Interviewee 03:37

I feel really good, because it gives me a sense of pride that by sharing my opinions and my experiences is making a difference to someone's life or someone's research because I've always stayed as a housewife. I've never worked. But before I had my kids. Secondly, we didn't have the support system and we didn't want to leave the kids in daycare. Not that there's anything wrong with it. But that was a couple hours decision that we one of us should be there when the kids come back from school. So then I decided I'm going to be working and I'm going to do all the picking draw up and all that. So then I was I wanted to do something because Obviously, when you've studied for so long, you wanted to be a bit useful and productive. And we were affiliated with the charity as well, through which we were doing a lot of work. But for my satisfaction, I needed something that could tease my mind. I could learn something as well as I could give something back that's more productive and useful, especially for the community.

Interviewer 05:20

That's great. Did you find anything difficult or challenging about doing actually this question is about before COVID-19 work.

Interviewee 05:50

Yes, or I think different people are different. For me, the most challenging thing is to deal with so many personalities at the same time. And sometimes people can misinterpret things or misunderstand things. And that can cause a lot of friction. And then a lot of your energy is wasted into resolving the conflicts rather than focusing on your work. So I think that's the most challenging thing for me.

Interviewer 06:36

Thanks a lot. Can I ask could you share the kind of PPI work you have been doing since you have joined PPI.

Interviewee 07:01

I'm working with Xxx. As a public advisor, I'm also working with the xxx, because I think the way X started because it was Y before X. And they first introduced PPI like in one or two, you know, sections or phases of the research and, and then they started realizing how important it is. And then the PPI embedment is a lot more than how it was before.

Interviewer 07:45

Thank you. So as part of your role do you need to do reviewing papers, read lots of papers or reading and commenting on the papers?

Interviewee 07:56

Yeah, we do a lot of that. And we do. Yeah, there are a lot of research opportunities as well that we can help him sometimes it's about evaluation. And sometimes it's about like, where we were trying to drop the strategy for xxxx and they needed PPI to work on it as well. So it's like a co production with a part of that. And then sometimes we like there are opportunities where you can do systematic reviews literature review of research, it could be descriptive review or it could be analytical review as well.

Interviewer 08:34

Thank you very much anything! Anything new for you while you're doing your presumably, you're doing them remotely anything new or anything unfamiliar with you doing this PPI work?

Interviewee 08:51

You mean when I work remotely when I work…

Interviewer 08:54

Yes when you work remotely in terms of editing, editing, reviewing maybe…

Interviewee 08:58

I knew about zoom and I did talk to my friend on zoom but I wasn't that familiar now. Now I know what zoom is and you know a different thing in I'm not very good at Internet My husband is in it but hopefully hopeless and when it comes to technology, but I know a lot now because we're using the laptop more we're using the internet more present a lot.

Interviewer 09:23

It's the same with many of us.

Interviewee 09:37

Zoom is very convenient typing.

Interviewer 09:39

So anything just trying to find the question because there's a lot of questions regarding before COVID-19 issues. So so so can you please share are something that that PPI helped you with anything, anything during this period, ideally is COVID-19. Do you think PPI is helping you in some way?

Interviewee 10:17

I think a lot, because I've learned so much. When you're not working, and you're at home, you feel as if your mind has gone to sleep. And I feel as if it has awakened my mind, and I put the media forgotten what I've learned. But it's it's not forgotten. It's there. It was just when I started working with them. And when I started doing literature reviews and read on a lot of research, I increased my knowledge. And it brought back everything that I thought has is not there anymore. And it has given me the confidence to talk to people. I think it has improved my communication skills as well. And I've become a better with time management now. Because I know this time is the meeting this time, I have to do that. So it has improved. A lot of things in me, I would say.

Interviewer 11:12

Thank you very much. So you have been meeting for PPI over the last year. Have Yeah. So did you find any any challenges while you are meeting remotely over zoom or when you're doing this PPI thing?

Interviewee 11:31

I didn't because I like I said my husband is in it. So he's, he's made sure that the connection of internet is very good in our house. And he's provided me with a laptop as well. So personally, I haven't but I've heard other people who sometimes say this connection can be bad or things like that. But that is a bit of a barrier when you're doing things online that sometimes it depends, obviously on the how good the internet connection is from your side, as well as from the other side.

Interviewer 12:06

Thank you very much. You mentioned you got a laptop any other, can I ask what the resources you have? is a laptop, any other resources you have?

Interviewee 12:19

Sometimes use my phone, mostly laptop. And we have an iPad, but it's with my kids and they've never given it to me.

Interviewer 12:30

Okay. So in terms of IT support technological support you, you ask your husband only have you any any organization, the people we're working for?

Interviewee 12:41

No, because my husband, he just whatever the problem, I have them just sorted out. I only go to xxxx when obviously for other things, not for it, because I know that my husband can sort them out.

Interviewer 12:52

Okay, thank you. when you meet others via zoom how many how many people you see in a group?

Interviewee 13:11

A lot of people, you know, 16 equal or more

Interviewer 13:14

So how do you feel when meeting so many people online over the zoom?

Interviewee 13:19

I do like it. But sometimes like I think when you're talking and the cameras on you, you become a bit conscious that the focus is on you. And now you're talking and everybody's listening. I think when you're talking in a group around the table, it's not that intimidating. But like now the cameras on me, I'm a bit conscious that people can only look at me. So that can make you a bit conscious, but it's okay. I think I'm used to it now.

Interviewer 13:43

Do you feel that you have you or other PPI member have enough opportunity to say something over the gym? I mean, maybe you will have 10 or 20 people meeting for one or two hour? So do you think everyone has the same opportunity to speak out?

Interviewee 14:07

I know anything during this. Sometimes it's a bit hard for everyone to speak because of the time frame. But most of the time, if we need to make a point and say something, it's always on baby because my experiences with xxxx and xxxx is very good. It's very inclusive, and it gives everyone the chance to speak up and they listen to your points as well. So I've had no problem so far.

Interviewer 14:34

Do you have any anything that was the the people who manage the meeting, are there they're managing well or when you meet people.

Interviewee 14:47

I think throughout the day, very good. They managed very, very well. But then there's certain this the certain projects that I'm a part of and sometimes when the moderator talks They're not very clear talking very clearly. So you can't really, you know, it's difficult to hear what they're saying. So if they can maybe speak a bit more clearly and also, when English is not your first language, there's certain accents of English that you can get. And then there's certain accents there are a bit hard for you to pick. So then you have to really listen a bit closely to what the other person saying.

Plain language, which is the best, it's more understandable and if you if you want to communicate well then use simple language, which is understandable by everyone.

Interviewer 16:11

Thank you very much. In terms of the getting all the information and knowledge to guidance? Are you are you okay with those? I mean, are you familiar with the way to get the information and the guidance for doing PPI remotely? Have you provided or you know, how to search them, you know, everything

Interviewee 16:35

They have provided me as well as I've searched myself, because whenever even whenever I'm sent a project, I always research on it. And I always want to know, if I'm working with a certain project, what are they about? What was their previous work? And what are they looking for? It's good, it's good. For my knowledge, I think I need to I need to know, because that's what excites me about taking any project.

Interviewer 17:02

Thank you This is great, thank you very much. So it's been like more than a year we are on this pandemic. So when everyone will go back to normal life, for example, children went to school yesterday, with a life if life become normal, would you prefer to do what face to face? Or would you prefer remotely?

Interviewee 17:23

I would prefer remotely, remotely Yes. I personally think that we shouldn't judge people for the choices. And the people who likes I have friends who say that they like dressing up in the morning and going to work and then socializing with their colleagues. And I'm not like that. I like working remotely. I like working with people. But then I like working myself, like I have a self starring attitude. And so I feel more comfortable that way. And I think if there are a lot of people on benefits, and I think if you give them a chance that you want to work remotely, they would prefer to work remotely because like my preferences my kids, and that they can drop and everything. And if I can do work around that, then I'm happy. So nobody will be on benefits, there will be very few people on benefits, then because then they'll have work home from home, they can work. So it will solve the whole problem. But I think now the trends will change. But before this, you didn't have a choice. Either you stay home and not work or you go to the office. So what do the people do? Who wants to stay at home and work as well?

Interviewer 18:42

Thank you, that's very interesting thought provoking? Would you would you do think that it would work? I mean, doing the work remotely? I mean, because people when when a when a pandemic is over?

Interviewee 19:17

I do think it will be you know, it will be working. I mean, long enough fear I mean, to do work, and what do you want to do you want to mixed a balance between face to face, I think there should be a balance, like if people wants to work who prefer working remotely, and then they should be allowed to work remotely and once in a while if they go into the office, just change the scenery or just to socialize as well. Or I think you should be okay. And I think it only takes three, four months for you to change your habit. Like everybody changed from going to the office to working remotely. So I'm sure when another shift comes, they will adapt eventually it will probably take two three months but people will adjust.

Interviewer 19:54

Thank you very much. Thank you so much. Could you share that, that since you've joined the PPI work, from your experience, that anything could have been done differently in a better way?

Interviewee 20:15

You've been able to pay remotely everything could have been done better and improve it in any way. Because I personally think that when they talk about involving seldom heard groups, how do you involve them, because I have the technology, but a lot of sand and hope groups don't have access to a technology. And they normally they help out immigrants and asylum seekers and, and they don't have access to technology, they don't have high tech phones, or laptops or internet, they can't afford it. And even homeless people there have sent them home groups as well. So how did I think it'd be interesting to know, how do they involve them?

Interviewer 21:11

That's great. Thank you very much. Thank you. So we nearly, you know, the end of the interview. so before we finish, would you like to add anything that I have not asked you, you want to mention anything you have in your mind that we didn't discuss. So this would be helpful.

Interviewee 21:49

I think we did discuss that. PPI could be cost effective as well, to NHS, because it can lift a lot of the resources burden that it already is facing. Because they can save a lot of money. By you know, if some of the people are working remotely, then you you are it could be cost effective for NHS and it could be very beneficial because that's what they're looking at. There's a lot of you know, they're saying NHS is under resource and this and that and if you can lift some of those that burden, and if people they can do that with working remotely, and how can that be great? So how can we didn't touch on this topic? Otherwise, we almost discuss everything Yes, thank you.

So if if people are working or working remotely it's also reducing the carbon footprint so you're reducing pollution as well which is good

Interviewer 23:19

Yes. When you do remotely that in it that they don't need to

Interviewee 23:23

Yes, you don't need to travel you don't need to to go on a car.

Interviewer 23:26

Yeah, that

Interviewee 23:28

Carbon footprint which what energy should be doing because

Interviewer 23:32

You’re right I think

Interviewee 23:48

So they will save a lot of money.

Interviewer 23:55

Thank you very much. So we will we will end the interview now. Thank you for your contribution

Interviewee 24:01

It's a hope it helps