Interview 21

**Interviewer** 00:00

Right, if you please give me permission from your side, then we can continue.

Interviewee 00:10

Okay. There you go.

**Interviewer** 00:13

Thanks a lot. Thank you very much for talking to me this morning. I hope you have read the participant information sheet [yes]. So I don't need to go into more detail about the study. Basically, we are interested in your thoughts on how we can facilitate and improve doing PPI remotely. This will help us to improve in practice in remote working for health and social care research. So the interview is divided in two parts. First part will be we'll talk about your experience before COVID-19. And the second part, we will talk about, you know, since COVID-19. experience, but could I first start by asking you to tell me about any PPI work you were involved in prior to COVID-19 please?

Interviewee 01:03

Okay. One I have been involved with before and after COVID is on the steering committee of xxx. You want me to tell you more about it?

**Interviewer** 01:25

Yes, that should be fine. So this is um, is it a one organization? Or is that a research group?

Interviewee 01:32

It's a research based group, sorry, based in xxx here, which has a bunch of anonymized data for use by researchers and the steering committee that I'm on is there to oversee confidentiality, and consider applications from researchers to use that anonymized data you know, on a on a proper, confidential, respectful basis.

**Interviewer** 02:13

Thank you. So you used to meet people face to face? and used to add us to the review papers as well documents to

Interviewee 02:24

Yes, yes, we we met monthly and we still do meet monthly. It was face to face before COVID and on zoom after COVID.

**Interviewer** 02:36

Okay, thank you. So how do you feel about your PPI contribution, please?

Interviewee 02:45

I feel very good about it. The main researcher has a very positive view about PPI representatives. To the extent that it's written into the Constitution of the group that no decision about our research will be made without at least one PPI member agreeing to that going ahead. We have we have met over a couple of years, so we know each other fairly well. So it's, it's it's quite relaxed, but it tends at times to be very technical. It tends to be technical about the process of getting ethics of getting finance of getting approval, and so forth. So in it's difficult for a PPI member to to make a strong contribution in that part of the meeting. Okay,

**Interviewer** 03:49

thank you. So what did you enjoy the most about face to face working?

Interviewee 03:55

Um, well, I suppose that I'm not the only person to say this, but it's often the friendly chatter before and after the meeting that kind of makes it an experience. I mean, the meetings are quite formal, but I've got to know the people quite well. So as we arrive, we got to chat and check in with each other and, you know, have a little bit of a joke.

**Interviewer** 04:31

So the main the the main part is social interaction, you know. Excellent. Anything in particular that supported supported your involvement engagement at the time before COVID-19.

04:44

Anything supported it? Yes. I think the main one of the main things that's supported it is that we have a, I don't know how you describe her role, but a person whose role is there to promote PPI she, she, she's paid by xxx. But it's good because she has a strong research basis, as well as a lot of experience of dealing with service users. So she can kind of moderate if you like, and kind of can understand both points of view and kind of help to work towards solutions that are kind of acceptable to both parties.

**Interviewer** 05:48

Okay, so that, so he did so is a kind of a facilitator or so that's as a individual who influenced you influenced you to be?

Interviewee 06:00

Yes. Yeah.

**Interviewer** 06:03

Thank you. So anything, did you find anything difficult or challenging to do PPI work?

Interviewee 06:09

Umm it in the face to face and in the zoom I do, I do find the some of the technical side of it difficult. There's lots of abbreviations of it's got to go to xxx. And we've got to do this to get the xxx approval. And you know, and there are other members of staff in the meeting, who are mainly involved in that part of the conversation. And I kind of feel in that part of the conversation, I'm not really making a contribution.

**Interviewer** 06:55

So did you mean, is it for the current situation? When you meet on zoom? Are you saying these difficulties challenging for face to face or zoom?

Interviewee 07:05

They are for both really?

**Interviewer** 07:10

Both, yeah. Okay, so if you feel like that, you know, your voice is difficult to, you know, send the message through, what do you want to say? Is it?

Interviewee 07:21

Um, well, it's more that I don't have anything to say that conversation is kind of going past me have a handle on it. And it's not something that I can influence because it's kind of technical that these other members of staff can do I have no say in it. I sometimes think it would be better to separate out that aspect of the meeting from the parts that do involve service users, and which we have a more direct feeling about

**Interviewer** 08:01

So that may is something that that that PPI group or PPI topic is out of your interest. I mean, is research.

Interviewee 08:10

It's out of my competence. Yeah, I'm, I'm interested. Well, it's, it's just going past me.

In this particular case, how to put it the moderator role is not so prevalent, face to face, and n often ends up with experts talking to each other. And perhaps, in fact, the moderator will call her the moderator. That's not the job title she has, but perhaps her role was less prevalent face to face.

**Interviewer** 09:21

Understand, so it's like, is it is the I understood this is a complex, complex situation. There are those people who are from medical background and someone from a lay person.

Interviewer 09:45

Yes, It's not just the rich medical, that it it's it's partly to do with the technicalities of running xxxx which are kind of a bit deeper than I can sometimes understand. And it's about the processes. of obtaining consent for the research to go ahead and so forth. And that's kinda, I don't understand those processes. The main researcher has sent us a list of a glossary of abbreviations, but it helps to some extent, but not always, you know.

**Interviewer** 10:34

Thank you very much. That's great to hear that any other challenges, such as care or responsibilities, travel, travel time, anything else you have any

Interviewee 10:46

Travel has been was easy for me when it was face to face. It was a single bus ride from my home. Excuse me, sir. What were the other challenges you possibly won't use?

**Interviewer** 11:02

Any any care or responsibilities? after someone? No, no? Just Yeah. Thank you very much.

Interviewee 11:11

It was easy to get to the meetings to travel. But you know, I don't look after anybody.

**Interviewer** 11:22

And so now we will talk about your current situation current PPI work since COVID-19 started. Could you please share the kind of PPI work you are doing since COVID-19 started please?

Interviewee 11:38

Right. Well, the work that I mentioned before has continued. I'm on another long term research xxx And we've had zoom meetings for all of these.

**Interviewer** 12:24

Okay, thank you. Could you please share the what is different about PPI you feel? Before and after COVID-19?

Interviewee 12:40

It feels more formal, in that we don't have the chat before and after meetings very often, and we go straight into the meeting with only a few pleasantries. Often, one or more people in the meeting has trouble with their internet connections such as messing about joining and leaving and crackly sound. I think the time often there's a little time lag as well, which stops you from picking up like the kind of interpersonal cues that is easier to do face to face, you know?

**Interviewer** 13:37

Thank you very much. anything new for you? Anything? Do you feel anything? Come as a new? You know, is it using these doing remotely? Do you in real work remotely technologically or in any other way you feel something is new for you?

Interviewee 13:57

No, I hadn't used zoom before COVID. So in a sense, it's all new for me. But the the general process of being involved with research groups is is the same. I think one thing it might have meant is that there has to be a lot more email kind of going on. And that can get confusing sometimes.

**Interviewer** 14:35

You're getting more emails now than before.

Interviewee 14:39

Yeah, I think so. Yeah. I think we're, I think because we have a fixed time on Yeah. Yeah. Afterwards, people are sending a summary out and he clearly wasn't brought. And everybody does reply all instead of, you know, oh, yes, she I get these long. Change emails that kind of want were off the topic and they can kind of keep up.

**Interviewer** 15:06

So yeah, when the reply was something that didn't mean to you did it direct to you, but you still got this? Oh, yeah, yeah. So

Interviewee 15:16

I think the process as well, it's partly to do with interpersonal cues. But when I'm in a regular meeting, I kind of find it easier to know, when I can kind of get a quick point in, you know, I can say, Ah, yeah, that's interesting, you know, and say my thing. And it can be difficult on zoom, having to put your hand up or, or so on. But again, if it's worked well, when there's been a good sort of facilitator moderator, what what, excuse me, what works really well is when a researcher is presenting his present, or her presentation, and going through slides, and there is another person who is looking out for people putting their physical hand up all their electronic hand up or making comments. And keeping an eye on the the comments going on. I've seen that work quite, quite well. It's frustrating when there isn't a person like that. And you keep you're dying to put in, I want to make a point here. And, you know, if you're not recognized, in face to face, you can just show up. Sometimes, you know, having to be muted. It's the flow is different.

**Interviewer** 16:59

Thank you. Yes, you're right. Thank you very much. So has PPI helped him with anything during this period? Well,

Interviewee 17:13

I've I, I do find it helps to keep me sane and to keep me occupied. As I said, I'm involved in a number of groups. And last week, I had four zoom meetings next week, including you next week, I got three. And it helps to structure the day while we're kind of locked down, and it gives me something to look forward to. And I think it's good for the self esteem. Especially when, you know, being big headed. But when you get comments back, saying that your comments have been valued and so on, it's good for the it's good for the self esteem.

**Interviewer** 17:55

Thank you. You're right, of course. I mean, of course, you're making a contribution, which is very helpful for research community, for public generally for everyone. So of course, you should get this credit.

Interviewee 18:07

I like to think so. In fact, to be big headed. Somebody has put me forward for an xx next weeks for PPI contributions, but

**Interviewer** 18:28

Thank you. You mentioned some of the limitations with the question is about limitation placed on PPI through working remotely. So you mentioned some of the issues in using jus technology, body language, everything. So you already mentioned that those items, we already know that those in recording any other limitation Do you think apart from technological issues?

Interviewee 18:58

I can't think of any, but I can think of benefits. I mean, I'm involved in a study that's in three locations, And it's obviously easier for representatives from three locations, we couldn't all come to me in xxx or you know, very easily it would cost a lot of money and it would take a lot of time. So it it does have its benefits. I can't think of any other problems.

**Interviewer** 19:41

Okay. So, I thank you because we already saw valid, very, very important limitation you mentioned earlier, which is we all feel that way, you know, meeting on Zoom, you know that that is very helpful. Thank you So how do you feel compared to before COVID-19? And at the moment, when you review papers, when you read documents, or you come? How do you feel about these? before? And after? If you compare some of the reviewing documents, please?

Interviewee 20:22

Umm, not sure that's much different. Talking about reviewing a paper on..

**Interviewer** 20:30

Did you review before? COVID-19? Did you review papers on hardcopies? Are you doing at the moment? Are you doing it on your computer or doing it on hard copies?

Interviewee 20:42

I will, I unless there's a particular reason I've nearly always done it on my computer. If there's a paper that I need to refer to one, I'm talking to somebody, maybe print it out, but I have a, I have a tablet as well, which is very good for just reading through documents. And I find that a good way to comment is is by doing comment, comments in Word, you know, making a comment and tracking changes. So it's, it's good to do it on the on the computer. I don't think that's really changed. Okay. Okay. Um,

**Interviewer** 21:27

so if you are Yeah, if you're used to do this before COVID-19, then, then it's not a it's not a big change for you. For example, as you can see, as you can even see, nowadays, the organization, they kind of send documents via email. Previously, they used to send it via post, because of their, you know, lack of work. is a Yeah, so there's

interviewee 21:54

Always had to, I've always had them sent to me by email. That's not really different.

**Interviewer** 22:04

Thank you very much. So you mentioned about already that you've got a tablet, any other resources? Any other resource? Or do they have at all to do the work remotely?

Interviewee 22:14

Um, well, I, I sometimes use my phone for a quick look at something just to see what it is and what the subject matter is. And for a very quick response to somebody, but I'm much more used to the keyboard and you know, proper screen. So yeah, I usually use that mainly, but tablets good for just reading through.

**Interviewer** 22:39

So are you using a laptop or desktop?

Interviewee 22:43

So I do my zoom meetings on a laptop.

**Interviewer** 22:49

Okay, you work on a desktop. Okay.

Inteviewee 22:51

But generally, I have a desktop going all day. All right.

**Interviewer** 22:56

Thank you very much. So he goes, and he got a printer as well. You mentioned.

Interviewee 23:00

Yeah, I got a couple of printers. Yeah.

**Interviewer** 23:03

So because you’ve got many resources at to work,

Interviewee 23:19

I've Well, I've my work, wasn't it related, but I've always used it in my work.

**Interviewer** 23:40

Good as good.

Interviewee 23:50

I guess I'm lucky.

**Interviewer** 23:53

So can I ask you about the did you ever need any support regarding IT or technological issues?

Interviewee 24:31

No, I mean, I think I had all the skills before I started doing this so regularly. So I was comfortable with it.

**Interviewer** 24:41

Okay, thank you very much. Previously, we asked what influenced you to do PPI before COVID-19. Now is the same question again is coming, that any particularly any particular influence that made you to be involved with PPI while while you are in you know, while we are in lockdown COVID-19

Interviewee 25:06

I think I I use it more to fill a gap in my life from not being able to socialize. So I join everything I just joined another group yesterday on xxx and you know, my I think I do use it more to structure my time. I don't have a great deal of friends but um, before locked down, maybe one day a week I'd go out and meet your friend for a coffee and go for a walk and my wife and I would go you know, maybe for a day out so my time felt more full. But since lockdown I'm I'm more keen to have activities like this through look to relate to.

**Interviewer** 25:58

So at the moment, this one this this something keeps you busy and other at the same time you are contributing. Yeah, other people in that pool. This is a great, great way to do you know the things that way you are managing your time.

Interviewee 26:12

I feel I mean, I've always wanted to contribute. I mean, one thing I did, I gave it up a few years ago, but for about 10 years, I ran a group. And that's where I picked up a lot of the I, for myself, I picked up a lot of the IT skills because I did a newsletter, you know, I printed labels I you know, I used it so. So that helped me to learn as well.

**Interviewer** 26:43

Thank you. So now could I please ask you that? What has worked well, doing PPI remotely. Anything any positive thing you can share? In terms of I mean, access time, technologies, anything you go, it would be helpful.

Interviewee 27:10

It’s it obviously saves a lot of traveling time to get to I have a bus pass. So that doesn't really matter. But I mean, it saves. It saves time. And as I said, it's convenient for people, particularly meeting people who are you know, remote. I used to just meet people, but now, you know, we can, as I said, we can meet people in your chair. And I think we had a comment from Australia The other day you notice So? So that's good.

**Interviewer** 27:54

In terms of support, support or availability of support? From the PPI professionals? Did you feel like that NF support? Well, if you need it, or an overall health, your

Interviewee 28:15

I'd say, fairies, I don't need, I don't feel I need a lot of support. But the person who I told you about in the xxx who is used to dealing with researchers and members of the public patients, it's very good to have her as you know, as a moderator on on there. And she is always understanding if you know we have a if we need to talk to somebody for the physical health side it it just it just varies as to who the researcher is. Sorry, I'm waffling. I don't think I've needed a great deal of support. So

**Interviewer** 29:05

Thank you. Anything, could you share anything that has not worked? Well, doing PPI remotely the same issues like you know, financial issues or time or home environment that has not worked well doing the PPI remotely?

Interviewee 29:27

Well, sometimes my internet gets a bit flaky and you know, have to kind of wobbles my presence in the meeting. wobbles a bit and so does that have other people? Sorry, give me the question again.

**Interviewer** 29:43

Okay. Is that you're saying yeah, this this idea is a technological issue. Sometimes we face Yes. And just the question was, what, what has not worked well? less well.

Interviewee 29:56

It has worked for less well when there has not been a good chair or moderator what, what works really well is if somebody says at the beginning, okay, while I'm doing this presentation, everybody mute, if you have a comment, please put your electronic hand up. And I will look at it while while the person is giving his presentation, I will look at the comments and the hands up and make sure you have a question that works really well. Now, other times it's muddles. So do I put my physical hand up? Do I just unmute my microphone and shout? Or do I put my electronic hand up. And if I'm being good, and I'm, I mute my my microphone, somebody else comes straight in and blurts out their point of view, and I'm, I'm thinking, hang on, they're not being fair in they should have muted their microphone while I'm muting mine. Stand me. So I don't always feel it's kind of that I know when to participate. And I sometimes feel irritable about other people who have just dived in when I when the chair has asked people to keep mute.

**Interviewer** 31:24

This is very important. There should be some some house rules, when you meet face to face?

Interviewee 31:39

Somebody make that absolutely clear. And they should stick to it? If, if it's a free for all fair enough. I don't, I don't like a free for all. For more than about five people in a meeting, you know, microphones off for about five people more than five. The microphone should be off while somebody else is talking and giving their presentation.

**Interviewer** 32:10

So normally how many people you see on when you meet have a job.

Interviewee 32:15

It has varied it's been as little as four or five some times and other times it's been up to about 10 not gets messy if there are not very clear house rules about what what to expect. Thank you very much.

**Interviewer** 32:34

Thank you. That's a really great point. Thank you. So now the question is, once people are back to their normal routine and not staying at home, would remote working still the practicality?

Interviewee 32:46

Yeah, well, it would for me. I would I would like a mixture. I would not like it always to be online. If we're meeting between different locations online is good. But if it's a few people, a small group in xxx then i would i would like to travel and meet people I would feel like I would feel that to be good for making friends and just ship better social contact with people.

**Interviewer** 33:22

So would you still like to work remotely? Once pandemic is over? Or are you wanting a mixture, a balance.

Interviewee 33:38

It depends on the nature of the meeting.

**Interviewer** 33:41

Yeah. Yeah. Okay. Okay. Thank you. So, we nearly ended the interview we did. One last question. Then I go down to the finishing questions. The last question would be Could you please share what could have been done differently? What could have been done better?

Interviewee 34:14

Arrange during lockdown during lockdown and remote working as well as so better chairing of the meeting a better better house rules, better attention and a fair attention to people who want to speak. And keeping that in check. Sometimes better preparation by a person presenting because sometimes they come on and say hey, I'm going to do my presentation. I also haven't got it ready. Ah. Oh, it's not working. am I sharing my screen? Am I not sharing my screen? Do it Come on. Better preparation, yes, an agenda. It helps just have an outline as to what's going to happen. And I think it helps to have notes at the end to say what we've actually agreed to sometimes a discussion can be quite wide ranging. So it's good for you know, the researcher to say hello everybody, thanks for the meeting we agreed x y Zed and another thing that helps is to have a message board or myro board or a Trello board to store information on between times

**Interviewer** 35:52

Yes, yes, yes, this is something like flip chart or whiteboard when you meet face to face. Is it something to write down? Is it

Interviewee 36:02

Yeah. You know, well, sometimes a lot can be covered in an hour and a half on a on a zoom meeting and then in all the emails that follow it so it can be good to have the equivalent of an online flip chart to say all we we discuss this topic and these are our main thoughts and then we discovered that one and I'm going to change that and we need to look at this next time. You can keep continuity during between meetings.

**Interviewer** 36:35

Thank you

Interviewee 36:38

Okay.

**Interviewer** 36:39

So last question is there anything that I have not asked you or we have discussed? Is there anything you would like to add please before you go

Interviewee 36:49

Um I can't think so.