Interview 15

Interviewer 00:09

So welcome. And thank you very much for talking to me this afternoon, as you have read the participant information sheet. So we basically would like to gain a better understanding of your views, as a as a patient and public adviser, you, as you mentioned in your email, I was a little bit confused, because I thought you were, I thought you were a professional. Because your designation? That's great to hear your words. Yes. Thank you very much. So we are also interested, you know, that how we could improve the remote working facility? for everyone, for professional for patients as well.

Interviewee 00:51

Yeah

Interviewer 00:52

Basically, we have divided this, this interview in two parts. So first part, we we talk about the previous previous, pre COVID, I'm sorry, and then we talk about our current situation. So first of all, I would like to ask if you if you please share with us the kind of VBA word you used to do before COVID-19, please?

Interviewee 01:20

Um, well, well, ironically, a lot of my work both professional and PPI has changed since COVID. Because I'm have a background in xxx. And so I've become a lot more involved in the xxx aspect of, of the COVID-19, epics, pandemics, specifically regarding mental health research, which has arisen in response to it. And so, it's not merely a lot of a lot of a lot, you know, it's not it's, it's in more, more of my spheres of work really, of other various forms. It's not just become more virtual, it's become more computational.

Interviewer 02:20

Okay. Okay. So as part of your, from the patient's perspective as part of your PPI involvement. Did you? Did you have to do like,

Interviewee 02:36

To summarize it, there's become a lot more opportunities or in terms of deliberation and influencing the research that's being done using the data that's come out of COVID.

Interviewer 02:54

Okay, so yeah. So you you normally used to do I think, reviewing applications, papers, reviewing documents, [yes]. as well.

Interviewee 03:05

Yes. Yes. And most research proposals and and, and, and funding applications? Yes. [Okay]

Interviewer 03:16

Okay. Thank you. So when you so how did you do PPI? When you used to meet people? So was it face to face meeting used to do?

Interviewee 03:26

Predominantly, yes. And that was, you know, across the board. And, of course, since COVID, it's been virtual across the board. And I guess it'd be when things when the COVID threat is mitigated, I think, you know, things, I think it will I think it'd become a blend of, of means of consultation, both remote and face to face according to you know, what type of consultation and whether it best suits face to face or, or remote.

Interviewer 03:59

Yeah, that's very interesting. Yeah. We'll, we'll talk about in later it would be helpful. [Okay]. So, how do you feel about your PPI contribution please?

Interviewee 04:15

Oh, very positive. Especially, you know, in the context of the pandemic, it becomes, you know, so, it has, you know, greater immediacy and meaning because of the nature of the pandemic, both in terms of you know, its global reach, and of course, its severity of impact.

Interviewer 04:37

So, if you go back to before COVID-19 how did you feel about your contribution then?

Interviewee 04:15

It was it positive but more so sense.

Interviewer 04:49

Okay. And if I if I would ask, what did you enjoy the most about face to face working please?

Interviewee 04:58

Um, I think I think the wonderful thing about face to face working is that you have that kind of immediacy and a multi dimensional aspect of communication. It's not just the verbal, there are various other, you know, kinesthetic and visual auditory cues, and that kind of thing really enriches, you know, mutual understanding and communication and where appropriate deliberation. As soon as things become remote, you lose a lot of the nonverbal communication cues.

Interviewer 05:40

Yes, thank you very much. You mentioned earlier that the influence influencing the word, so, anything in particular that supported your involvement engagement at that time before COVID-19, please. Um,

Interviewee 05:58

I think, basically, it was, it was basically, you, you, your eyes that I found, I was either notified of things, opportunities, or asked directly to participate in opportunities as a result of, of prior engagement. And, that, that was, I think that's become it's definitely become augmented since COVID. A, because a lot of the, of the calls for work I've been getting have been done, you know, electronically rather than face to face. So, you know, it's opened a lot of doors for me, and I'm lucky because I wear several hats, very often, one form of engagement has led to, you know, formal academic work. And, and the whole, you know, the whole impact of of the COVID pandemic on the mental health on or what are the entire risks health research. So it searches the entire research sector and also for service provision sector. Because of the extent this, you know, the nature and extent of the impact, it's also had a commensurate impact in terms of receiving opportunities. For me, the PPI is often led to academic opportunities as well, which is brilliant.

Interviewer 07:36

Yes, thank you. Yes. For you. It is it is much more rewarding. As you said, you wear I know, so many hats. That's interesting. Yeah. Yeah. So were there any challenges for you about face-to-face working?

Interviewee 07:56

No, no, I love it. I think in the context of more considered work, face to face is best. I mean, I mean, ultimately, the only real challenge has been traveling to xxx. In the past, especially if there were rail strikes. It's the logistics element. You know, you always, you know, with engagement via virtual or face to face if it's at a distance or if you're having to go somewhere you're dependent on public transport. In other in a, in more remote context, you're dependent on the various your internet connectivity in the virtual x.

Interviewer 08:36

Okay, yes, yes.

Interviewee 08:37

Either media has challenges.

Interviewer 08:41

So is the is mainly the traveling time to and from..

Interviewee 08:46

Well, not not so much the time because I can work when I travel. I think it was it was the reliability of the train services

Interviewer 08:54

Services... Okay. Yes. Okay. Thank you. So we will move to our current PPI work now, since COVID-19. So perhaps you could tell us about the PPI work you are currently involved engaged in since COVID-19 at the moment?

Interviewee 09:17

Well, one of my A lot of it has been with xxx. And the way they have been setting up ways to xxx to facilitate, you know, research into COVID-19. So a lot of it has been with regard to that.

Interviewer 09:54

Okay, thank you. Do you think your responsibility I mean your work load has has been increased because of COVID-19. Do you think that or?

Interviewee 10:09

Yes, absolutely. Yes.

Interviewer 10:11

Increased? [Yeah]. Is it? Do we have to are you reviewing more at the moment?

Interviewee 10:19

Yeah. And I think it's also the diversity of the applications, because a lot more of my work now is involving, you know, all aspects of medicine, and clinical research. So, you know, my work has diversified.

Interviewer 10:39

Okay, thank you. So, could you share anything that you feel anything different, changed? Before COVID-19? And after COVID-19?

Interviewee 10:52

Um, I think, really, the, I've noticed, a, you know, an increase in the kind of organizational imperative to include PPI in all aspects of research. I think there's been, you know, the research, various research bodies, you know, have really embraced that in the context of COVID, which, you know, given very often the short timelines involved, pieces of work to get turned around, that's quite impressive. I think I think everyone, it's, in terms of, you know, the research world, and all aspects of it, it's really got people on their toes, people have begun to wake up more and to do things and put things into place and and into action, which, you know, in a much shorter span of time. It's been like a wake massive wake up call to more innovative ways of, of research and PPI in the context of research.

Interviewer 12:04

Was it? Is it more related to COVID-19 research?

Interviewee 12:10

Well, yes, yes. Mainly, yes. But also, I've noticed it in research, not relating to COVID-19, as well. It's across the board. But of course, predominantly, with respect to COVID.

Interviewer 12:25

So the impact is a is a big impact on PPI. Is it any bigger

Interviewee 12:34

Positive, a massive positive impact from from my perspective? Yes.

Interviewer 12:42

Okay, so why? Why was not that impact before COVID-19? Just I was thinking

Interviewee 12:51

Well, I don't know, I think, you know, COVID-19 has really energized research community. I think it's enabled in all aspect of people who engage in research for various reasons, and at various levels, to really, you know, suddenly become aware of the salience of their own work. And the imperative to get it done as well as possible and as quickly as possible, regardless of whether or not it involves COVID. I think, you know, it's, I think it's had, you know, given lots of challenge to, obviously, there's parts of, of, of the research agenda, which aren't related to COVID. Especially clinical trials, for instance, which were mostly carried out face to face, but I think as a whole, and this is obviously a generalization, I think, you know, all aspects of the world of clinical research are responded very, very well, and very adaptively.

Interviewer 13:58

So, er…

Interviewee 13:59

I think there's been enhanced, you know, inter, inter organizational as well as intra organizational working. I think it's made people appreciate what they have, and the value of their work really wanted them, you know, and motivated them to, you know, you know, get go that extra mile in what they do. Okay, this is generalization. It's, it's my, my sense of what's happening on, you know, broadly,

Interviewer 14:27

It's quite interesting. So, do you think is there any credit? I mean, is most credit more or less credit goes to remote work them?

Interviewee 14:37

Um, I think it's, I think remote work has been a big facilitate, I think what what may be the route perhaps for an assessor logical rather than rather a clinical or academic sense is the fact that you know, COVID-19 has made people realize what they have and perhaps, you know, encourage And to not take things for granted. And you know, to put more effort into what they do.

Interviewer 15:08

It's very interesting. Thank you very much.

Interviewee 15:09

That's just that's just my sense of things.

Interviewer 15:14

Yes, it is, you know, this. This made me thinking more and more about ask more questions is very interesting plan. Thank you very much we would, it would be helpful. So now, could I ask you about the access to resources for PPI remote working? For you, please? Yeah, you working from home?

Interviewee15:44

Yeah. Well, I am lucky, I work in a number of different contexts, which has helped things. Again, because I work I wear multiple hats. It's made that easier. So that has helped I can imagine for some people, it's been a big barrier. In fact, I know, for some people, it's been a big barrier having to rely on on virtual working, you know, perhaps their mobile phone hasn't been up to taking the the apps or the, you know, the various virtual meeting apps, things like that, you know, the nitty gritty of it has been challenging to certain people according to their individual circumstances.

Interviewer 16:25

Thank you. Thank you. So was there anything in particular that, that helped you? Your involvement and engagement in this time during COVID-19?

Interviewee 16:39

Um, are you talking on a personal level or in terms of on an external level,

Interviewer 16:45

In terms of I mean, doing PPI work? Getting involved in PPA work that,

Interviewee 16:54

I think being adaptive, if you're adaptive, and you're flexible, you know, it's made it so much easier?

Interviewer 17:03

Because because it is, you know, it's a difficult time for everyone to COVID

Interviewee 17:09

Oh, yes. Again, I think it's being if you're, if you're pragmatic, flexible nature, and I am to the nth degree. You know, it hasn't been a problem. I think it's having that kind of functional and mental. And perhaps psycho emotional agility. I'm lucky I've got that in spades. That's made things a lot easier.

Interviewer 17:33

So yes, I mean, yeah, I mean, you're not because you've got academic background and, you know, professional background so I mean, this this some kind of course,

Interviewee 17:46

I think it's because I'm very mentally resilient as well that core

Interviewer c17:52

to some of the question actually there for layperson. I mean, for contributors, public so for example, about computer literacy in a knowledge and opportunities.

Interviewee 18:03

Yeah, yeah, that definitely helps to write

Interviewer 18:10

In terms of support, support, did you need any support during this time for I mean, because the specific challenges you may be facing, for example, room, physical or mental abilities, or any, IT support any, any any support that you need.

Interviewee 18:30

I'm kind of a very much, I'm a very independent person. And I, my first impulse is to solve my own problems. And I'm lucky I'm very flexible, so. So that's helped.

Interviewer 18:48

Thank you. Did you have any experience any? Was there anything in particular that made it more difficult to be involved in PPI work during COVID-19? Do you think anything negative influence or any difficulties you had during this time?

Interviewee 19:13

Um, I think the biggest one has been connectivity issues. That's Yes. The only thing that I found stressful at times when I've had connectivity issues, because of the the quality of the, of the wonderful internet connection or from where I'm trying to access into that, that that's, you know, some places I try to access you know, it's not so good for picking up signals. Okay.

Interviewer 19:42

So is it limited Wi Fi? Yeah. Okay, so that has not worked well for WiFi in terms of other thing is like, is it You were an independent partner. So, for example, working from home remote work, the home environment, privacy, issues,

Interviewee 20:12

Says no, no, no, none whatsoever.

Interviewer 20:15

Okay, so is there anything that? I mean, he, he worked very well for you during this time? Or just ask about difficult challenges. So anything that you feel like it worked really well to do the PPI work remotely?

Interviewee 20:38

Well, I think it's, you know, having people involved who really want it to work well and really, are really enthusiastic. I think it's those human factors. If you've got the right people, if you've got positive people, Oh, it's so much better.

Interviewer 20:58

So did you have any negative people I mean, influence I experienced during the remote work during because when I'm

Interviewee 21:11

Ummm. odd, odd, odd. Oh, not in the context of actual meetings? I think on a more peripheral nature. On on occasions, yes. But they've been few and far between. Most people in this world are nice.

Interviewer 21:31

Thanks. Thank you. We've got so many questions. I'm trying to find and ask you relevant questions, sorry you

Interviewee 22:03

No, not not at all. Sure.

Interviewer 22:04

So, once people are back to their normal routine, and not staying at home, do you think remote work still be practical?

Interviewee 22:15

Yes, I do. I do, especially for shorter meetings. I mean, sometimes I used to travel to xxx. And it just before an hour meeting, I imagine that you know, those meetings which have now become remote will stay remote. I imagine more the kind of conference based or more considered work or work that involves more long term projects and has more deliberative elements, they will go back to being face to face. So wherever possible.

Interviewer 23:10

So yeah, I mean, you mentioned earlier. So you so you would love to work remotely, even there is no COVID-19

Interviewee 23:20

I think for shorter meetings where you you get together and it's an agenda. And there's not much deliberation required. Yes. Remote works very well. For other types of work it doesn't.

Interviewer 23:36

So, if it is two days, or more than one day, two days meeting, Oh, yes. You would like

Interviewee 23:46

Yeah.

Interviewer 23:47

If you have to travel

Interviewee 23:53

No, I mean, I like traveling. So you know, if it's kind of half day, or a day or more than, you know, a few days in succession piece of work, then I don't mind traveling, I like it.

Interviewer 24:07

Thank you very much. Could you please share that? Could you please tell us anything that could have been done differently? In better ways? The way we the PPI and remote we're working at the moment. Is there any way that could have been done differently?

Interviewee 24:29

Not off the top of my head. I think I think more or less it's you know, it's been done in various different ways, but I think it's been done well.

Interviewer 24:42

Thank you very much. So we are nearly the end of the interview. I would like to ask a final question. Is there anything that we have not discussed or I have not asked? That you would like to add please?

Interviewee 25:00

Not Not that I can think of no, thank you.

Interviewer 25:03

Thank you

Interviewee 26:21

Yes. Okay.

Interviewer 26:22

So thank you very much for your time. Thank you for talking to me.

Interviewee 26:26

No, thank you. Thank you.

Interviewer 26:27

I will send you another email within five or 10 minutes. So if you please kindly reply to X. That'll be great.

Interviewee 26:36

We'll do no problem whatsoever.

26:37

Thank you.

26:38

Thank you. Take care.

26:40

Thank you. You too. Thank you have a lovely weekend.

26:42

Thanks you too. Bye bye. Bye.