Interview 20

**Interviewer** 00:00

But on this if you give me a permission, please, there.

Interviewee 00:04

There we go.

**Interviewer** 00:04

Excellent. Thank you. So I hope you have read the participant information sheet and I don't need to go details about the study he you have you have get some idea with the study from the participant information sheet

Interviewee 00:19

Yes, we have I must admit, I haven't read it again today.

**Interviewer** 00:21

Okay. All right. So, we're basically very interested in your thoughts on how we can improve doing PPI remotely being the Information given will help us to improve practice in remote working because you know, because of COVID-19, and the water, whatever the future,

Interviewee 00:42

I think that's the point because future wise, this is going to make research involvement, I think, a lot better, and give it an improvement because it's the speed. And it's also a it saves you costs of the expenses of people attending meetings physically, although they're always going to be useful. But it's really the speed of response, and the ability to get a lot more people together if necessary.

**Interviewer** 01:10

Thank you. So the basically, the interview would be is divided in two parts. First part we'll talk about before COVID-19 your experience and and second part will be the your experience since COVID-19. So first of all, could I start? First by asking you to tell me about any PPI work you used to do before COVID-19 please?

Interviewee 01:36

Well, I suppose if I take the principle one, which was the work with xxx where I was, I am still the patient's representative for xxx, now been taken, it's actually reaching its end. We're just about to close down the last of the projects. But that meant a monthly meeting. And I was sitting on the program board there for three projects. So a monthly meeting, travel over to them drive over to them, only about half an hour's drive away. So it's all local not too bad at all. The other main ones I've been involved with have been xxx. That's the xxx are running that one on I'm on that as a PPI member. I don't personally have any problems physically in that area. But I think I'm on an I provide a bouncing study board for the others, most of whom do have problems with xxx. That meant going down to xxx two couple of hours worth of meeting. The benefit of those meetings was you get to chat with people both before and afterwards, you can interact with them. The other ones I've been heavily involved with is as a PPI member on xxx. So I'm a PPI member on that. Those meetings tend to be much, much longer, in that we'll go down and we'll spend three, possibly four hours or more so that we get in the maximum input. They're lucky they've got very good offices where they are down in xx, very good breakout facilities, extremely modern offices so that the entire office is more or less electronic, which is great, because it also means that you can still get people coming in on all our meetings, I think we've had people coming in on video conferencing as well. But the bulk of us have been physically there in the office. So it means traveling down. I've done a little bit of work with the xxxx, which again, has been going down for all day seminars, in some instances going down the night before stopping over. Because if you if the meeting want needs to start by 10 o'clock, then it's a little bit of a push for me to get across to get over to the station, get the very get one of the first trains down and get down to xxxx and then get across. But it's a cost. I'm well aware that it would cost on the project and

**Interviewer** 04:42

All the meetings you had attended there were face to face.?

Interviewee 04:47

They were all face to face. Yeah, at that point. I'm also involved in a xxx group. And all our meetings were physical face to face meetings traveling around the country. The organization picks up just basic travel expenses and accommodation. It's very much like my PPI work they'll pick up basic travel expenses and accommodation. The only difference I suppose with our me with the PPI type meetings is they'll normally lay on, you know, a buffet lunch for people if we so we can get through. And we actually means usually we can have a working lunch, because you can chat to people. So xxxxs as a good example. Get down there get in the office for approximately 10 o'clock just up to 10. My train would if I got a train from here about at about eight o'clock.

**Interviewer** 05:54

Did you stay anywhere overnight? Or did you go the previous night?

Interviewee 05:57

With xxx no I could do I was lucky I could do it in a day. So it's not too bad. Also, the meetings Normally, we normally finish the meetings about three o'clock 330. So you're comfortable for getting back up here. The only time honestly, that I've had an overnight stay. And it was a couple of occasions was where I actually had a meeting. I had two lots of meetings, one on the day before one on the day afterwards. And what I was, I said to the groups will look, if one of you will pay my hotel will the other one claim I travel. They were quite happy to do that. So one of them was an all day seminar. travel down in the morning spend an all day seminar, but I don't want to travel back that night and then back down again the following morning. And I was trying to be as fair as I could with costs on them. I'll always try, I just bought my tickets, I don't have a problem with I bought my tickets. And I'll always try and get the best fares and get the best rates for them as well. traveling down. And I like the meetings because there's usually about a dozen of us out them. Btw, the xxx ones, there's about a dozen of us as well at those. I say I like xxx because it's a very, very large room. It's a room that will comfortably take 30 people if necessary. What is two rooms, two rooms that can be merged into one, you know, we're doing just a divider. So you can easily so everybody's comfortable in the room. And you can we would tend to break up into little breakout sessions as well for half an hour maybe to just discuss a particular set of topics. So we want to make xxx it's the try and maximize as much as possible. I have to say we've had a couple of video meetings with xxxx afterwards. But we haven't had very many meetings afterwards. Because I think the nature of the meeting is much more physical interaction.

**Interviewer** 08:16

So how did how do you feel about your PPI contribution?

Interviewee 08:20

I think our vs is great. They have an office actually up here in xxx as well. I've been really good. We had one big project which we ran, which three of us were involved with, as the PPI side, looking actually at how to improve and benefit research projects. And how we should study how we should develop our research profiles. They have to say researcher lucky they've got a, so lucky. They've got a very generous research project budget to work with. It's raw, it was over 10 million. So you know they they could cover a quite a large plethora of projects. And we spend a year working with a researcher who was on contract to xxx to develop a research profile and research policies going forward into the future, which hopefully we will be employing once we come out of lockdown. Xxx is very, very specialized, tends to be two or three bodies who are representative, usually consultant surgeons or someone like that. But they've been very specialized and they're very, they're very interesting. And I still feel I can make a good contribution to them. It's totally different to the contribution I make to xxx fields apart and what they are.

**Interviewer** 09:58

Thank you. So as you may The most of the meeting were face to face and you are interacting people. So could you please share that? What did you enjoy the most about face to face workplace?

Interviewee 10:09

I think the challenge you talk on something, especially if you can break work out, if you can break out into little breakout sessions, you can do that on zoom, but you can't seem to get the same thing physical. Also, you're sitting there, you can jot down an idea, you've got to work, you've got a whiteboard or a note board and people are jotting ideas on. I have to say, I have done one project where we had an online whiteboard, which we could it was a research project. I think it was xxx, somebody like that I can't honestly remember. But what they had was an online whiteboard. And you end the week leading up to your meeting, you could examine, and you could add to the comments on that whiteboard. And you can even do them during the meeting. And that was very, very good. It's very much an interactive whiteboard. But I think the thing with the physical meetings is you get a chance to talk to people during tea and coffee breaks. You know, during lunchtime, you can talk to also you can talk to perhaps individuals or work in the office, but aren't necessarily involved in your area of activity. And when I first started in there, there were a couple of things I was talking about. And the individual who was hosting and facilitating the meeting, so Okay, well go over, and let's take you over and talk to this particular team. Because what you're interested in, maybe have some use to them at some future point. So you could go and do this, and you could get that benefit. It's the same I think with the work with the xxxx. there you're sitting, you've got a facilitator, and you've got a couple of employees from xxxxx, and then you've got about a dozen or more people who've all been pulled together for a whole workshop, I wouldn't like to do a workshop, a day's workshop on zoom. It's within the limitations. When you've got the physical meetings, and people are prepared to do it, you've got that you can't afford to have the extra time. For instance, if you leave your travel back, if you've traveled back, even if it's pre booked, you've given yourself, I go, I'm gonna give myself two, three hours after the meeting is finished to get my train. So if I want to talk to anyone, I can talk to them. And it can be about something that's arisen in the meeting. Or it can be something that they say, Well, can we have a quick chat, because this, we're looking at doing this project. And have you got any ideas on it. And you know, perhaps two or three of us get together and have a quick half hour meeting. So you can maximize what you're getting out of a physical meeting. Whereas a zoom meeting, you're more, you're always constrained by really the time people are on it. And also, and this has been a point I've seen a lot of times on zoom meetings, people's experience using zoom or teams, I have to say those are the two that they use, nobody seems to do skype group calls. But zoom in teams, the quality of the audio at times is really bad, especially if people are trying to come in have mobile phones. And the number of meetings I've been on in the last few months, where people are calling in from a mobile, and the quality of the sound is really bad or they'll lose the connectivity. I had a connection once I was doing a talk on a zoom meeting, and I lost my internet connection. 20 minutes into the talk. I got it about within two or three minutes. But that's what you depend. That's the problem when you're doing anything that's online. That really is the big problem. The online meetings mean, you can probably get a lot more people together. Because you're only saying, well, let's spend, we're going to spend an hour. I think the longest one I've done on average has been an hour and a half. That's probably about the average for a zoom call. But I think what we've realized and what people have realized is that there's a lot more can be done now with technology. And that's where the use of the online service comes in a lot more. And as I mentioned, there are also the applications out there that you can use, such as the interactive whiteboards And other facilities. I've only used those on one project. That was that was really as I said, That was really good and useful. Because you can sit there and you can scribble, you can put your comments on and come back a couple of hours time to find that two or three people have looked at what you've said, No, I don't agree with that here. But that's a good idea. Could we develop it this way? And it's just a scribble board. And that works really, really well.

**Interviewer** 15:25

So you mentioned what face to face meeting, for example, during lunch break, or after the meeting, you know, that we would get together two or three people and asking your ideas to develop. So you mean, it was possible in face to face because you didn't need to have a pre plan to do this chat. But in one line zoom meeting, you need to enter their pre planned schedule, here that so that's the extra extra benefit on

Interviewee 15:54

Yes, yes, thats, really the extra benefit of the physical meeting, if something can occur to you in the meeting? You can think. Can I can we have a quick chat after the meeting? Yes, because you said that, and I've been thinking about this. There's something I mean, to a certain extent, some of the online meetings I'm on, we'll have a half hour chat session afterwards. But you can't bring it up in the same way. I'm a great one as well for sitting and scribbling well as a meeting, and you scribble down a pointer, you scribble a bit of notes, and somebody has done something on a whiteboard, you see, well, yeah, but suppose we did it this way. I suppose we looked at just swapping those around. And it's the fact that you've got that flip chart, whiteboard, whatever it's going to be in front of you. And you can make a use of it. Or as I said, people can say, Good point, can have a chat to this team in the office. If you can spare half an hour, we'll have a chat to this day, because they're thinking about doing something like that in the future. And it might be useful, it might be useful for you, because they might want to ask if you'd like to be involved in it. Or you might be able to give them some pointers and thoughts and ideas.

**Interviewer** 17:16

And thank you. So you've been involved in PPI for a long time. So anything in particular that supported or supported your involvement, anything in particular helped you to get involved?

Interviewee 17:27

Well, my backgrounds it makes, I don't have a problem with using a lot of the systems. Okay. So zoom teams. Plus, as I said, the other group I'm involved with, we use teams principally. And we'll have, we have meetings every two, three months. The Fairly formal, they used to be physical face to face meetings. And I have to say trying to do those on zoom is hard, or teams is hard. Because it's hard to keep, it's much easier to keep track of people in the room, where you've got 20 people and you're trying to take the notes of a meeting our meetings, we don't tend to record, which is probably a mistake, I think they should be recorded. Because then it's easy to do the minutes of the meeting afterwards. It depends as well, what notations or minutes you want to get out of the meeting. All the conference, the video conferencing I've been on has had at least one or two facilitators. So if you go into a breakout room, there's somebody there to take note and take actions and pick the key points up. And invariably, as well, you've tried, you're always trying to pick up two or three key bullet points out of any breakout session to bring back to everybody else. There's no point going into a breakout session. If you're not going to say well we've got to come back with two or four key points quick short messages, which is what can then be identified. It's good I think I see the future going forward I think as a mixture of the two it's a good if you want to start up a group This is possibly a good way to get people together and get them into me into appreciating little bits about them but then it's so much better as well at the end of the day of getting people in a room together.

**Interviewer** 19:36

Background it which is good for this remote we're doing this COVID-19 so before COVID introduce COVID restriction, introduce measures used you are involved with PPI work so what what was you know what made you to join PPI when you Well,

Interviewee 19:55

The one thing was I xxx I'd had to read Because I had a while I had a xxxx which impacted me out. I wasn't happy, or I didn't want to travel any longer or more importantly, I didn't want to spend a week away. I was sick of traveling and commuting. So that sort of forced me into. And in my car, I was on contract work. And that ended my contract work. So I took early retirement. had time on my hands, I'm actively involved here locally,. I'd always been interested in to say, could I do anything in terms of ppi work. Or, as I understood you there, just volunteer work. When I had been working here at home, I've been involved with my local GP practice, as the patients group, but I ended up sharing it briefly. I was also when I was working back here, involved with the xxxx. And I was a patients rep on that, which was how I got into xxxx. Because they were looking for somebody as a patient's representative to join the board. The Oh, what was I forget the title of the individual who recommended me, she recommended me to the program director. Andy and myself hit it off straight at the start. Because he was looking for somebody to come on board as patients representative who got an xx background as well.

**Interviewer** 21:53

That's great. Thank you.

Interviewee 21:54

And so, you know, I got that. And as I got involved with that, and I started to look around, and I joined the I've done some reviews for projects online. And from xxx joined up with that, and I look around and if there's something I think I can do, I've probably what you've seen, I think from a shoe I've been involved with a lot and somewhat short, one or two meetings, and some have gone on for a while. If I think I can add or contribute to something, I'm more than happy to do it.

**Interviewer** 22:30

Thank you. Well, that's brilliant. Could you please share that anything challenging about face to face work?

Interviewee 22:40

There is come back to the xxx. Once they start going in depth about xxx, it just goes straight over the top of my head. But you can pick up some things and you can understand it, you know, then that they're talking to the individuals who know what they're talking and understand the problems they're talking up. And there is that there are times on xxx as well. You need to look you need to look up or research certain things that have been done. And follow up. Some people are much more actively involved I say in research, xxx has PPI side than I am their xxx is far worse than mine. And they have a much more active involvement in it. My Side comes from the xxx side. So that's where that comes through. I think the challenge for me is actually finding that into an area that you haven't thought about at all. And the challenge is seeing how you can improve things in the future. And go, I think COVID has woken us all up to a lot of why things can be done far better. It's also opened up a lot of opportunities. I did the xxx online conference, I was what I was the patient's representative on the panel for the xxxx. And I think a lot of this has come out of COVID. We've looked at the ways that we can improve things for the patient. And patients in turn have had to think about they've had to adapt to a different way of life. And things have changed. I don't think all the things that have changed for the better. We've had to accept things. But I think a lot of benefits are going to come out of this in terms of seeing how we can make things better, but from the point of view of research projects, how we can actually improve The interaction and how we can improve the benefits for the researcher and for the PPI who's taken part. So that the end result that comes out is what we all hope to be a great success.

**Interviewer** 25:15

Thank you very much. So, you mentioned we're traveling.

Interviewee 25:29

It's not a problem, I get up. I don't live far out of town. So it's I can be leave home, I can get a train within half an hour. Half an hour of leaving. It is a bit of a sort of a journey, I have to say. Because the train actually comes from xxx. And so it's not the most comfortable of train journeys. And we're actually quite centrally forgetting to most places. So where you know where I've had to if I had to go around I've got PPI things that I do that arrange with xxx.

**Interviewer** 26:57

Thank you very much. So your background was it which is which is you know, you are benefited from your background? You don't have any disabled you don't have any problem with the it thinks meeting. So anything other than it problem, anything do you have? Do you feel that anything new for you because of remote work? Already challenges anything you can share?

Interviewee 27:23

The challenges I've my background, I've mentioned consumer interest. I was I can't remember what I put in my bio. I was a director of the xxx, which is the voluntary role. I actually joined that role also became involved with liaising with xxx groups. And so I've been involved in liaison in the UK with civil servants, senior civil servants, MPs, parliament in terms of lobbying and presentations. The same thing with the European Parliament doesn't affect us now. I wish it still did. But so I'm used to dealing with your broad section when you have to deal with government quasi government bodies. And that's been a challenge. I think that's possibly why I look for in PPI because I, I was doing this while I was holding down a full time job. But they were meetings that took place over a weekend, but it meant usually traveling on the Thursday and coming back on the Sunday. Luckily, for most of those meetings, my wife was able to travel with me. So you know, she she got the benefit as well of going to somewhere new in Europe. We did see quite a lot of Europe in the process. Some very, very strange and weird backwaters as well. But it was an enjoyable time and it was it was something I think it's perhaps that background and that experience that carried on to me, the same way with xxx is something that I can contribute to

**Interviewer** 29:42

Doing this work remotely, probably you are meeting over zoom or teams. In terms of using those platforms do you feel anything new for you, technology wise?

Interviewer 29:57

Not really, as I say the interactive The whiteboard type of work that was that was new, I hadn't come across that at all before. Some of the groups will issue papers for study beforehand. One group, I'm on the the xxx, we use WhatsApp, we do a monthly zoom, if I'd have got one tomorrow, we do WhatsApp to keep track of all our data on all our chats during the month, and that's very, very active. I'd never use WhatsApp before till I got involved with that group, I had no interest in great sense of using it. But equally, we've also got the online forums that we can go on to the documents are held on again, but that's when my it sites I'm quite used to it. in it. I'd be I'd had an involvement, the biggest area I'd ever worked with. And so I was dealing with people worldwide in terms of projects. So I was used to doing video conferencing, or video or audio conferencing on a regular basis, you know, several times a week you do, you might be doing you might be doing a conference call with the states.

**Interviewer** 32:19

Thank you very much. So has PPI helped you during this period during the COVID-19?

Interviewee 32:25

Yes, it has it kept me busy. It kept me occupied and kept me busy and giving me things to do. Whether it be reviewing a document, giving a feedback onto a research paper, evaluating evaluating research papers, or looking, as I say, most of it being looking to try and prepare for the future. The a lot of the things that we're going to happen I had to stop. There was supposed to be there was a xxx that I was going to be involved I was helping out with that was cancelled, obviously, this time last year, xxx had a big, big two day conference over libre. And I was taking part in that, but that was stopped. But then I found the xxx.

**Interviewer** 33:37

Thank you very much. That's great. So yeah, as you mentioned that the reviewing papers. So how how do you read the papers at the moment? Do you do one line? Or do you do it on papers?

Interviewee 33:50

Oh, no, I do it online. The papers distributed around, or the it's either a proposal, or it's a review paper. Trying to think bti use being the most where most of the come out where we're looking at it a little bit has been the format of a website that's perhaps being developed. How do we think this looks? Feed him around taking other people's comments that have been put into it to get the end result? In some instances is look through and read through it and say no. Is it does that read? Well? Yes, it reads Well, to me. And that's all it means. That's all literally having to do. But if you do think something should be changed. It might just be something very, very small and very simple. But at the end of the day, if you've got a dozen people out there contributing or maybe 2030 people contributing, what you're doing is you're you're ending up with a reasonably good and useful set of documents.

**Interviewer** 34:59

Thank you very much. Could I please ask you what kind of resources you have at home to do the work remotely.

Interviewee 35:09

Broadband is great. I think So there's no problem we broadband speeds smartphone down here. Although I don't use that very much. I don't use Office, I use xxx office to do any editing, viewing. So whether it be a spreadsheet, mostly a word, Word document, or read a PDF document, I don't share, I do create PDF documents for camera for issuing, if I'm monitor the meetings that I've got them in, it's going out from they go out as PDFs. I have a printer scanner here. So basically, I've got what I need,

**Interviewer** 36:00

You got everything. So

Interviewee 36:02

Plus webcam as well.

**Interviewer** 36:05

Brilliant.

Interviewee 36:31

I don't think so. Zoom was new to me. I feel like I've been using zoom forever. But, um, I can't remember when we started, I started using zoom. It wasn't a problem. It was a male saying, Well, here's a link. And we'll use this zoom, of course has developed tremendously. I think, because of this, I actually i have to say i prefer using zoom to teams, I find teams is a bit clunky at times. But teams is a totally different. It's aimed much more I suspect, an internal audience. And but teams also has the ability to share documents as well. Which we don't tend to do a lot, not when we're on a conference call in. I've noticed that. And I think it's really useful that when a new projects been set up, people tend to issue a brief set of notes to individuals to say how to use so my worry, though, is still that if people are doing this off of a smartphone. It's it's not the best, you get the inventor in inevitable. You're speaking but you're still on mute. You know, you're trying to flag to people, you're still on mute, and you're doing this. This does not this happens with presenters as well you forget or you don't hit. But it's a lot harder. I think when people are on a smartphone, just people are saying Oh, if you go to that point on your smartphone, or someone's dialing in. I always, as a matter of principle, try and join something a few minutes before it's due to start. So I'm ready. Yes, I like it when they say well, right? Well, would you to start at one o'clock, can you please dial in at five two, so that you're ready. So we can start sharp at one o'clock. There's nothing worse than saying we're starting at one o'clock and a quarter past one. You're still trying to sort out everybody who's on the call, because some are having difficulties. And from the point of view of the person, the facilitator who's looking after the core, they've got a fixed time slot. And they've suddenly lost 15 minutes out of that time slot, which you can't recover at the end. It's it's a little bit of saying to people, you know, do that. Equally others have said, well, we're going to keep the call open for half an hour or longer after I leave the call open. And you can have a chat if you want and discuss and talk about things. And that's very good as well.

**Interviewer** 39:27

Thank you. So when you meet in a group, for example, compared to face to face, so when we made the June meeting, maybe there are 10 or 20 people. So do you feel there is that you can you can say whatever you wanted to say can you you know reach out to say something

Interviewee 39:45

What I think you can I think you're more constrained on a video call because you can use the raised hand symbol, although it's there people don't necessarily read you know, you can go down to reactions and you can say yes, raise hand but people still Do this, I'm as guilty as anybody of jumping in, I have to say, when I want to say something, you're probably more used to doing that on a physical meeting than it does require on conference call in to have much more awareness of other people. And to give people other people, if you've got five people who want to speak, is making sure that they know they want to speak. But they want they've got to speak on that particular topic, or that particular piece of that, you know, portion of the topic that you're on about it, you will get the one or two individuals will go on and it's trying to get them. Well, I've got to move on to let somebody else speak now. That's, that really comes down to whoever's organizing and running the call. And especially if they've got two or three helpers, who can Spartan colleagues who can say, right, well, if someone else is actually looking after it, it's muting everybody when you start as well, the ability to mute or sharing screens. Now a lot of the xxx meetings, they're very, very formalized meetings, we've got an hour for the or an hour and a half for the meeting that set. It's very tight. It's involved as well, usually, one of them is always involved a demo of the latest version of the particular piece of software. And that could go on for ages. And it's been very useful. But on those meetings, they're easily our 30 plus people from the xxx, who remember, aren't the only non xxx person who's on that call, in fact, and a couple of times that, you know, I've had a problem getting on, but they're very formalized calls, very formalized standard project, project meeting calls that I'm used to, so I don't have, I don't have an issue, because I know exactly what you were going through the attendance, the minutes of the meeting, the points, we have to discuss off the agenda, and usually a raid log at the end of it. And that's it. But there are times. And always admitted. It's a very, very hard job, even on a physical meeting to get that done in an hour. And it used to be three of those in a day. One after another with a 15 minute break in between. and it's usually the same people in the meetings as well.

**Interviewer** 42:43

Yes, yes. So what what has worked well, during PPI doing PPI remotely,

Interviewee 42:51

What's worked? Well, I think, the use of technology, the use of video technology, and focus in people's minds onto that block of time to get things through. And it's possibly it may have allowed people to become involved in activities that they wouldn't normally have done, I suspect, because it might have involved them traveling or not to, then traveling is not the easiest if you're for instance, here if you live out in the wilds of xxxx. It sounds wild. It's not cowboy country or wild Indian country. It's but transport is not the easiest. So if you live somewhere where you don't have access to your own car, for instance, you're very, very limited to try and do meetings like that. The same in xxx, you're very, very limited because the transport is is not as good as it could be. So your ability to take part in something like this is very, very limited. But you can do this now. And it's I think it's opened up the area of ppi to a much wider scope of individuals and encourage them to take part where they wouldn't have done before. And I think that is beneficial to them because it's beneficial as well. I suspect to the researcher, it's given them access to a much wider audience of contributors than they would have had.

**Interviewer** 44:26

It was very interesting plan. And now Could you please tell me what hasn't worked? Well, what has worked less well?

Interviewee 44:34

What has worked poorly? subject control and creep? Your discussions, there are times where you feel we've only this is where you want the physical meeting because you've wanted something to be able to discuss. I want you know, I feel that this could have gone on for another half hour. And we and we could have chatted for Half an hour out side the meeting the individuals who have been involved not necessarily the people who are caught coordinating it, because we might have had a discussion. There's also the little, you know, how are you going, discovery that somebody who's on the call actually lives only 40 miles away from you? And you think, no, you think there are a lot further away. It's I don't know how easy it is for people like yourselves as well to coordinate and get together. There's a great plethora of standards in how you set it. I've tried to write that little bio I've got about what I've been involved with and what I am as a way of saying to people, well, quick, here's my PPI CV, CV. But then I get other groups say, No, we don't want this, we want a 200 word. How are we going to get the same 200 words every time, because I've done this so many times, and I get frustrated, because I feel that I'd like to be able to say if there was a central register of people who have ppis, that you could put your information that I think might be beneficial to everybody. Because you could simply then point them to that and update the link. I don't know that, that that's something I think that could come out of this. And that's something that's just occurred to me now. There's a lot of there are hundreds of people out there involved. I mean, I I'm only aware of a fraction of the projects out there. Some days, I'll get a dozen. info, you know, requests for information, are you interested in through a problem, possibly none of them are other days, I get nothing for days on end. And if there's something some way, you can really get together to do it. And to make it easily or more readily available for researchers. I think that's something that really needs to be addressed.

**Interviewer** 47:07

Thank you! It's very interesting, find another one. So now we're nearly end of the interviews, there's so many interesting points you’ve made. So once people are back to their normal routine, not staying at home, do you think would would remote working still the practical place,

Interviewee 47:25

I think it's still practical. I think it's very, very bright, I think a mixture of the two, I'll go back to xxx is probably looking at cutting the number of physical meetings down. There always weekends. Because the vast majority of people are still working. And we're well aware that of our full time staff, we have to attend the meetings as well. We'll probably cut down the number of full time meetings, maybe a 5050, split 50%, physical 50%. But there are some things that you really do need to do. On a physical basis, and to try and get that, that meeting through in three hours of a zoom meeting, which is what it is, is hard. It's very, very hard to do. Others No, I think zoom is going to be more than beneficial to do it. It also gives you the ability to do very quick meetings. We need something I need to get together. I've got a little subject here. Can we have an hour zoom meeting to do this? And can we do it Monday of next week. Whereas people need a little bit more time with travel plans to organize tickets to get the best price tickets, best availability and sought that out on with their own plans. And it means as well to be perfectly honest, that you can sometimes get two or three meetings in in a day that you can't, I've got this one I got this one with you today. I've got two meetings. I've got a an hour an hour and a half nearly two hours probably worth of discussion on PPI as well tomorrow. And I know I'm one of the ppis are on that. And then in the afternoon I've got my xxx meeting which is a monthly meeting. Now, if I was going to that physical meeting in the morning I couldn't do the xxx meeting in the afternoon. So it does give people it gives individuals a chance to get more meetings in. I think the most I've ever managed has been three in a day. And it is a bit tiring.

**Interviewer** 50:15

Yes. But your work has increased at all,

Interviewee 50:19

Because I has indeed, but as long as I'm enjoying it, and it's fulfilling, then I'm happy to do it.

**Interviewer** 50:29

Thank you. Just Lastly, but what could have been done differently? Better way?

Interviewee 50:38

No, had COVID-19, I honestly, I don't know. I think I think to be fair, I think it's been done very well. I don't look, I look around, I don't think a lot of things could have been done differently. People weren't thinking about video conferencing meetings at all. They weren't. I think what needs to be done is with a lot of organizations is getting together and saying, How can we make the best use now of what we've got, as I said earlier, this resource, whether you have a group of individuals or whatever, how can we make best use of the technology for individuals? If we're going to develop an app? Can we get people to try the app on the smartphone? Can we get them to come back and use it so that we're doing that as we're in the conference call as well. It's looking at the additional applications that we can use with zoom conferencing, sharing screens is fine. But let's look more at this. And I think this is going to happen as well. I think organizations are going to look much more at it. So people are looking at this. And I think as we start to come out of lockdown out of it, companies are going to look at it. I see you know that that talk about how many more people are going to work from home. The working from home side is something that really needs to be thought out. I think a lot more for individuals and for organizations. It saves them money, it's less, I think it's less stress. I would have found it but I could not have done all the jobs I did working from home. There are times you need to be on site because you're going around talking around various departments and do that doing that. But I still, I usually it would be great if I could get home on the Thursday night. And Friday was reports day. So Friday, you can spend your whole Friday at home, doing your weekly monthly bi monthly reports however they are.

**Interviewer** 54:56

That's great. Thank you very much. That's very interesting. Now lastly, good Is there anything that I have not asked to you? And you wanted to add? Is there anything?

Interviewee 55:05

I don't think so. I'd be interested to see how your research works out.

**Interviewer** 55:21

Yes, we will. Yeah. If you want to see the report, we could, we would say I would be very interested to see that, yes, please. Because as I say, project will finish by the end of this year. So they need to be ready by

Interviewee 55:24

Having done a similar one with xxx in that we were working from the start. And it was the contractor he was in, she was in to do the whole project for them. And that's been very, very useful, and very interesting. So, and if there's ever anything you think I can help within the future, you have my details.

**Interviewer** 55:50

Of course. Yeah. Thank you very much. we'll email you once the report is ready. But your contribution is, you know, really appreciated.

Interviewee 55:58

No, it's very, very, very good and very interesting today. Thank you.

**Interviewer** 56:00

Very interesting to hear from you. You know, all your experience and ideas feature work.

Interviewee 56:15

I will do, I will do. Thank you.

**Interviewer** 56:23

Thank you very much.