Interview 18

Interviewer 00:00

I will press record on my side. Could you please accept ..

Interviewee 00:02

Just to continue accordingly

Interviewer 00:04

Okay, thank you very much. So okay, so I will switch off my video as well. So it would be it probably enhance the recording quality

Interviewee 00:20

Yes, that's fine.

Interviewer 00:21

Yes because it's sometime because it was breaking earlier I've noticed so I think it's good to good if we could turn off the video. Okay, because we don't need the video we only need the conversation. Okay, so thank you very much to the, to the purpose of this interview today actually would like to get your like to gain a better understanding of your views. What do you think about doing PPI remotely? So basically this interview will be divided in two parts. The first part we'll talk about your experience before COVID-19. And the last part we wil talk about the current situation. Okay, so could you please tell me about any PPI work you were involved in prior to COVID-19?

Interviewee 01:12

So I was involved in 2018 at the work of X. [Okay]. I live in a little town in R. And my local council approached me to take part in this project was being conducted. So it was easy because it was locally conducted. And we could easily reach the venue. We didn't have to go to xx or any other place. So because it was related to where I live, I could easily access it. After the project finished. I couldn't take part in any of other work because x changed from x to y. any opportunity that use the x I couldn't take part because either it was a xxxx. Though it was hard for me because first of all childcare. And then secondly, I don't drive so transport problem was an issue. Because it's really hard to get a train from here. Okay, so it was a long commute. So I used to not take part in any of the work that argue to send to email.

Interviewer 02:38

So there was a problem with the face to face meeting. [Yes], because you had to travel.

Interviewee 02:50

Yes, so I live in R. Although Y is not as x, but usually the opportunities would be in xx. So I had to not take part was too far because I have a little child as well. And I didn't know how would I get there because where I live, I don't have a train station. So it would be a very long commute heading heading to a train station first, it was a long commute. So I would always not take part in any of the activities before

Interviewer 03:31

Okay. So that was face-to-face meeting, did any organization or xxx project required you to review any papers for them or did they ask you to read something? Did they send you something to your house by post?

Interviewee 03:46

No

Interviewer 03:49

Okay

Interviewee 03:58

Yes, I joined by a project that was going on, and I took part in that project.

Interviewer 04:22

Okay, so what was your contribution? Could you please share something?

Interviewee 04:32

So, when I got involved, it was it was already going on since last two years. So I joined in the ending of the project. So they have already done a lot of work before that. So we were doing they have already been the resexh prior to my joining. After that, I got involved, my role was trying to get people interviewed for the issues that has led to people are facing. So I did the xxx or the part in the surveys, conducting the surveys, group discussions, disseminating the data, collected the data, providing notes as well in some of the meetings, typing up the notes, all these reading Lipitor as well, taking part in trading sessions, running the group activities, taking part in the local oversight group log meetings, or all of this that was taking place after that we made a video with so we tried to edit the script. like reading the script, working out what we can edit what to add in the video at elevated video that we are taking. So taking part in that providing a local insight from local people asking interviews, taking, making a survey all that.

Interviewer 06:24

All right, thank you. So what did you enjoy most about your PPI work?

Interviewee 06:33

So this was the first time I was getting involved with any kind of bug before that I was ever never heard of anything like that. So when I got involved, the first thing I got involved because it was for the betterment of the community. So I knew it's not something for any other organization, it was for hazard and people. So it was very local base. And I enjoyed learning about different training sessions like interview techniques. It was taught how I can take part sitting people of authority like as a, as a labour member of society, taking part in these discussions and trying to help a local community. So that was the thing that I enjoyed most.

Interviewer 07:31

Thank you very much. Did you find anything difficult, challenging, you mentioned about the traveling issues. So apart from these challenges do you do? Did you face any other challenges? Do you feel that?

Interviewee 07:53

Because that, that the meetings and everything was in my town, because it was related to my town, but at project. So that was not a problem. But the problem was afterwards, but the project finished, and xxx started and other opportunities started coming. That was the time that I struggled to take part in anything because of travel restrictions, although they would say that they will reimburse any travel expenses, but because of my commute that the hours it would take for me to get to anything. And I had a little one as well. So at time, I didn't know would I get childcare or not? Yes. So that's why I always was hesitant to take part in any of the activities. And before that when I was working with xxx project. Although I was very new, and I didn't know much, but I did learn a lot of skills like note taking to conduct group interviews, or one to one interviews, how to edit data, how to collect data, how we can use it in xxx, things like that I really learned. So I wouldn't say that as I faced any other problem. Because anything that was new, we could easily ask and the team manager would always provide help and support.

Interviewer 09:27

As you said, for example, you mentioned about the childcare or any other support which you didn't know about you were not not sure. So did you ask about that way if you attended, whether you'd have any childcare or anything?

Interviewee 09:41

Yes, once I in the project, I asked if if I can get childcare and they did that if there is a need we can provide childcare. But I, I wasn't sure if I would be eligible for childcare. So I didn't ask.

Interviewer 10:30

Thank you. So now if you talk something about the after COVID-19 work, so could you please tell me how are you doing PPI work at the moment after COVID-19 started.

Interviewee 10:45

So I think this has become a blessing for me as it is so easy for me I don't have to travel, I can easily log on to loop I've been taking part in so many opportunities, like it opened the door of getting involved. So whatever I enjoy doing where, wherever I think that my my expertise, my experience would be helpful. I'm really passionate about xxx. So know the things that started coming off the COVID-19. It was so easy for me to take part because everything was digital online Zoom was easy to log on to, if it's on Microsoft team, even which I struggle a bit so I could easily join as well. It's like, just sitting here, I don't need travel, I don't need to worry about childcare. I don't need to you know, anxious that I have to travel so far from here to xxx. So it opened a lot of opportunities for me. And I've been involved in lots of other things as well.

Interviewer 12:04

So you, you are involved with everything remotely now?

Interviewee 12:10

Yes. Okay.

Interviewer 13:43

Thank you very much. So while you're doing this remote work online is is there anything new for you? Any new? You mentioned there were some learnings anything, any other things that you do you find it new for you.

Interviewee 14:02

I'm still learning. Because, as I mentioned, because I used to just not take part because of travel restrictions and childcare. But as I started taking part in these virtual meetings, I'm starting to add more confident I started to understand how the data and how dissemination and how all these things work. Still, I would need some more clarity. If I don't understand it, I do ask that this help and support provided I didn't know. So I asked her how I can do that. So she provided help as well. So I think if I asked for help, there's always support and help available.

Interviewer 15:13

Thank you. You mentioned after COVID-19 started when PPI moved to remote work has been kind of a blessing for you to do all the work you can involve? How do you feel about your contribution now, at the moment, where you taking part online?

Interviewee 15:46

I feel really good about it, because I'm providing voice to the community where I belong to. So they're already seldom heard voices. So I think me getting involved, I have this ability to bring the voices of my community on the table. So this has given me an opportunity, it's already so difficult in our community for any type of involved if they don't get involved with work or don't know much about it, or their language barriers or any other barrier if so their voices are not being heard. So this way, I know it is very difficult for lots of people who maybe they don't have Wi Fi in the house, or maybe they don't know how to use zoom technology. Or maybe this is fine. This, this is not for them, or it's difficult for them. I'm going to talk about my own cell because it has become a really good means for me to get involved. Bring my voice by a community's voice on the table. It has helped me to take part in lots of discussions and opened up lots of opportunities. So I think I'm bringing that voice to to the work of the xxx that I'm doing was

Interviewer 17:03

Thank you. It's brilliant. So you are helping them you are contributing love. So how, how PPI helping you? Can you share anything that the PPI helping you? For example, mental health, or connection during isolation

Interviewee 17:26

Yes, so when I used to do a lot of work, where do you work for COVID. I used to run mother and toddler groups, I used to run community groups for my local community members by ladies that I used because with, but because of COVID, everything stopped completely, there's no attic available. So all my work do. Everything that I used to do was completely stopped, there was no connection. This was only the forums, taking part in any activities in zoom meetings, all the discussions, it helped me to be connected to other people, like I could talk to the people on zoom, I was involved. So it provided me any purpose like getting involved, there was something to look forward to. Like I'm taking part in something, and I'm providing some some help or some expertise or just be connected to others in this way. So obviously it has helped a lot. Otherwise I wouldn't have been doing anything I would have been just sitting idle at home, doing nothing at all. So besides other duties my but housework duties, I had some role to play in this as well. So I think this was a good thing for to disk, get involved and be busy with whatever work that came through through through PPI work.

Interviewer 19:04

Thank you very much. Thank you. So they limited. You've said that you're mentioning you were talking about this and then I mean, it's good for you that it's been a remote work now since after COVID-19. So you can do online from home. So one positive thing saying is good. I know it's So is there anything any limitation placed on PPI work through working remotely? All our good is cooking by Did you find anything that could be improved? This is not working its limitations, any limitations?

Interviewee 19:43

If I think as I would say obviously, for other people, it might be really difficult. They might not have laptops or they might not have Wi Fi you know, the broadband. There could have been so many So many reasons that this might have made their life more difficult before they were getting involved. Face to face connection was good for them. Maybe this is a restriction or limitation for them. But I can't generally talk about others because my my experience have been positive, it has opened so many doors for me, I could take part in that by visiting here in a little town, I could take part in that I could take part in other lots of work that has going on. So yes, I had to learn how to use different things, how can I edit document? or How can I provide my feedback? But this is all available support? And had they helped me how I could write a feedback on it? How can I provide my How can I read a paper on different web sites? And how I can reply and get involved? So I think, for me, it has been really good. Can't complain? I can't say oh, this is not right. I can't because I don't find anything problematic.

Interviewer 21:28

Thank you. As you mentioned that you are reviewing you are reading some papers or something online. Did you did this? Did they send you any papers through post or just doing reading it one online?

Interviewee 21:54

Online or send me anything.. Because whatever I'm doing is all online available. They sent me before if I need to review it, they sent me online that I can read and get my feedback. So everything's online that it's been said it goes.

Interviewer 22:15

Did you find it easier to do it online? Or did you did you think about reading it on hardcopies?

Interviewee 22:21

Yes, yes. Obviously, I find it reading difficult on laptop, and it's really straining, but you can't just have hard copies all the time. And I think that would be a waste of resources, if you can digitally send it and why not? But it's always easy to read hard copies, but it's okay. I don't mind reading it online as well.

Interviewer 22:47

So do you think that's because of COVID-19? You're not getting paper copies? Otherwise, they would send you via post?

Interviewee 22:55

Oh, if they asked me, I would pop online as well, because I prepay based April paper. And if you can just do it online, there's no need to waste resources if you can, if somebody's struggling to read online less than they they should send them a hardcopy and if somebody is asking for it, that they wanted it in writing or in a hardcopy form, so why not? But I'm fine with aggregate online as well. I don't want to waste resources and they send me paper. Thank you so much.

Interviewer 23:30

Thank you very much you have been working with your community actively. So how, how this changed since COVID-19? How this change your community work? Are you doing it one line now or so

Interviewee 23:45

To that thing, everything stopped because my community members, they are older ladies, they they are have difficulties in using laptop. And smartphone is really difficult for that the technology. So for them, the face to face contact was most important. We were teaching them confidence in English IT skills. But we can't and because of this, our funding also stopped. So the funding we had our funding jobs, we couldn't even run it anymore anyway. And our older ladies that we help they I have all underlying conditions. So we can't just asked every day, our venue was very small. So there couldn't be any social distancing. happening there. We couldn't just run it because they we had to think about the users as well. They are all ladies from Bangladesh, Pakistan, he couldn't just ask them to come because they all have underlying condition. So that was the reason that we couldn't take anything online because obviously they they don't have access to a laptop or they don't have any That skill to use it, they would have to rely on their kids or someone else in the house. So it was difficult to run our funding sources fault. So we couldn't run anything. So difficult.

Interviewer 25:14

Yes. Why were the funding stopped? Is it? Do you think the funding will be back was depending is over?

Interviewee 25:25

No, though our funding was for three years. community group, we went last year of our funding, and we would have applied for other fundings as well if everything was normal. But obviously COVID happened, the funding talk, and we had to return the last year's funding to them, we return that and there, there is nothing for to look forward to for now, because until unless everything is completely normal, we don't have the resources to have a space. And so we were renting a small space, we can't rent it anymore. Without any funding.

Interviewer 26:11

Thank you very much. So now we talk about access to resources for PPI work remotely. Remote working. So So can I ask you that the what kind of resources you have available at home? You mentioned about Wi Fi? Computer left? Or you mentioned a laptop as well? Yeah. How do you? How do you do remotely? Yes, please. So

Interviewee 26:36

I am fortunate that I have bought my smartphone, I can use that I have a laptop as well, I can use that. I have broadband at my home. So there's no problem with that. But I do I do worry that people might not have all these things would if they have just their 4g data. So they might struggle. Or sometimes it's really hard on smartphone, sometimes some things that you can't really see like, if your job you can't see everybody on zoom. So laptop is better. But if they don't have access to a laptop, that it will be difficult for them to take part. So I'm fortunate that I have but if I don't, I wouldn't have had if I would have been struggling to take part in any kind of activities.

Interviewer 27:30

So the information or knowledge to guidance, for example, how to get involved remotely? Or any other PPI opportunities? Do you have access to those kinds of information and knowledge is?

Interviewee 27:46

Not really because when I first I was approached by my local, because I used to work voluntary in my community group. So they wanted something from the community. So they approached me. That's how I heard Otherwise, I'd never heard of this, that you could get involved in xxx. Or that's why I get these opportunities from when I was with x and then I stayed with x. Otherwise, I don't hear of any other opportunities.

Interviewer 28:20

In terms of IT support the righty for or any other information or knowledge or guidance support. Did you ask anyone? Did you seek for any support from anywhere any organization that you work for PPI law.

Interviewee 28:41

So when because I wanted some advice and if it welfare advice, so I went on the website and I went or the number that was given and I spoke with them and they they then replied to my email and I've been in contact with them. So I look on the website where I can find the boat with by benefited welfare.

Interviewer 29:24

So at this at this moment during COVID-19 do you think is there anything that particularly help your involvement is the same sorry, is the same or similar questions coming again and again? Yes, yeah,

Interviewee 29:46

That's what Yes, one thing I I would say that if there is more help some kind of war training some skills We can learn so we can be more helpful, how to provide our experiences or our community's voices how that would help. I think sometimes I do struggle to provide that kind of information, because I struggle to understand how the qualitative and quantitative data work and things like that. So I stay away from that kind of involvement.

Interviewer 30:39

So this kind of qualitative, quantitative or this kind of training. So, you, it would be good if you had some kind of training on this.

Interviewee 30:49

Yes, yes. Because I only get involved with some discussions or things like that, where I need to provide my point of view or my experience and my knowledge, but something to do by the data that I find, I don't know much about it. So if I know, I can add more, but I get, like a bit reluctant to get involved in that. Because if I don't know about it, I feel that I might not be helpful. So that's why I stay away from that kind of opportunities.

Interviewer 31:34

So he, in terms of the, the work, for example, you were at in the zoom meeting, or somewhere, someone organization invited you to attend the zoom meeting for up work. So do you think the timing, then there's the when they set up the time they interviewed our meeting time? and other time, it would be? Is it? Are they okay with you, when they set up a time or when they set up the meeting?

Interviewee 32:08

Yes, they do provide different options, or doodle poll, that what time would be best. And then according to everybody's availability, they do consider but sometimes obviously, not everybody is available at the same time. So they have big decision. So they do provide different options.

Interviewer 32:31

So when you meet people with when you do PPI remotely within a job meeting, for some time, it might be maybe there may be 10 people or 20 people or so do you find anything any difficulties during due meeting to, you know, to say something or share something?

Interviewee 32:55

Not really, if it's a it's a large group, we can always have this option of raising hands and then we come to you and ask you what would you like to contribute? If only few people are there. So, you are taking part in a discussion or trying to say what you want to say, there's always the option of raising your hand or digitally you can put a bowtie on for raising hands. So they ask you what you want to contribute. So I think that they do respect that you are there to provide your opinions. So they do consider that you have your say as well. So they do give time to everybody. I think they even the moderators. Yes, whoever I want. Right? Yes. Yes. So whoever is arranging this will be taking if I'm working with any team, if I'm working with any PhD student, or if I'm working on a on a project.

Interviewer 34:17

Thank you. So we have already discussed many things already which I was going to ask so now once people are back to their normal routine and not staying at home for example. COVID-19 is gone. I mean, for example is over. Everyone is vaccinated. So do you think that remote working still be practical?

Interviewee 34:44

I think so it gives everybody a chance to get involved if they have some other public that is so easy like you say but new time as well. If If somebody who lives in a remote area, and it's difficult for them to get to places, so yes, that would be helpful if he has, I understand the face to face things, and they do help and they do work. But if somebody is struggling, it will give them the option to still be involved in the work, and not worry about travel like I used to worry about before. Traveling was a big issue for me, I used to really worry how I will get to these places like they were very far off is too far for will to get to, I think your tie will not be to two and a half hours. So this was this will remote work, it will still work, it will help everybody a chance to give a chance for them to be involved if they want to be still involved in that kind of

Interviewer 35:56

Thank you very much. So you will. So yes, of course you would like to work remotely and as create anything, it would be a bad thing, it would be last questions because we have discussed almost everything. So anything that you think could have been done differently in better way. And how we could be would have been done that better way differently.

Interviewee 36:21

So I don't know how you advertise your opportunities. But many people know about these opportunities. So more if you need more involvement from public advisors. Maybe you should, like advertise more. Then a little bit of a jargon Buster kind of take like, lots of there are lots of joggers and baptisms. So if there's that kind of help available, that means that would help people to get more involved because some people they go I don't know what this is about. So that would help as well. And then anybody who's getting involved, they should be supported. Yes, you. You do provide support and help. But if they're struggling to understand it, it would really help if they are supported. And in any kind of way. They're not understanding if there's some joggers, they don't understand if they are struggling to get onto technology like do Wantage. So, yes, that would help if yes.

Interviewer 37:38

So jargon you mean plain plain English.

Interviewee 38:15

Plain English, yeah

Interviewer 38:17

Thank you. Anything else that anything else that I have not asked you where we have not discussed Anything else? You want to add something on top of that?

Interviewee 38:28

No, I think my experience have been really positive. Oh, I don't have any kind of really big complaint about it. But just keeping in mind that everybody had a chance to get involved. And you heard from all the groups of the society maybe this kind of involvement should be publicized so that everybody had a chance to so recline,

Interviewer 38:58

Can you share any any you do have any ideas that are How can that be share because normally I think they share through an HR website some other maybe some they use Twitter as well. So do you have any anything in your mind any ideas about how could they share if the share that way, it will be more publicized everything

Interviewee 39:19

I'm talking about myself I never knew about these kinds of things. So if I were to not be involved with my xxxx project, but which came I would never have both. So if you can, like for GP services or where people use the services the NHS or hospitals, if you can just have a poster or literature like leaflet or pamphlet explains that this kind of work is going on Would you like to be involved? static that explain That this is about we taking part and how we can provide our experiences and our voice to the work of thank you and HR, anything, any research?

Interviewer 40:15

You mean, distributing leaflets to the local local community groups?

Interviewee 40:21

Yes. Like GPS, like health centers maybe. Okay.

Interviewer 40:30

All right. Thank you. That's very helpful.