



Meeting 1 – 24th September 2018

PPI Members Present:

Anthony Gilbert – research physiotherapist
Helen Harte – PPI Coordinator
Geoff Buckley – Public / Technical Author
Juliet McQue – Patient
Mansukh Unadkat – Patient
Jan Letocha – Public / Website Developer
Helen Hedge – Patient
Greg Booth – Physiotherapist
Anju Jaggi – Physiotherapist
Vandana Luthra – Research Governance Facilitator

Group Code of Conduct:

- To respect the views of others in the room
- To respect confidentiality
 - Of each other who might offer personal information
 - Of the research itself, as results might be shared within this forum before they are publicly available
- To recognise the contribution of others
 - All members of the steering group will be acknowledged in publications as part of the CONNECT Project Steering Group
- To provide good, constructive feedback

Terms of reference for the group:

- To offer honest advice
- To constructively challenge
- To advocate on behalf of who you are representing
- To offer a unique, expert, perspective

- To proof read and review documents
- To engage with the group when attending meetings

Points of Discussion:

- If patients do not have access to broadband provision of a wireless dongle can be made.

AG ran through a presentation of the previous research and a presentation of the PhD research plan (see attached)

Two published papers on the area:

1. Gilbert AW, Jaggi A, May CR. What is the patient acceptability of real time 1: 1 videoconferencing in an orthopaedics setting? A systematic review. Physiotherapy. 2017 Dec 12.

<https://www.sciencedirect.com/science/article/pii/S0031940617303358>

2. Gilbert AW, Jaggi A, May CR. What is the acceptability of real time 1: 1 videoconferencing between clinicians and patients for a follow-up consultation for multi-directional shoulder instability?. Shoulder & Elbow. 2018 Sep 11:1758573218796815.

http://journals.sagepub.com/doi/abs/10.1177/1758573218796815?casa_token=RplW57Ye7EAAAAA:WYwM_1rnKa45T7kbYvvkpStSnd2voujGLJrNKvrY6lwF-8_Ge_WQNa2fcfY4hctW6aH9H7ezYn-rn0o

- A discussion was held surrounding the patients who could be involved – AG clarified that the study will include anyone with a musculoskeletal problem and can include patients who have just had surgery.
- A discussion was held around privacy – this is a concern for all. AG has previously attended Information Governance meetings, SKYPE for business is seen as an acceptable format for consultation by the NHS. With regards to the possibilities of patients recording or eavesdropping on conversations – this risk was seen as similar to the risk of a face to face consultation.
- It was agreed that it would be preferable for consultations to happen on the NHS side from a confidential room or through using headphones.
- The pilot of the new pathway would not be until 2020, following the completion of the first three phases
- Qualitative interviews could take place face to face or via SKYPE – it is important to capture a wide range of views and this will avoid geographical limitations

- It is currently undetermined whether or not it will be an initial contact or follow up consultation via SKYPE – it is expected this will become clear as the phases of the research progress.
- The RNOH will own the equipment – not the patient. This study is in place to prove the concept and future research will address the issue of ownership.
- This study is not being done to 'cut costs' but it is in place to see what alternative patients would like to face to face care (if indeed any) using communication technology
- If someone falls or injures themselves at home when using SKYPE it is unclear who will be liable for this. Patients will not be asked to do anything within the home environment they would normally not do. This would be the same as doing home exercises. A trade off of having a SKYPE would be that patients would not be able to access the RNOH equipment.
- It is likely that it would be the same clinician each time, in accordance with normal practice.

Next meeting: 18th March 2019 12pm-2pm, Seminar room 3, RNOH Teaching Centre