

# Effective communication at PPIE meetings

## A guide for JIGSAW-E Patient Panel members



Good communication is key to a successful meeting

### REMEMBER

- Concentrate on what is being said. Good listening leads to good questioning.
- Recognise and respect the right of others to voice their point of view
- You have the right to state your viewpoint even if it goes against those of the other people at the meeting.
- There is no disgrace in asking for an explanation of points that are unclear
- Remember people are less likely to be aware of your nerves than you think they are
- Keep your contributions positive, short and to the point
- A confident voice and demeanour will reinforce the impact of what you are saying
- Ask for a response to your contribution. Do others support your point of view?
- You are entitled to change your opinions
- You do not need to know everything - group discussions will help you to learn

**SPEAK UP**

### The patient perspective - it's important!

As a PPIE member you will be asked to give your patient perspective at JIGSAW-E project meetings. At times you may feel it is hard for you to contribute in meetings attended by health care or academic professionals, but remember you have been asked to attend because of your expertise and knowledge of living day to day with osteoarthritis.

Your input can therefore greatly improve the quality of the project.

**REMEMBER : there are no stupid questions and there are no wrong answers!**

### The patient voice

Never underestimate how valued and appreciated your opinions are to health care professionals and health care academics.

Your history and experiences are extremely important and can be used to change minds, shape opinion and teach others.

Before a Patient panel meeting, it may be worth identifying areas you feel would be important to a patient living with your condition.

When implementing JIGSAW-E we want to know from you

- How can I use my experiences to influence Health Care Professionals to adopt JIGSAW-E?
- How can I influence other patients to support JIGSAW-E?
- What problems do you expect us to encounter before and during when JIGSAW-E is in practice? How can we overcome these problems?

## Questions to think about during a PPIE meeting



Part of communicating effectively involves asking the right questions. The following questions are examples which you might think about when working on JIGSAW-E.

- Does this project seek to answer an issue that is meaningful to the patient community?
  - What benefits to the patients can you see when JIGSAW-E is implemented into practice? How can we make sure these benefits are met?
- What are the practical aspects of implementing JIGSAW-E? i.e., How do we do it in the 'real world?'
  - What are the difficulties and how do we overcome them?
  - What can help us to implement the project?
  - From a patient's perspective are there any aspects of the project that you are not happy with?
  - Do you think the timescale set out is workable?
  - From a patients perspective, would you use the guidebook? If not why not
  - - what can we do differently?

### Preparing for a PPIE meeting

Make sure you have received and read any information you need to know before the meeting. Check with the team if you are unsure about anything in this information.

Try to think about the part of the project which will be discussed within this particular meeting and think about how your own experiences can help you to talk about it - what treatment has worked for you in the past? What hasn't? If you were given an OA guidebook, what parts do you like and what parts do you dislike? What parts of the project do the team want you to comment on?



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