

Why do people not take part?

- What prevents people from going online?
- Do we create some of the barriers?
- What must we do better?

Webinar Findings
2nd Feb. 2021



Health and
Social Care



TCI Engagement
CREATING THE FUTURE

Personal and Public
Involvement (PPI)



Involving you
improving care

Why are people seldom heard?

- Access to equipment
- Knowledge (out of our "loops")
- Broadband / Bandwidth
- Technical skills
- Confidence
- Is anyone listening?
- Being intimidated / patronised
- Jargon
- Decision already taken



Webinar Findings
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Why are people seldom heard?

Do we create barriers? What to do?

- Share kit (e.g. <https://www.derrywaredonations.org/>)
- Share knowledge, skills, ideas
- Build confidence
- Generate capacity
- Remember the soft skills
- Listen, listen, listen...



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