

# Raising the Standards of Public Involvement in Primary Care Research

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## Abstract

### Introduction

The National Standards for Public Involvement in research have been launched to improve the quality of public involvement. Keele University is a test site for the National Standards. We present some of our approaches and resources to implement them in primary care research.

### Methods

In partnership with Keele Research User group (RUG), we used the Standards to audit current processes and co-produce new resources to improve public involvement. Over 12 months, we implemented each of the six Standards across the Research Institute and Clinical Trials Unit.

### Results

The audit highlighted areas for improvement in how we deliver public involvement. We have developed new resources and practices for the six Standards, including:

- *Inclusive Opportunities*: A Diversity and Inclusion policy and new recruitment plan to ensure fair opportunities for public involvement
- *Working Together*: Clear role descriptions for all public involvement roles
- *Support and Learning*: Induction sessions for new public contributors and RUG 'Buddy' peer-mentoring scheme with more experienced members supporting new members
- *Communications*: a brief guide to encourage clear, two-way communication and feedback with public contributors
- *Impact*: Tips on capturing and evaluating the impact of public involvement
- *Governance*: A Public Involvement and Engagement Strategy, and funding formula to support public involvement budgeting

### Discussion

We have used the National Standards to reflect on current practices and develop new resources to improve public involvement in research. They are helping to drive a culture change towards better public involvement. More is to be done to encourage wide spread awareness and adoption of the Standards.

### Patient and Public Involvement (PPI)

This is a co-produced project and our Research User Group (RUG) Steering Committee is a co-applicant and partner. The RUG Steering Committee consists of 15 RUG members who work with Keele's PPIE team to improve quality in public involvement and ensure other RUG members have a

rewarding experience. They have discussed, shaped and developed this project alongside the PPIE team. The RUG Steering Committee have helped audit our practice, co-create new resources and approaches; and provide the internal overview of the project's progress. Their involvement has helped the PPIE team ensure the successful implementation of the National Standards.