

# Quality Safety and Outcomes Policy Research Unit

## Patient and Public Involvement

Welcome and information from the Public Involvement  
Strategy and Implementation Group (PI-SIG)



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SCHOOL of  
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MEDICINE



## About QSO

The Quality Safety and Outcomes Policy Research Unit (QSO PRU) is a collaboration between the Universities of Kent and Oxford, the London School of Hygiene and Tropical Medicine (LSHTM), the Picker Institute and Hull-York Medical School. It is funded by the NIHR from 1 January 2019 for five years. The purpose of QSO PRU is to produce robust, relevant and usable research to improve the quality and outcomes of the health and social care system. The underlying premise of our work is that improvements in the way we use health and care resources (inputs) will lead to improved outcomes for people using those services, and for staff engaged in providing health and care. Quality is a measure of how well our use of resources translates into outcomes. There is a useful graphic at the end of this document which shows how it all fits together, and you can read more about the work at:

<https://www.qso.ac.uk/>

## Welcome

Thank you so much for agreeing to join us as a Research Advisor. You will find us a friendly, open group who are keen to hear your contributions. For those of you who have not undertaken PPI work before, please do not worry if you are not quite sure what to expect. We were all in your position once and training and support will be provided, as necessary. You soon will get a better feeling for what is expected. In this document you will find a welcome from Julien, who is the Director of the QSO, and from Lisa, who is the Public Involvement and Engagement Manager.

Jennifer Bostock and Mathew Baker are the PPI Co-leads. They are very experienced, and in fact were part of the original application for the research grant. Alison Allam and Anica Alvarez Nishio, who also have experience of PPI in a number of settings, have recently joined them. Together we welcome you to your role as Research Advisor.

Below you will find information about how to get paid and learn more about what your role might entail. If after reading all (and don't worry – it is only 7 pages!) you still have questions, please feel free to reach out to us: there is no question too small/silly. Mostly, though, we hope you find your experience rewarding.

**- Alison, Anica, Jennifer and Mathew**

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Alison

Anica

Jennifer

Matthew

**Welcome from Professor Julien Forder, Director for QSO**

I would like to add my upmost thanks for your willingness to join the programme as a Research Advisor. We strongly value PPI input into our research in general, and particularly so for this research programme on Quality, Safety and Outcomes in the health and care systems. We see many opportunities for our projects to benefit from your input (with our thanks), and hope also that you are interested in the topics that we research. Our current work covers, for example, ways to better understand and measure the impact on, and the experience of, health and care services for the people that use them; policies focused on the safe use of the health and care system; exploring how much health and care varies across the country; and how policy works as regards any concerns and complaints people have about their care.



**-Professor Julien Forder**

## Welcome from Lisa Richardson, Public Involvement and Engagement Manager

Welcome to QSO PRU, I very much look forward to getting to know you and enabling your involvement in the important policy research of our colleagues. In QSO our vision is for meaningful patient and public involvement, where interactions between the public and researchers facilitate a process of two-way learning, improving the overall quality and value of the research and subsequent policy.

We have a Patient and Public Involvement Strategy and Implementation Plan, you are welcome to read here: <https://www.qso.ac.uk/public-involvement-and-engagement/>

We have a team of dedicated and experienced PPI leads and strategic advisors who alongside myself are available to offer you support during your work with QSO. You are also joining a network of Advisors who receive opportunities for involvement from other Policy Research Units.

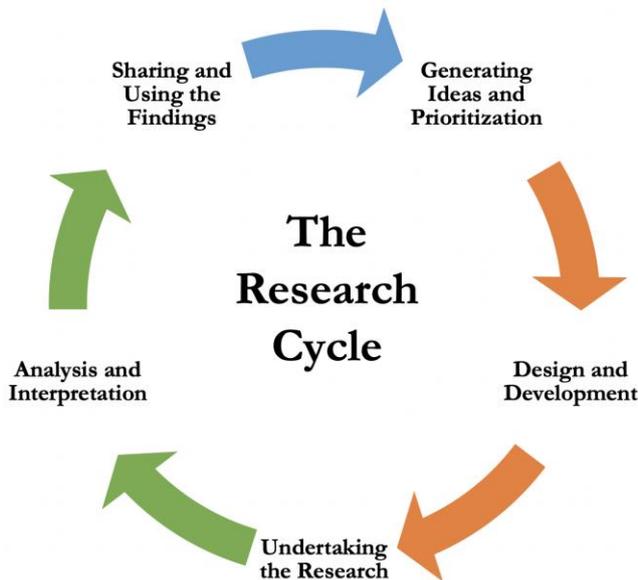
We hold an annual event for our advisors to review and develop our work; we do hope we will see you there! In the meantime, please do not hesitate to get in touch for a conversation about your involvement and the opportunities within QSO.

**-Lisa Richardson**

[L.J.Richardson@kent.ac.uk](mailto:L.J.Richardson@kent.ac.uk)



## Role of Research Advisors



We aim to involve patients/service users, carers and the public in our research at all stages of the research cycle (see below graphic). We see the role of a Research Advisor as working with individual projects to support the work of the research team and to facilitate academics and other researchers understanding and learning from the 'lived experience perspective'. A Research Advisor can be involved in a variety of activities dependent on the scope

of the project, the needs of the researchers and the research advisor's personal interests. Examples include: reviewing project materials, like a Plain English Summary and ensuring these are understandable to a wide audience, accessible and 'jargon free'; sharing your knowledge, experiences, and insight you have gained through being a carer and/or patient/service user.

Where possible, your role will be negotiated between you and the research team. It may depend upon how much time you have to commit, or the nature of the research.

## Support in your role

We have a system where new Research Advisors can buddy up with an experienced member who will support them in carrying out their work. There are quarterly advice sessions for Researchers and Research Advisors to bring along any involvement and engagement conundrums. We also offer an annual event which Research Advisors can attend to review the work of the QSO PRU and discuss successes and areas for improvement within the PPI process.

## Payment Policy

Before you start your involvement work, Lisa will set a time to discuss the policy with you. Payment for your involvement follows the Centre of Engagement and Dissemination payment principles. You can find our payment policy and claims forms here: <https://www.qso.ac.uk/public-involvement-and-engagement/>

Lisa and the University of Kent's Finance team handles all the administration for payments. Specific payment questions can be emailed to Lisa- ([l.j.richardson-29@kent.ac.uk](mailto:l.j.richardson-29@kent.ac.uk))

## Further resources

As we have said above, PPI work is very fluid: it takes different forms with different people at different times and can change even within the course of a project. Below are some useful links that hopefully will help explain things more thoroughly and help you find your way. We strongly recommend you take a look.

Public Information Pack (PIP) Booklet 1: A quick guide.  
[www.invo.org.uk/posttypepublication/public-information-pack-pip-booklet-1-a-quick-guide/](http://www.invo.org.uk/posttypepublication/public-information-pack-pip-booklet-1-a-quick-guide/)

Public Information Pack (PIP) Booklet 2: Getting started.  
[www.invo.org.uk/posttypepublication/public-information-pack-pip-booklet-2-getting-started/](http://www.invo.org.uk/posttypepublication/public-information-pack-pip-booklet-2-getting-started/)

Public Information Pack (PIP) Booklet 3: Finding out more.  
[www.invo.org.uk/posttypepublication/pip-3-finding-out-more/](http://www.invo.org.uk/posttypepublication/pip-3-finding-out-more/)

Public Information Pack (PIP) Booklet 4: Jargon buster.  
[www.invo.org.uk/posttypepublication/pip-4-jargon-buster/](http://www.invo.org.uk/posttypepublication/pip-4-jargon-buster/)

## Organisation of QSO PRU

### QSO Management-

Professor Julian Forder, Director

Professor Ray Fitzpatrick,  
Associate Director

Dr Helen Hogan,  
Associate Director

### Public Involvement and Engagement-

Lisa Richardson, PPIE Manager

Mathew Baker, PPIE Co-Lead

Jennifer Bostock, PPIE Co-Lead

Alison Allam, Strategic PPIE Advisor

Anica Alvarez Nishio, Strategic PPIE Advisor

### QSO Projects

1. *Core outcome sets for public health and social care:*

Professor Ray Fitzpatrick (Lead)

PPI Strategic Advice- Mathew Baker & Alison Allam

2. *Learning from Safety Programmes:*

Dr Helen Hogan (Lead)

a. Learning from Deaths- Dr Mirza Lalani

b. Safety in Care Homes- Dr Karen Jones

3. *Complaints and Concerns (understanding the origins of and service responses to patient complaints):*

Professor Charles Vincent (Lead)

Linda Mulchahy

Keegan Shepard

4. *Patient experience and its relationship to patient outcomes:*

Chris Graham (Lead)

Amy Tallett

PPI Strategic Advice- (2-4)- Anica Alvarez Nishio & Jennifer Bostock

5. *Variations – understanding quality at the level of organisations and systems:*

Professor Julien Forder (Lead)

PPI Strategic Advice- Mathew Baker & Jennifer Bostock

