

NIHR Imperial Clinical Research Facility Patient and Public Involvement and Engagement (PPIE) Strategy 2022-2027

This document co-produced with our PPI Strategic Advisory Group (PPI SAG), outlines our vision, mission, and five-year strategic plan for the involvement¹ and engagement² of patients, carers, research participants and members of the public at Imperial CRF for the year 2022-2027.

This strategy will align with the UK Standards for Public Involvement³ and will include the opportunity to progress on some key learnings and successes from our previous strategy (2017-2022) and the development of new ones.

Thanks to the PPI SAG members who have been instrumental in helping us build on this strategy with many of the objectives and the structure of the strategy coming directly from them.

¹ NIHR defines public involvement in research as research being carried out '**with**' or '**by**' members of the public rather than '**to**', '**about**' or '**for**' them

² Public engagement is defined as, "where people are given research information and can discuss it with researchers and research organisations."

³ [UK Standards for Public Involvement \(google.com\)](https://www.google.com)

1.0 Background

The National Institute for Health and Care Research (NIHR) Imperial Clinical Research Facility (ICRF) is a partnership between Imperial College Healthcare NHS Trust and Imperial College London. The ICRF is at Hammersmith Hospital in North West London, and is essential in the running of many experimental and early phase clinical trials including vaccine trials and a wide range of conditions, such as cardiovascular disease, cancer, diabetes and malaria. We provide specialist staff and facilities for studies from a range of medical disciplines, as well as a safe environment for patients or healthy volunteers requiring day visits or overnight stays.

2.0 Our Vision

The community's patients and members of the public, including research participants and carers, are a vital part of the ICRF. Ensuring that they are involved and engaged in all areas of the research undertaken within ICRF and the organisation as a whole is a key priority for us.

There are many compelling reasons why public involvement can be beneficial to clinical research:

- Patients and the public have knowledge of their own illness, disease or health condition or of someone who they have cared for and therefore can provide researchers with a first-hand experience of the illness being researched
- Patients and the public offer a perspective that can improve the quality, relevance and impact of health research, whilst also improving the transparency of the process,
- Patients and the public have the right to be involved in any publicly funded research that may affect their health status or the services that they receive

In addition to PPI, we have a duty to engage with the public, promote science and research, and encourage the next generation to pursue careers in health and social care research.

Patients and the public will inspire and guide all research, development and systems in the ICRF, thus promoting an inclusive, accountable and user-friendly ICRF.

3.0 Strategic Aims

With the continuous support of our new and experienced public contributors from both the ICRF PPI panel and the Strategic Advisory Group (PPI SAG), we shall work on delivering our core aims which are comprised of involvement, engagement, participation experience and service evaluation mechanisms.

- Increase and embed effective PPI in all processes including management and governance at ICRF to ensure patients and the public are at the forefront of all healthcare research
- Provide support and training to staff and researchers to enable them to fully utilise PPI expertise in all aspects of their research and make use of the resources we offer

- Promote equality, diversity and inclusivity in all aspects of ICRF to broaden involvement and participation
- Actively engage with communities including underserved communities to promote and disseminate information about ICRF, research and science in an understandable and interactive way
- Collaborate with local and national health research networks in identifying effective involvement, engagement and participation practices
- Establish service evaluation approaches and a culture of feedback to capture the impact of public involvement, engagement and participation (PPIEP) and maintain a high quality experience for research participants at the CRF

4.0 Action Plan

1. Increase and embed effective PPI in all processes including management and governance at ICRF to ensure patients and the public are at the forefront of all healthcare research

Objectives	Outcome Measures	Timeline
Establish the PPI Strategic Advisory Group (PPI SAG) and work in partnership to review, assess and improve all PPIEP activities at ICRF at quarterly meetings.	Develop a clear plan and activity log to outline priorities, effective PPIEP activities, reflections, and how we can improve and identify new and diverse opportunities and resources	The PPI SAG to be fully established by September 2022 in line with the NIHR funding. By May 2023, produce the ToR, a calendar and a rolling agenda together with the group to outline plans for the quarterly meetings.
Identify and support other opportunities that members of PPI SAG can actively be involved in e.g. Protocol Review Board, Management meeting, representing ICRF at national level, co-producing all general ICRF documents etc.	Fully integrated PPI within ICRF governance and infrastructure and ensuring patients and the public are involved from the earliest stages.	Identification of support opportunities will be incorporated as an agenda item for the quarterly meetings by May 2023, and will be discussed at every meeting from then onwards. Once opportunities have been identified, they will be implemented in a timely fashion dependent on the activity.

2. Provide support and training to staff and researchers to enable them to fully utilise PPI expertise in all aspects of their research and make use of the resources we offer

Objectives	Outcome Measures	Timeline
The PPI SAG will support in delivering existing ICRF PPI training programmes to encourage researchers and users of ICRF to use our PPI resources and develop further PPI knowledge.	New ICRF users/staff inductions Staff 6 monthly training will be co-delivered by members of PPI SAG. Increase the number of staff and researchers aware of the benefits and local resources for PPI. Numbers trained will be recorded. Aim to train all new CRF users.	By September 2023, a rota will be established for members to support 6 monthly training. All CRF staff and researchers to have some form of training by September 2024.
Continue to develop links with researchers, to ensure they are fully supported in incorporating PPI in all the stages of research.	Coordinating with researchers to ensure they are aware of what PPI could be done on their projects. In addition to training, PPI resources will also be offered during the PRB process for all studies.	Ongoing.

3. Promote Equality, Diversity and Inclusivity in all aspects of ICRF to broaden involvement and participation

Objectives	Outcome Measures	Timeline
With our established Equality, Diversity and Inclusion (EDI) Committee and PPI SAG, identify new and innovative approaches to ensure our ICRF is fully inclusive to individuals of different backgrounds and needs.	Through data collection and feedback surveys, evaluate and report EDI within our systems and processes. Where gaps are identified work together to address these.	By May 2023, an agreed agenda and calendar of events will be established for SAG meetings. This will be discussed during the meetings and new activities planned as required.
Identify and implement new ways of offering involvement opportunities to our PPI panel including a rota and virtual meetings to reflect fairness, flexibility and transparency.	We will have an activity log to capture all opportunities shared, availability, interests and the panel member who completed them. This log will also capture panels' reflections throughout the process.	Activity log created by March 2023. This will be shared and reviewed during the quarterly meetings.
Collate PPI and participant experience case studies to highlight the impact of involvement and allow members of the public to relate to like-minded individuals.	Publish 2-3 case studies on our website and social media platforms.	By March 2024 have 2-3 case studies on our website.

Actively seek and expand the panel membership and involvement opportunities through communities and outreach events aimed at underserved communities to ensure sustainability, diversity and new perspective on the Panel.	Increase in diversity in our panel and recruitment. Once baseline metrics have been analysed we will determine a realistic target increase.	Baseline metrics to be recorded by Sep 2023 and reviewed annually.
Showcase the steps involved in a clinical trial on our website – to allow individuals to process what’s involved in recruitment, participation and retention.	Less uncertainty for those considering participating in a research study. Once the page has been developed we will determine the best way to measure success based on the structure. This may be via a short feedback questionnaire on the website.	By March 2024.

4. Actively engage with communities including underserved communities to promote and disseminate information about ICRF, research and science in an understandable and interactive way

Objectives	Outcome Measures	Timeline
Support existing local and national PPE/research events within the Trust and the college including Imperial Festival, Be Part of Research Campaign, NIHR Diversity week and International Clinical Trials Day.	Increase awareness of CRF and PPI amongst local research community by delivering at least one event per year virtually, hybrid or onsite.	Ongoing Take part in at least 1 event per year.
Link with the wider community including underserved groups, diverse cultural and ethnic communities and facilitate conversations about science and research.	Provide an opportunity for an open discussion in an inclusive environment, allowing individuals to come together and discuss new healthcare ideas. Partnership with charity groups, support groups, patients and carers groups and any other to raise awareness and promote PPIE.	With the support of Imperial BRC PERC, establish links with at least 2 community groups by March 2024.
Continue with our annual open day events with local schools to promote the importance of	Increase the number of schools attending 1 to 3	Reinstate by March 2024.

science and research including careers with students.	Provide a safe environment where students are able to learn extracurricular skills and increase interest in stem subjects.	
Update existing PPIEP website pages to reflect current strategies and to promote PPIEP activities across ICRF.	Update the PPIEP website pages where required.	By September 2023.

5. Collaborate with local and national health research networks in identifying good PPIE practices

Objectives	Outcome Measures	Timeline
Maintain and strengthen relationships with existing PPIE research networks and PPI leads to identify opportunities to collaborate.	Create a list of all current relationships that the CRF PPIE team have, and identify any new relationships that we would like to establish. Maintain productive relationships to support learning and ideas by ensuring regular contact with groups and individuals.	Initial list of all existing relationships to be developed by September 2023. Once created, identify potential future relationships and make contacts in a timely fashion.

6. Establish service evaluation approaches and a culture of feedback to capture the impact of PPIEP and maintain a high quality experience for research participants at the CRF

Objectives	Outcome Measures	Timeline
Develop a service evaluation approach to allow researchers to feedback on the impact of PPI support received for their project.	Feedback collected from the pre and post PPI support questionnaire will be included our PPI activity log. Assess impact including feedback and suggestions acted on and those not implemented.	Activity log created by March 2023.
Monitor and review progress in the delivery of our strategic objectives.	Self assess and progress report to management to discuss the impact of PPI and concerns and identify any improvement. PPIE is a stand alone item in our monthly internal management meeting. Reporting and capturing progress in our delivery to our Strategic Advisory Group, PPIE panel and to NIHR CCF.	Every month. At the end of each financial year – annual report submission to NIHR and end of year PPIE panel meeting.

Participate in the annual Northwest London CRN surveys to collect feedback from users and participants and use this information to identify areas for improvement.	Appropriate changes will be made based on feedback from the evaluations to ensure the ICRF aligns with the needs of the public.	Ongoing. From September 2023, feedback will be shared at ICRF Training Days.
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5.0 Resources

Staff to support the strategy:

We are an active CRF, within the UKCRFN working group and have a dedicated PPIEP Manager, who oversees all PPIEP activities within the ICRF and will ensure the objectives within the strategy are fulfilled. The PPIEP manager will be the point of contact for researchers to liaise with our established patient and public involvement panel and oversee in-house PPIEP training for research staff.

We have an established Patient and Public Involvement Panel consisting of patients, healthy volunteers, carers and PPI partners, who work alongside us on a variety of different involvement and engagement activities. We offer PPI training co-delivered by the Biomedical Research Centre and Imperial Clinical Trials Unit.

We have also established a PPI Strategic Advisory Group (PPI SAG) of experienced PPI partners, who will act as a critical friend and adviser to the ICRF in the delivery of this strategy.

Partners and collaborators:

We work closely with the UKCRF Network, the Imperial Biomedical Research Centre and the Clinical Research Network and will be working to establish and strength our links with Northwest CRF Alliance, AHSC and other various networks, organisations and community groups.

Funds for PPIEP activities:

Funds will be put aside from the annual ICRF budget for all PPIEP activities. This will include fees and expenses for public contributors according to NIHR payment guidance ([NIHR public contributor payment policy | NIHR](#)), refreshments and other costs incurred for running PPIEP activities.