Public Contributor Involvement & Engagement (PCIE) Strategy: 2024-2028

Background to HSCWRU

The National Institute for Health and Care Research (NIHR) **Policy Research Unit** in Health and Social Care Workforce (HSCWRU) is a research partnership between King's College London and the Institute for Fiscal Studies. We are a NIHR funded Policy Research Unit (PRU) with the central aim of assisting the Department of Health and Social Care, and wider society, by producing research evidence of the highest quality. Our current PRU is funded for five years, from January 2024, and we previously received funding from 2019-2023. The views and experiences of those who use health and social care services, the family and friends that care for them, and the workforces who provide the services, are vital to HSCWRU's research, offering expertise and insights. We believe that the strength of our research is dependent on our responsiveness to all those voices.

Our approach to Public Contributor Involvement & Engagement (PCIE)

Our approach has been to strive for a meaningful and structured programme of PCIE. A priority is recruiting our PCIE Advisory Group (PCIEAG), and we celebrate the range of diverse, independent and informed viewpoints that group members bring. Members' profiles are available at:
https://www.kcl.ac.uk/hscwru/about/involvement

PCIEAG's role is as a 'critical friend' - to ask the questions that are important to people using health and care services and those that care for them - 'experts by experience' - and to collaborate with the HSCWRU research team to ensure that those perspectives are considered throughout the lifecycle of the Unit's work: from setting strategic direction and research priorities (where possible), study design, monitoring progress, reviewing findings, supporting dissemination and capturing impact.

In this document we outline HSCWRU's Strategy for PCIE. The Strategy was drafted collaboratively by our PCIE Advisory Group members and research team, and was informed by national developments in PCIE, including the NIHR Guidance (2021). This document also informs the Terms of Reference for the PCIEAG.

HSCWRU PCIE Objectives

We have agreed four objectives that guide our PCIE approach and activities 2024 – 2028:

1   Establish a strong PCIE approach for HSCWRU

How will this be achieved?	Measure(s) of success	Timing
Recruit effective PCIE Advisory Group, chaired by PCIE Lead	Lead appointed; members recruited; PCIE webpages created with members' profiles	April 2024
Schedule programme of PCIEAG meetings	Dates circulated in advance; meetings, at least three times per year, are productive and well attended	Ongoing 2024-28
Build strong fruitful relationships between PCIEAG members and researchers based on mutual respect and open dialogue	Researchers attend PCIEAG meetings, which include time for informal discussion; PCIEAG members are invited to HSCWRU events	3x per year and ad hoc
Agree PCIEAG Terms of Reference; ensure	Terms of Reference reviewed at first Advisory	April 2024

PCIE contributions are financially supported and rewarded	Group meeting; PCIE budget clarified; payment and expenses policy agreed and implemented	onwards
Identify key research team members who will liaise with and support the PCIE Advisory Group and wider PCIE activities	Janet Robinson to lead administrating financial support to the Group. Caroline Norrie to be lead point of contact with research team. Hannah Miyanji will lead communications with the group	Feb 2024 onwards
PCIEAG to produce PCIE Strategy in collaboration with PRU research team	Strategy drafted, commented on, edited, agreed by all; shared with wider stakeholders	July 2024
HSCWRU researchers take responsibility for promoting PCIE in all their work	Researchers attend training and/or maintain knowledge of PCIE good practice and develop that practice in their own research	Ongoing 2024-28

2   Embed PCIE throughout Unit thinking and practice

How will this be achieved?	Measure(s) of success	Timing
PCIE is a standing item at HSCWRU Team meetings and Director meetings; invite the PCIE Lead/or Chair to contribute to all those meetings	Agenda item confirmed; PCIE discussed; PCIE Lead/Chair in attendance or inputs separately; notes of meetings shared	Ongoing 2024-28
Ensure Unit research proposals, tools, policy briefings, reports, etc, benefit from PCIE input, as do other opportunities to shape research agendas, e.g. responses to consultations	All researchers ensure items are scheduled for consideration by the PCIEAG, including between meetings for rapid response work	At 3x meetings and ad hoc
Identify capacity building opportunities for PCIEAG members, including events, training, etc. Maximise knowledge exchange between researchers and members; encourage members to develop topics or skills of interest related to the Unit work programme	All researchers and PCIEAG members scope and share capacity building opportunities (standing item at PCIEAG meetings), and facilitate formal and informal in-meeting learning and knowledge exchange	Ongoing 2024-28

3   Strive for a broad, inclusive and creative approach beyond PCIEAG activities

How will this be achieved?	Measure(s) of success	Timing
Maximize wider HSCWRU PCIE activities, including via Advisory Groups for individual projects and via user, carer and community groups; continue to explore new creative approaches, as timely and appropriate	Researchers liaise regularly with a wider range of service user, carer, patient and public stakeholders to offer opportunities to participate in our studies and events	Ongoing 2024-28
Feedback in appropriate formats to the wider range of individuals, groups and communities on how they have shaped our research and its immediate and ongoing impact	PCIEAG assist reviewing reports, 'plain English' outputs and ensuring at least one new success measure each year e.g. reviewing report summaries, reviewing funding applications. Researchers strive to make accessible information available and disseminate via presentations, newsletters, social media, etc	Ongoing 2024-28

4 Capture and report PCIE activity and impact and review for improvement opportunities

How will this be achieved?	Measure(s) of success	Timing
Data collected systematically by researchers and PCIEAG members on PCIE activities and their impact on the work of the Unit. Communications lead to have responsibility for collating data.	Regular collation and reporting of activities and impact shared at all PCIEAG meetings; *'You said - we did'* feedback given by researchers	3x per year plus ad hoc
Annual Review of PCIE Advisory Group and wider PCIE roles, activities and impact by PCIEAG members and researchers	Annual Report produced, including good practice and case study examples; PCIE webpages kept updated as a depository	Annually

July 2024