NETSCC'S PPI FRAMEWORK AND ACTIVITY PLAN 2015-18

Guaranteeing the involvement of patients, carers and members of the public at all points in the research process

This document sets out NETSCC's plans for public and patient involvement between 2015 and 2018.
It shows the standards required of our own practices and those of research teams that we fund.
NETSCC's approach to PPI is consistent with:

- The NIHR-wide goal of developing capacity and capability for public involvement and engagement

- NETSCC's strategic goals 'public at the heart of everything we do' and 'stakeholder enagement'

- INVOLVE's principles, standards and values for public involvement.

FIND OUT MORE: www.nihr.ac.uk/patients-and-public

**Evaluation, Trials and Studies
Coordinating Centre**

NHS
*National Institute for
Health Research*

PUBLIC AND PATIENT INVOLVEMENT ACTIVITY PLAN 2015-18

INTRODUCTION

INVOLVE (the NIHR coordinating centre for public and patient involvement) defines public involvement in research as research being carried out 'with' or 'by' members of the public rather than 'to', 'about' or 'for' them. NETSCC involves patients and members of the public in all of its core research management processes and promotes quality public and patient involvement in the research we fund. We also closely collaborate with INVOLVE and the wider NIHR family to promote and embed PPI nationally and internationally.

The central PPI team works closely with other business areas to ensure that the principles and required standards of practice are embedded across NETSCC. The NETSCC PPI Framework illustrates these principles and standards.

This document complements and expands on the NETSCC PPI Framework outlining the strategic NETSCC PPI plan of activity for 2015-18 organised under a set of organisational objectives. The development of the NETSCC PPI plan and framework have been informed by the following:

- The NIHR report on public involvement: Going the Extra Mile (GEM)
- INVOLVE's Values and Principles Framework
- NETSCC's strategic goals.

In line with the NIHR GEM report our objectives and activity contribute to the future development of PPI in research. Those areas identified in GEM on page 27 as:

- Greater public awareness of research and NIHR's role in making it happen
- Public involvement to be seen as normal and accepted practice
- An enhanced evidence base on the value of public involvement
- An improved understanding and agreement about quality in public involvement
- Agreed measures for how public involvement is making a difference
- Global leadership in public involvement in research.

The success and impact of which will be measured in terms of reach (access, diversity, inclusiveness), relevance (to the public) and refinement (sharing best practice to develop the best methodologies). Many of our activities can be described as audit and research to measure impact.

In addition our objectives reflect the values and principles set out by INVOLVE; an example of which is illustrated in a NETSCC case study appendix to their Values and Principles Framework (see appendix 1).

Progress against our activity plan will be reported annually and made widely available.

OUR PPI OBJECTIVES

1. To ensure that public involvement is integrated strategically and effectively across NETSCC.
Deliverables: presence of public involvement policies, frameworks and annual work plans. At least two public members on all formally constituted groups.

2. To encourage innovation and co-production in public involvement, and in NETSCC processes.
Deliverables: Increased and early public involvement in projects and processes.

3. To raise awareness amongst the public of the NIHR, its role, resources and opportunities for the public locally and nationally.
Deliverables: Involvement in cross-NIHR groups with a shared engagement remit. An increase in the number of people visiting the NIHR website and applying for public involvement opportunities. Awareness raising and access via non-IT routes through cross-NIHR activities such as the Two Sides campaign.

4. To encourage greater diversity by facilitating equity of access to public involvement opportunities in NETSCC research management.
Deliverables: Increased diversity in database of public contributors involved in the work of NETSCC.

5. To support and develop our public contributors' and NETSCC staff's knowledge.
Deliverables: All staff and public contributors receive an induction on public involvement. Positive feedback from staff and public contributors.

6. To promote good public involvement with NETS programme applicants and funded researchers.
Deliverables: Outreach and joint working with the NIHR Research Design Service and the Trainees Coordinating Centre to provide learning and development opportunities.

7. To produce rigorous evidence on the impact of public involvement in research management processes.
Deliverables: Published evaluations and audit of our research management processes.

8. To link with international partners on public involvement to encourage a culture of mutual learning, collaborative working, continual improvement and aid the NIHR in positioning itself as a leader in PPI.
Deliverables: Networking with collaborators, evidenced mutual learning and adoption of best practices.

9. To support the NIHR National Director for Patients and the Public in Research and INVOLVE in the implementation of the Going the Extra Mile Report recommendations.
Deliverables: Attendance of the NIHR Senior Leadership Team and involvement in GEM related projects.

Principles of our approach to PPI	Required standard of practice	How managed, measured/ evaluated and r...
Topic identification: Patients, carers and members of the public are involved in the identification of research topics and questions	• When NETSCC sets up external engagement for topic ID, appropriate patients/members of the public are invited to be involved • When NETSCC engages with external organisations for topic ID, patient involvement in the process is encouraged • NETSCC provides a webform that enables patients to submit topic suggestions or research questions	• Report on numbers and type of patients/members o... public involved • Report on the proportion of web suggestions submi... patients/members of the public and the progress of ... submitted
Prioritisation: Patients, carers and members of the public are involved in the development of topics and the decisions to prioritise them for commissioning	• The development of research briefs includes the input of public contributors • All NETS programme prioritisation groups have at least two public members	• Report on the proportion of briefs developed with th... of patients/members of the public • A DH dashboard metric measures the percentage of ... and board meetings attended by public contributor...
Application and funding: Patients, carers and members of the public are involved in the review of applications and the decisions to fund research Study teams applying for NETS programme funding may not secure funding without a genuine commitment to involving patients, carers or members of the public in their research	• All full proposals submitted to funding/commissioning boards are reviewed by at least one public reviewer • All NETS programme funding/commissioning boards have at least two public members • Applications for funding are expected to show how they have involved patients/members of the public in their research design, and how patients/members of the public will be involved in the conduct and management of the study. If this commitment to involvement is not shown, applicants receive feedback after outline application or improvement is required as part of 'fund with changes'	• A DH dashboard metric measures the percentage of ... applications reviewed by a public reviewer • A DH dashboard metric measures the percentage of ... and board meetings attended by public contributor... • Ad hoc report on the proportions of outline applicat... receiving feedback on the quality of their PPI and fu... applications requiring change to their PPI as part of ... with changes
Monitoring: The PPI element of live projects is scrutinised by programme monitoring staff as part of the overall contract management process	• NETS programmes actively monitor PPI as part of the progress report to ensure that studies meet their contractual obligation on involvement • Studies that have a Trial Steering Committee (TSC) or Study Steering Committee (SSC) must appoint a public member	• Report to show content of PPI section of submitted ... progress reports • All programmes provide guidance on the compositio... TSCs/SSCs and include the requirement for a public ...
Publication: Final reports of NETS programme-funded studies are accessible to the public, and reflect public involvement in the study	• All final reports submitted to the NIHR Journals Library contain a short plain English summary of the study • When public involvement has been required as part of a study, the final report submitted to the NIHR Journals Library will contain a summary of public involvement in the study, in line with progress previously monitored • The NIHR Journals Library Board has one public member	• As specified in Resources for Authors and Resource... Editors • Policy on the recruitment and selection of board an... members
Knowledge, skills and experience of public contributors: NETSCC incorporates the lived experience of specific health issues and the committee/decision-making expertise of its public contributors into the scientific secretariat process	• Public reviewers have personal experience of, or understanding of, the issues in question • Public members of panels and boards are widely recruited and selected against a role definition and person specification	• Policy on the recruitment and registration of public ... • Policy on the recruitment and selection of board an... members
Duty of care to public contributors: All NETSCC public contributors are supported and developed	• Public contributors receive honorarium payments in accordance with DH and INVOLVE guidelines • NETSCC ensures that the accessibility needs of public contributors are met • New public members of boards and panels receive a face-to-face induction into their role, led by programme staff and supported by the central PPI team • Online resources are provided to support reviewers and board and panel members	• Policies on the payment and induction, training, dev... and support of public panel and board members • In accordance with the Equality Act • Policy on the induction, training, development and s... public panel and board members • To be made available on PPI pages of NIHR website
NETSCC staff understanding of and commitment to PPI: All NETSCC staff understand and support the organisation's commitment to PPI	• All new NETSCC staff receive an induction into patient and public involvement in the work of the centre, its relevance to their role and its significance in NETS-funded research	• HR records of induction sessions received will show ... who attended a PPI session • Staff qualitatively evaluate their PPI induction
Cross-NIHR working: NETSCC works collaboratively across NIHR and with other agencies to fulfil national and organisational strategic approaches to involvement	• NETSCC collaborates on a range of strategic projects specified in the Going the Extra Mile report on the Breaking Boundaries review of public involvement	• Public Involvement Collaboration Group • INVOLVE-led project groups • Membership of the leadership group of the NIHR Di... Patients and the Public

reported	Related implementation/development projects for the period 2015-18	Target start dates/ partners/ dependencies

f the
 	
tted by
topics
	• PPI communications plan to increase public understanding of patient/public input to the work of NETS programmes
	
	• Develop the accessibility of the topic suggestion webform
		• Complete
		
		• 2015-16
		  Topic identification team
		  (status: in trial phase)

he input f panel	• Assessment of the need for reviewer input to the development of individual commissioning briefs • Development of guidance for reviewers of commissioning briefs	• 2016-17 • 2016-17 Topic identification and prioritisation team (status: Delayed due to short-staffing)
f full f panel tions ll f fund	• Development of guidance on how public contributors are involved in the work of the panel or board • Work with panel and board chairs to audit the extent to which public involvement is consistently taken into account as part of the prioritisation and funding decisions (including what constitutes 'good' PPI and effective feedback to applicants) in order to develop good practice • Review and improve PPI guidance information for applicants and develop access to other guidance about public involvement in design and delivery of studies • Review board notification correspondence to 'fund with changes' applicants in order to ensure that required amendments to PPI within the study are appropriately explained • Review and develop PPI information for newly-funded applicants to establish their understanding of PPI obligations	• 2015-16 (status: complete guidance to be made publically available in 2017-18) • 2016-18 • 2016-18 • 2016-18 • 2016-18 (status: delayed, due to short-staffing individual projects merged into audit/research study)

project
 	
on of
member
	• Development of guidance for monitoring programme staff on reading the PPI section of the progress report and responding appropriately
	
	• Development of guidelines for TSC chairs and research teams on the appointment and deployment of involved patients
		• 2015-16 Complete
		
		• 2016-17
		  MRC methodology hubs
		  (status: hub is experiencing delays)

s for
 	
d panel
	• A research on research project comparing the quality and accessibility of researcher-written and professionally written plain English summaries
	• Adoption of Guidance for Reporting Involvement of Patients and Public (GRIPP2) checklist as part of guidance to authors submitting to the NIHR Journals Library
	• Evaluation of the reporting of public involvement in final reports in order to develop good practice guidance
		• Complete
		
		• 2016-2017
		
		• 2017-18
		  Editorial and publishing team
		  Journals Library Board

reviewers
d panel
	• Development of targeted recruitment processes to promote equality of opportunity for public contributors to NETS programmes	• 2016-17
		  NIHR Communications
		  INVOLVE

velopment
 	
support of
	• Development of standard package of induction training for new panel and board members, for delivery by programme staff/central PPI team
	
	• Development of online learning resources access to externally-provided training for: Reviewers of briefs and applications, and for board and panel members
		• Complete
		  Other NIHR centres
		
		• 2016-17
		  Other NIHR centres and public contributors

those	• Develop staff induction and other training inputs as part of PPI communication plan, including piloting the involvement of public contributors in communications delivery
	• Develop new internal communications materials and processes to convey the significance of PPI in NETS programmes
		• Complete
		  NETSCC People Services
		• Complete
		  Communications team

rector for	• Involvement in NIHR-wide consortium to consider needs of patients and the public for information about research • Involvement in NIHR-wide learning and development project, a co-production taskforce and regional and local partnerships to tackle key PPI challenges • Involvement in NIHR work stream on overcoming barriers to involvement • Development of the use of the NIHR hub to enhance PPI	• Ongoing work Across NIHR • Complete with other NIHR centres

ACTIVITIES AND PROJECTS

Under each objective we have listed the activities and projects we plan to undertake. The activities will be carried out by the central PPI team in collaboration with other teams in the organisation. Continual prioritisation and assessment of the scope and the required rigour of individual projects will be carried out over each quarter. We will employ principles of co-production wherever this is possible for all projects.

1. To ensure that public involvement is integrated strategically and effectively across NETSCC and collaboratively with colleagues at the other NIHR coordinating centres.

i.   Act as part of NIHR PPI Senior Leadership team on a range of projects
ii. Contribute to the development of the Patients and the Public pages of the NIHR website
iii. Develop new internal communications materials and processes to convey the significance of PPI in NETS programmes
iv. Involvement in NIHR-wide consortium to consider the needs of patients and the public for information about research
v.   Involvement in NIHR-wide learning and development project working group on developing learning and development materials to enable effective PPI
vi. Involvement in regional and local partnerships to tackle key regional PPI challenges. This furthers the GEM recommendation for the NIHR to support strategic localism and regional PPI forums
vii. Development of the use of the NIHR hub to enhance PPI.

2. To encourage innovation and increase co-production as routine approaches to public involvement in NETSCC processes.

i.   Co-production of learning and development materials for public contributors
ii. Involvement in NIHR co-production taskforce to develop cross-NIHR agreed definitions and principles around co-production
iii. Establishment of the Public Involvement Virtual Network (PIViN) group to provide operational Public Involvement support to NETSCC
iv. Collaboration with the PIViN group to produce annual work plans.

3. To raise awareness of the NIHR, its role, resources and opportunities for the public locally and nationally.

i.   Involvement in regional and local partnerships to tackle key PPI challenges, including the I am Research campaign, Wessex Public Involvement Network (Wessex PIN), university and local events
ii. PPI communications plan to increase public understanding of patient/public input to the work of NETS programmes.

4. To facilitate equity of access to and transparency of public involvement opportunities in NETSCC research management.

i.   Develop the accessibility of the topic suggestion webform
ii. Assessment of the need for public reviewer input into the development of individual commissioning briefs
iii. Development of targeted recruitment processes to promote equality of opportunity for public contributors to NETS programmes and greater diversity
iv. Involvement in NIHR workstream on overcoming barriers to involvement.

5. To support and develop our public contributors' and NETSCC staff's knowledge through inductions and development opportunities.

Public contributors
i.   Development of standard package of induction training for new public panel and board members for delivery by programme staff/central PPI team
ii. Development of guidance for reviewers of commissioning briefs
iii. Development of online learning resources and facilitation of access to externally-provided development opportunities for:
   • reviewers of briefs
   • reviewers of applications
   • board and panel members
iv. Deliver the 2017 Public Involvement Networking event for NETSCC public contributors.

NETSCC staff
i.   Development of guidance for monitoring programme staff on reading the PPI section of the progress report and responding appropriately
ii. Develop staff induction and other training inputs as part of PPI communication plan, including piloting the involvement of public contributors in communications delivery
iii. Develop guidance for chairs on how public contributors are involved in the work of the panels and boards.

6. To ensure good public involvement with NETS programme applicants and funded researchers.
i.   Review and improve PPI guidance information for applicants and develop access to other guidance about public involvement in design and delivery of studies
ii. Review board notification correspondence to 'fund with changes' applicants in order to ensure that required amendments to PPI within the study are appropriately explained
iii. Review and develop PPI information for newly-funded applicants to establish their understanding of PPI obligations
iv. Development of guidelines for Trial Steering Committee (TSC) Chairs and research teams on the appointment and deployment of involved members of the public
v.   Evaluating the utility of PPI in improving struggling projects and developing PPI guidance for failing projects
vi. Collection of good examples of PPI; quantifying the cost of PPI; collecting case studies
vii. On behalf of the NIHR Researchfish Working Party to lead analysis of responses to the NIHR PPI question that was included in the annual Researchfish submission for the first time in 2016.

7. Through audit and a research on research programme to produce rigorous evidence on public involvement in research management processes and its impact.

i.   Evaluate the implementation of the PPI Framework 2015-2018 in collaboration with research on research and the University of Southampton
ii. Work with panel and board chairs to audit the extent to which public involvement is consistently taken into account as part of the prioritisation and funding decisions (including what constitutes good PPI and effective feedback to applicants) in order to develop good practice
iii. Research on research project comparing the quality and accessibility of researcher-written and professionally written plain English summaries
iv. Evaluation of the reporting of public involvement in final reports in order to develop good practice guidance
v.   Development of guidance on how public contributors are involved in the work of the panel or board.

8. To link with international partners on public involvement to encourage a culture of continual mutual learning which would foster continual improvement, facilitate discovery of opportunities for collaboration and aid the NIHR in positioning itself as a leader in PPI.

Engage and collaborate with
i.   HTAi (Health Technology Assessment international)
ii. PCORI (US-Patient-Centered Outcomes Research Institute)
iii. CIHR (Canadian Institutes of Health Research)
iv. SPOR Ontario (Patient Oriented Research in Ontario)
v.   Patient and citizen involvement network
vi. Other national and international organisations.

9. To support the NIHR National Director for Patients and the Public in Research and INVOLVE in the implementation of the GEM recommendations.

i.   Investigate reasons for low conversion of publically submitted research topics
ii. Membership of INVOLVE-led project groups
iii. Membership of Public Involvement Collaboration Group (PICG)
iv. Membership of the leadership group of the NIHR Director for Patients and the Public.

Preface

The excerpt below is taken from the INVOLVE publication: Public Involvement in Research: Values and Principles Framework. They are NETSCC examples of the principles in action, reflecting current practices.

NIHR Evaluation, Trials and Studies Coordinating Centre

Value 1: Respect

- NETSCC's strategic goals include putting the public at the heart of everything we do, and stakeholder engagement. NETSCC's Public and Patient Involvement (PPI) Framework for 2015-2018 embraces INVOLVE's principles, standards and values for public involvement
- The NETSCC Framework describes the role of public contributors in our research management processes and the research we fund. NETSCC involves the public in research topic identification, topic prioritisation, proposal reviewing and commissioning. A public contributor is also part of the NIHR Journal's Editorial Board
- All public contributors are afforded the same respect and treatment as professional contributors and are considered equal members of the panel or boards they sit on
- Members of the public also sit on other formal boards. These boards have agreed terms of reference that detail the roles and responsibilities of members. The NETSCC PPI Reference Group is co-chaired by a public contributor who has the equivalent role to the professional chair
- Roles and responsibilities of public reviewers and members of Prioritisation Panels and Funding Boards are made clear through an open recruitment process, recruitment and induction policy, induction sessions and materials.

Value 2: Support

We provide support to public contributors in different ways:

- A webform is available to help members of the public submit research suggestions. We periodically publicise this feature on Twitter with guidance on how to submit the form. Guidance is currently being integrated into the webform
- Online resources for public reviewers, Panel and Board members, in order to help them carry out their respective roles
- Telephone discussions with the PPI team for all potential public reviewers to enable them to find out more about the NIHR, the public reviewer role and its responsibilities
- Induction policy which includes duty of care to ensure that learning needs are met to enable public Panel and Board members to fulfil their roles
- Formal induction session and induction materials for public panel and board members
- A buddy/mentoring system between professional and public contributors on panels and boards.
- Annual reflective conversations with public panel and board members to evaluate any issues, and ongoing learning and development needs
- An openly accessible policy with guidelines on expenses and payments. The guidelines were developed in accordance with INVOLVE/Department of Health guidelines
- Access to Central PPI team
- Fund research studies which appropriately evidence plans for training and support for patients and members of the public who will be involved in the funded research.

We provide support to researchers in the following ways:
- Guidance and signposting to PPI resources
- Signposting to INVOLVE and the NIHR Research Design Services where appropriate.

We provide support to NETSCC staff in the following ways:
- PPI induction and refresher course for staff
- One to one induction for new starters
- Policies for recruitment and induction of public panel and board members
- Policy on recruitment of public reviewers
- Policy on payment
- Internal cross function PPI Leads Working group.
- Development of guidance for staff to monitor PPI in studies
- Access to Central PPI team.

Value 3 Transparency
For Public Contributors
- Publicly accessible PPI Framework, developed with input from the PPI Reference Group
- We involve public contributors in shaping our strategic goals through the involvement of the PPI Reference Group which advises on the implementation of the PPI Framework. The meeting notes are openly accessible on our webpages
- Roles, responsibilities and a payment policy are outlined on the website and in recruitment materials and discussions as well as in induction sessions.

For Researchers
- Expectations are clearly outlined in guidance documents accompanying the application forms
- Development of guidance for PPI obligations during conduct of research projects
- Guidance for the reporting of PPI in the NIHR Journal.

For Staff
- Policies on recruitment, induction and payment are openly accessible
- Terms of reference for internal cross-function PPI Leads Working group are accessible to the group.

Value 4 Responsiveness
For Public Contributors
- Public contributors are invited to submit topics for research. Topics for research are also identified at priority setting partnerships which involve patients and charity groups as well as clinicians
- Public panel members inform the prioritisation of research topics and the development of commissioning material
- Reviews are normally sought for all full applications. Reviews made by public or patient contributors and assessments from public board members inform the decisions for funding
- Reviewers are informed of how to access outcomes of projects they assessed through an end of the year thank you letter
- The PPI Reference Group are actively involved in informing the development and implementation of NETSCC's PPI Framework. The Reference Group also actively comments on key documents and policies
- An additional wider Virtual Advisory Network is being created to be involved in supporting NETSCC's public involvement activities.

For Researchers
- Research topics either identified or prioritised with the involvement of patients or public contributors are advertised through commissioning briefs
- Researchers are provided with feedback about their proposed public involvement plans both through public/patient reviews and comments provided by the boards and panels
- Funded researchers receive regular feedback on their public involvement activities throughout the course of their project via six-monthly progress reports
- Researchers receive feedback on their final report which includes a section on public involvement.

Value 5: Fairness of opportunity
- NETSCC is committed to promoting diversity, inclusion and equal opportunity for all public contributors within the scope of their roles
- NETSCC has policies on recruitment and registration of public reviewers and on the recruitment and induction of public panel and board members
- NETSCC openly and widely advertise involvement opportunities through a diverse network and through various platforms
- Staff within NETSCC's Public Involvement team are involved in the short-listing and interviewing process. All applicants are assessed against a standardised criteria and are provided feedback on their application
- Reasonable accommodations (e.g. paper copies of documents, accessible venues, hearing loops, covering childcare costs and carer travel) are made to help the public contributor fulfil their role on panels and boards
- Panel and board members have annual reflective conversations with staff to discuss any issues that may arise in the undertaking of their duties to the panel or board
- NETSCC has begun to collect anonymised data to monitor equal opportunities of public members. The PPI team and the wider NIHR will be developing a targeted recruitment process to further promote equality of opportunity for public contributors to NETS programmes.
- NETS programmes require a good quality plain English summary as a requirement for funding. The Editors of the NIHR Journals Library likewise require plain English summaries of project final reports.

Value 6: Accountability
- NETSCC's PPI is governed by policies on recruitment; induction and training and payment as well as by a PPI Framework
- NETSCC regularly submit metrics and updates on activities to INVOLVE and the Department of Health
- The Department of Health also carries out audits of NETSCC's work including PPI
- NETSCC PPI activities are reported in an annual report
- In addition to individual evaluations of work packages, an overall evaluation of the PPI Framework is planned over 2016-17
- Board and panel chairs and public contributors have mechanisms and policies in place for how they can raise concerns with NETSCC staff.

NIHR Evaluation, Trials and Studies Coordinating Centre: January 2016

Over 700 registered public contributors to NETS programmes make our commitment to PPI possible.

The PPI framework is implemented by the central PPI team working in collaboration with PPI leads in all functional teams across NETSCC and with support of INVOLVE, the NIHR advisory group supporting active public involvement in NHS, public health and social care research.

" Ten years ago the NIHR set out on a voyage to make people healthier by doing excellent research. As an organisation we have many strengths. But it is patients, carers and the public who set us apart from other research funders. Their insight and expertise makes a difference to our research everyday. Their energy and ambition motivates and drives us on. Their partnership is essential if we are to be successful in improving the future health of the nation. "

Simon Denegri
NIHR National Director for Patients and the Public in Research
Chair, INVOLVE

CONTACT US

The central PPI team is here to support you.
If you have any concerns, queries or ideas regarding PPI please don't hesitate to contact us. Email:
netspublic@nihr.ac.uk

PPI FRAMEWORK AND POLICIES

For the full text of the PPI framework and our four PPI policies (see below) please contact the PPI team.

- Recruitment, selection and appointment of public board and panel members
- Training, development, induction and support of public, board and panel members
- Recruitment and management of public reviewers
- Payment of public contributors.

INVOLVE

INVOLVE's values for public involvement describe good practice and encourage those who involve the public to do so in a meaningful way.

The six values are:

- Respect
- Support
- Transparency
- Responsiveness
- Diversity
- Accountability

For more on these values, principles and standards go to: **www.involve.nihr.ac.uk**

FIND OUT MORE: www.nihr.ac.uk/patients-and-public