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1. BACKGROUND

The National Institute for Health Research (NIHR) is the nation’s largest funder of health and care research and is committed to involving patients and the public at every step. The Central Commissioning Facility (CCF) organises competitions and monitors performance for NIHR Programmes, Faculty and Infrastructure on behalf of the Department of Health and Social Care (DHSC). The CCF’s Patient and Public Involvement and Engagement (PPIE) team is tasked to deliver this Patient and Public Involvement and Engagement Plan in 2019/20.

The plan reflects the five national priorities for involvement and engagement in research that were identified as the focus for NIHR-wide delivery:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
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<tbody>
<tr>
<td>VOICE</td>
<td>To ensure patients, carers and the public have a voice in how the NIHR works</td>
</tr>
<tr>
<td>FEEDBACK</td>
<td>To ensure patients, carers and the public get feedback on how they have made a difference</td>
</tr>
<tr>
<td>STANDARDS</td>
<td>To define what good public involvement and engagement looks like</td>
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<tr>
<td>IMPACT / GETTING RESULTS</td>
<td>To understand and show the impact of public involvement and engagement</td>
</tr>
<tr>
<td>INVENTION</td>
<td>To test new ideas in public involvement and engagement and share the learning</td>
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You can access more information about NIHR priorities here. Our main focus is on delivering and improving our core activities which can be split into three areas:

- working with and supporting public contributors, for example in reviewing applications and contributing to decision-making processes
- working with and supporting our NIHR Central Commissioning Facility (CCF) staff and research teams, for example in embedding effective practice in commissioning and monitoring processes
- working with colleagues across the NIHR, contributing to organisational wide activities, for example leading the development and implementation of the UK Standards for Public Involvement

We allocate the rest of our capacity and resources to develop our processes, and respond to ad hoc requests from colleagues and public contributors.
Public contributors bring a wealth of knowledge and insights to research based on their personal experiences as users of health and social care services.

Our purposes in working with patients, carers and the public are to:
- improve the quality and relevance of the research that we commission and other research activities that we manage
- raise public awareness of research by sharing information and insight about involvement and engagement activities and opportunities across the NIHR.
3. TERMINOLOGY

‘Patient and public involvement in research’ or ‘PPI’ or ‘Involvement’
Research carried out ‘with’ or ‘by’ members of the public rather than ‘to’, ‘about’ or ‘for’ them.

‘Public engagement’ or ‘Engagement’
Where information and knowledge about research is provided and disseminated to the public.

‘Research participation’ or ‘Participation’
Where people take part in a research study.

‘Public contributors’
A general term we use to describe patients, carers and members of the public involved in our work:
- as public reviewers of research applications
- as public members of our research programme decision-making committees
- in other activities such as developing guidance and sitting on interview committees
1.1 PUBLIC REVIEWERS

We aim to recruit and support public contributors from diverse social backgrounds and communities who have knowledge and experience as patients and/or carers to review applications for the competitions and research programmes that CCF manages.

OUTCOMES AND OUTPUTS

▶ A. Public review of applications
   During 2019/20, we will continue to work with public contributors to provide a public review for each Stage 2 application to the research programmes managed by CCF. In 2017/18 this was a total of 227 reviews.

▶ B. Public review of global health applications
   The NIHR has recently established a Global Health Research Programme to help improve the health and economies of populations in low- and middle income countries (LMICs). The CCF PPIE team have been establishing contacts with various non-governmental organisations (NGOs) and patient support and interest groups in those countries to recruit people who could be involved as reviewers. During 2019/20, we will continue to support the global health team to offer global health public reviewers training and support before carrying out the task. For example, by providing a list of currently available online resources and tools, offering advice and guidance through telephone calls and emails.

▶ C. Young people as reviewers
   Previous analysis of our work has showed that we involve relatively few people under the age of 40 in reviewing applications. In 2019/20, we will aim to work with more young people from diverse range of communities (15-25 year olds) as reviewers. We want to make reviewing a positive experience for them and so we will ensure that continuous support is available to them before and during the review process. We will offer personalised feedback to them after they submit a review.
   During 2019/20, we will establish a process through which young people can be involved as reviewers of research applications as well as identify and collaborate with partners who can work with us to engage young people.
1.2 PUBLIC MEMBERS OF COMMITTEES

We recruit and support public contributors with diverse knowledge and experience to sit on committees for the research programmes that CCF manages. Alongside supporting research programme committees, we also develop and support patient and public involvement in large infrastructure competitions. These include research centres, units and schools, which receive significant funding for a duration of five years.

OUTCOMES AND OUTPUTS

► A. New public members of committees
By November 2019, we will reach out to a wide range of groups and organisations in different regions to advertise opportunities to become public members of committees. We will recruit and support the induction of 10 public contributors as standing members of research programmes’ committees.

► B. Advising on and supporting the recruitment of new public members to the Research and Innovation for Global Health Transformation (RIGHT) committee
During 2019/20, we will provide continuous support to our colleagues in the global health team to recruit and induct public contributors as standing and non-standing members of the RIGHT committee.

► C. Public contributors in infrastructure competitions
During 2019/20, we will recruit and support the involvement of public contributors in the following infrastructure competitions: Health Protection Research Units, Advisory Committee on Clinical Excellence Awards (ACCEA), and Senior Investigators.
2.1 FEEDBACK TO PUBLIC REVIEWERS

We routinely provide constructive feedback to public reviewers on the reviews they submit as part of the support we offer to them. We will continue to provide feedback, especially to new reviewers.

OUTCOMES AND OUTPUTS

► A. Survey public reviewers
By December 2019, we will survey new and existing public reviewers and ask them about the quality of support and feedback that we provide, and use what they tell us to make improvements.

2.2 LEARNING AND SUPPORT WORKSHOPS

Part of the support we provide for programme teams, chairs of programmes and public committee members is to bring them together for a workshop. The workshops provide an opportunity for feedback to public committee members and discussion of issues relevant to their role, the research programme and the wider NIHR.
We offer these workshops to all four research programmes managed by CCF. We will deliver two workshops in a year.

OUTCOMES AND OUTPUTS

► A. Learning and support workshops
By April 2020, delivery of two workshops: one for the Invention for Innovation (i4i) programme and another for the Research for Patient Benefit (RfPB) programme. We will work with participants to plan the workshops and seek feedback from them on meeting the aims of the workshops.
4. ACTION PLAN 2019/20

3.1 UK STANDARDS FOR PUBLIC INVOLVEMENT

On behalf of the NIHR, CCF has been leading on the development and testing of a set of UK Standards for Public Involvement as part of a Development Partnership with INVOLVE and colleagues in Northern Ireland, Scotland and Wales. In 2019/20, we will continue to work with our partners across the four nations to finalise and roll out the new UK Standards.

OUTCOMES AND OUTPUTS

- A. Revising and implementing UK Standards for Public Involvement
  By June 2019, we will collect and evaluate key learning points from all the organisations and projects that are helping to test the UK Standards.
  By October 2019, we will finalise and formally launch the UK Standards for Public Involvement.
  By April 2020, we will work with our colleagues across the NIHR to implement the UK Standards for Public Involvement.

3.2 CCF PPIE WORKING GROUP

We will continue to support the development and coordination of PPIE through facilitating a PPIE Working Group at the CCF. Every six to eight weeks, this group brings together all colleagues who are nominated to lead on involvement for their team (research programmes, infrastructure, communications, operations) to address issues of common interest, avoid unnecessary duplication of effort, exchange ideas, and develop skills.

OUTCOMES AND OUTPUTS

- A. Collecting and sharing examples and case studies
  Throughout 2019/20, we will use the impact standard to drive the collection and sharing of effective practice examples and case studies.

- B. Open PPIE Working Groups meetings
  By April 2020, we will explore opportunities of making PPIE Working Group meetings open to the public by inviting some public contributors to observe at least one meeting in a year.
3.3 CCF STAFF TALKS

We will organise a series of talks for CCF staff to generate discussions around public involvement and engagement, share examples of effective practice, as well as check staff members’ support needs for developing further understanding and knowledge about involvement and engagement. We will explore co-facilitation of these talks with some public contributors. We will invite public contributors with relevant experience of topics discussed at these talks to share their views with staff members.

OUTCOMES AND OUTPUTS

- **A. CCF staff talks**
  By April 2020, we will organise four lunchtime talks focussing on topics identified by CCF staff. One of the topics we will explore with our colleagues is diversity and inclusion and meaningful ways in which we can involve and support people who wish to contribute to our work. We will invite public contributors to be involved in these discussions.

3.4 EVALUATION OF NIHR STANDARD APPLICATION FORM (SAF)

In 2018-19, public members of research programmes were asked to give feedback on the impact of the changes regarding the PPI described in applications. Based on the feedback, an NIHR-wide Review Group will make recommendations to improve the quality of reviews as well as involvement plans in research applications.

OUTCOMES AND OUTPUTS

- **A. Revising guidance documents**
  In 2019/20, we will take part in the revision of current guidance documents (both for reviewers and applicants) and contribute to the implementation of the updated documents across the NIHR.
3.5 MONITORING AND FEEDBACK

We monitor and provide feedback to the NIHR Infrastructure: faculty, centres, units, facilities and schools managed by CCF, on their progress in developing and delivering their strategic plans for involvement, engagement and participation.

OUTCOMES AND OUTPUTS

▶ A. NIHR Infrastructure PPIE service – embedding a PPIE process
Over 2019/20, we will develop a standard process for PPIE in NIHR Infrastructure: faculty, centres, units, facilities and schools managed by CCF and work with colleagues to embed this in the commissioning process.

▶ B. Review and feedback on PPIE sections of NIHR infrastructure annual progress reports
By November 2019, we will:
• review and provide feedback on the involvement and engagement sections of annual progress reports from over 100 NIHR Infrastructure faculty, centres, units, facilities and schools
• compile and publish the involvement and engagement sections of annual progress reports as a method of highlighting and sharing effective practice and challenges.

▶ C. Update the PPIE sections in annual progress report templates
By March 2020, we will update and revise the PPIE questions in the current annual progress report template for both Infrastructure initiatives and research programmes and suggest changes to obtain measurable/quantifiable data, as well as examples of effective practice by using the UK Standards for Public Involvement.

▶ D. Review and feedback PPIE strategies
By April 2020, we will review and provide feedback on a number of involvement and engagement strategies and action plans including:

Continued on next page ...
• 15 Policy Research Units (PRUs) that undertake research to inform policy-making decisions about health and social care
• 10 Research Design Services (RDSs) that support researchers to develop and design high quality research proposals for submission to NIHR funding programmes and other open, national, peer reviewed funding competitions for applied health or social care research

E. Workshops and events
During 2019/20, we will organise and take part in workshops and events organised by other colleagues across the NIHR to support the development of their involvement and engagement strategies and activities arising from their plans.

F. Monitoring visits
In 2019/20, we will take part in monitoring and mid-term review visits to NIHR Infrastructure: faculty, centres, facilities, schools, units.
4. ACTION PLAN 2019/20

4.2 PLANNING AND REPORTING

We will publish an annual highlights report to summarise our progress in delivering this plan. This forms part of our annual planning and reporting cycle and will include a process of review, reflection and consultation to develop our Patient and Public Involvement and Engagement Plan for 2020/21.

OUTCOMES AND OUTPUTS

➤ A. Re-establishing former Advisory Group
By May 2019, we will resume the former Advisory Group of public contributors to support the work of the PPIE team.

➤ B. Report on our work (2018-19)
By August 2019, we will use the UK Standards for Public Involvement as a framework for our 2018/19 Highlights report. We will consult with the Advisory Group on the report and make it publicly available on the NIHR website.

➤ C. Review our work
By October 2019, we will ask the CCF PPIE Advisory Group to review our work against the UK Standards for Public Involvement.

➤ D. Drafting next PPIE plan 2020-21
By December 2019, we will draft CCF’s PPIE plan for 2020-21 in partnership with the Advisory Group.

➤ E. Finalising and publishing CCF’s PPIE plan 2020-21
By the first quarter of 2020, we will publish CCF’s PPIE plan for 2020/21 on the NIHR website and through other communication channels.
4.3 IMPACT

Over the last 18 months, the Department of Health and Social Care (DHSC) has been leading an initiative to define what impact means for the NIHR, and how to report impact more effectively to different audiences. One of the outcomes of this work has been an agreement to develop an NIHR Value Framework of which patient and public involvement will be an integral part. We will work with the CCF Impact Team, the NIHR Public Involvement and Engagement Senior Leadership Team, the NIHR PPIE Impact Working Group and public contributors to deliver this piece of work.

OUTCOMES AND OUTPUTS

A. Co-leading the development and delivery of the involvement and engagement aspects of the NIHR Value Framework, including engaging with public contributors, PPIE professionals and other stakeholders in meaningful conversations about NIHR values

By October 2019, we will work with INVOLVE and colleagues across the NIHR to develop and deliver the involvement and engagement section of the NIHR Value Framework. During 2019/20, we will continue to be a member of and contribute to the NIHR PPIE Impact Working Group, in order to deliver a programme of activities focused on understanding, capturing and assessing the impact of involvement in research, including infrastructure.

4.4 COMMUNICATION

Working with our Communications team, we will use social media and other communication channels to promote the value and impact of involvement and engagement in NIHR research, and share information and insight about involvement and engagement activities across the NIHR.

OUTCOMES AND OUTPUTS

A. Supporting delivery of the NIHR Communications Strategy and the NIHR Digital Strategy

B. Supporting the Be part of research campaign by distributing information through our networks of colleagues and public contributors

C. Contributing to the organisation-wide work of updating structure and content of the NIHR website in relation to public involvement pages
5.1 DEVELOPING PROCESSES AROUND RECRUITING AND WORKING WITH PUBLIC MEMBERS OF COMMITTEES

We aim to recruit and support public contributors from diverse social backgrounds and communities who have knowledge and experience to sit on committees for the research programmes that CCF manages.

OUTCOMES AND OUTPUTS

► A. Developing a webinar for public committee members
By September 2019, we will develop a webinar with public contributors who will share their experience around assessing an application, providing written feedback, providing verbal feedback at committee meetings, and what is a helpful contribution to the programme Chair and the programme team. The perspectives of programme chairs on the role of public committee members at committee meetings are also important and we will gather and include those in the discussion during the webinar.

► B. Webinar about Programme Grants for Applied Research (PGfAR)
By March 2020, in response to a request from public members of PGfAR, we will co-produce a webinar with public committee members and members of the PGfAR team about the programme and its processes, and demonstrate the impact public members’ contribution makes.

If the webinar becomes a useful resource to public committee members, we will suggest the idea to other research programmes to produce a similar piece.

► C. Further opportunities for public committee members to get involved
In 2019/20, we will work with research programmes to identify opportunities to involve public committee members in monitoring funded research projects and activities.

► D. Exploring ways to build capacity for community engagement and involvement in the global health programme
Over 2019/20, we will continue to support the global health programme to find sustainable ways to work with members of relevant communities in low-and middle income countries as public reviewers and committee members.
We have a dedicated PPIE team tasked with developing and delivering this plan. We work closely with colleagues across the NIHR, the Department of Health and Social Care (DHSC), NHS trusts and commissioners, research charities, universities, voluntary organisations, and community groups. We are core members of a nationwide partnership to drive the development and implementation of the UK standards in public involvement.

We routinely involve public contributors in our work - they are critical to our success. In addition to the different insights and perspectives on research that they bring, they also offer a wealth of other knowledge and skills that make them valuable collaborators.

Figure 1 (right) briefly shows the ways public contributors were involved in our work during 2017/18.

We are committed to working with public contributors from a wide range of social, ethnic and economic backgrounds, and we strive to be more diverse and inclusive in the research we fund. Some of the projects in this plan directly seek to address this aim, for example projects around involving more young people as reviewers and recruiting new members to committees (1.1 C. and 1.2 A. in Action plan [section 4]).

You can read more about how we work with public contributors and the difference it has made in ‘The public as our partners’ report.
6. ACCOUNTABILITY

Our plan is focused on a process of continuous improvement (see Figure 2 below). It builds on an established annual planning and reporting cycle that includes the involvement of NIHR public contributors.

CCF submits all its involvement and engagement plans and annual reports to the Department of Health and Social Care and makes them publicly available on the NIHR website. The Assistant Director of the PPIE is accountable for delivery of this plan and provides regular progress reports to CCF’s Senior Management Team and the National Director for Patients, Carers and the Public. The PPIE team is responsible for day-to-day management and delivery of the Action plan (section 4).

1. When we talk about diversity and inclusion we refer to the INVOLVE definitions: Diversity means understanding that each individual is unique, respecting and valuing all forms of difference. People vary in all sorts of ways which may not always be obvious or visible. These differences might include race, ethnicity, culture, belief, gender, sexuality, age and social status, ability and use of health and social care services. Inclusion is about taking deliberate action to meet the needs of different people and to promote environments where everyone feels respected, valued for who they are and able to achieve their full potential. To find out more about INVOLVE’s work on diversity and inclusion, please visit: http://www.invo.org.uk/current-work/diversity-and-inclusion/
Please contact CCF’s PPIE team if you would like to know more about this plan, if you are interested in helping us to deliver it or if you would like a paper copy of this or any of the other documents and reports that we have mentioned.

Email: ccfppi@nihr.ac.uk
Telephone: 020 8843 8041
Address: NIHR Central Commissioning Facility
Grange House, 15 Church Street
Twickenham TW1 3NL