APPROACH FOR PPI IN EVALUATION:

Meaningful: Demonstrate commitment to a culture of involvement

Collaborative: Define and agree involvement

Supportive: Provide appropriate support

Accessible: Identify and address accessibility needs

Developmental: Provide training and development opportunities

Effective: Enable effective communication

Reflective: Share your experiences and learning from involvement

Ethical: Uphold the ethics of involvement

Evaluation Works

A toolkit to support commissioning of health and care services

For more information or support visit:
nhsevaluationtoolkit.net/contact-us/

Or for more information about Patient and Public Involvement please visit: phwe.org.uk and invo.org.uk

Or for a handy toolkit: phwe.org.uk/wp-content/uploads/2015/05/PPI_Toolkit.compressed.pdf

This leaflet was originally produced by the West of England Evaluation Strategy Group to support the spread of and best practice in evaluation across the region. With thanks to the UK Evaluation Society for financial assistance and to the South West Evaluator Forum members and public contributors who were involved in developing the guidelines.

University of BRISTOL

Bristol Health Partners

NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group

West of England Academic Health Science Network

NHS University Hospitals Bristol NHS Foundation Trust

UNITED KINGDOM UKES EVALUATION SOCIETY

the care forum

UWE Bristol University of the West of England

For our complementary leaflet and resources on 'Best Practice in the Ethics and Governance of Service Evaluation', go to arc-w.nihr.ac.uk/training-and-capacity-building/evaluation-best-practice-and-guidelines/

Public and Patient Involvement (PPI) in evaluation is where work "is carried out actively 'with' or 'by' people – rather than 'to', 'about' or 'for' them" invo.org.uk/

Guidelines for patient and public involvement in evaluation:

Building and sustaining a culture of involvement in evaluation

This leaflet is available electronically and in printable format. Search for 'Evaluation Guidelines' or visit arc-w.nihr.ac.uk/training-and-capacity-building/evaluation-best-practice-and-guidelines/

Introduction

These guidelines have been co-produced by patients, service users, public contributors, staff from voluntary, academic and statutory sectors and people working in evaluation and patient and public involvement. They have been developed to support anyone working in evaluation to embed patient and public involvement into their evaluation activities and to ensure that public contributors feel part of the team.

Demonstrate commitment to a culture of involvement

Involve patients and the public from the very start of the evaluation project

Create real opportunities for people to be involved and have influence at all stages from development to dissemination

Understand and respect people's reasons and motivation for becoming involved

Promote and enable the voice of patients and the public at all stages of the evaluation

Promote involvement of patients and the public - from collaboration (as a minimum standard) through to co-production and co-creation

Acknowledge the contribution of patient and public representatives in any presentations or publication

Support public involvement in evaluation

Identify the barriers and facilitators to involvement at an individual and project level

Build enough time into a project for meaningful patient and public involvement

Allocate time, funds and resources for involvement in the evaluation plan

Share the lessons learned around practicalities and process of involving public and patients in evaluation - what worked well and what can be improved

Share evidence of the impact of patient and public involvement in evaluation

Define and agree involvement

Be clear about the differences between participation, collaboration, co-production and involvement and which one of these is most appropriate for your project

Produce job roles and define responsibilities collaboratively with patient and public group members, allowing for flexibility in these roles and responsibilities where appropriate.

Produce Terms of Reference collaboratively with patient and public group members

Provide appropriate support

Explore with patient and public group members what non-financial support is needed and available

Be clear about the financial support available (refer to the organisation's involvement payment policy)

Identify a named person at the centre of the project who will be available to support patient and public group members

Provide professional support to those involved including supervision and mentoring where necessary

Consider appointing two or more patients or members of the public to enable peer support

Adjust the pace and way of conducting the project when necessary

Provide training and enable personal

Identify and address any training and development needs for people to be involved in the evaluation

Provide training and development opportunities

Support people to attend events relevant to their involvement in evaluation projects

Enable effective communication

Ensure clear communication between everyone involved in the project

Use accessible language for all communications

Avoid the use of, or explain jargon and acronyms

Adjust communication methods to suits people's available resources and preferences

Provide regular feedback

Provide information about the progress of the evaluation and lessons learned to all who take part

Identify and address accessibility needs

Address people's accessibility needs

Ensure that all evaluation team members have access to the resources they need

Understand, accommodate and celebrate diversity

Uphold the ethics of involvement

Ensure processes are in place to protect all involved in the evaluation

Ensure organisational policies and procedures on data protection and information governance are respected

Be transparent

Manage expectations around change as a result of the evaluation, and the impact that might have on those involved