

## Impact and lessons learnt through patient and public involvement

The British Society for Immunology (BSI) delivered the patient and public involvement (PPI) element of National Core Studies Immunity, working closely with a panel of public contributors and the programme's management team to embed involvement within COVID-19 research.

The panel's overarching role was to offer insights, advice and feedback on the work being undertaken, ultimately ensuring that the research met the needs of the widest possible range of people.



### Successes

**100%** of public contributors reported positively that:



They could contribute feedback and reflections on ongoing research priorities



Their advice and guidance were respected and could influence the project



There was a clear role for PPI and supportive structures in place



They felt valued and recognised for their role as a patient and public contributor



### Continual progress

Feedback was collected and comments discussed to **implement changes that drive improvement.**

**"Gathering anonymous feedback is a great way to surface issues and discuss them, many PPI groups don't have a process for that."**

*Public contributor, National Core Studies Immunity*

Positive changes included:



Meeting times convenient for everyone enabled high average attendance of 80%



Comfortable pace of meetings allowed open and constructive conversations

### Building relationships

**Key to strong rapport is trust and active listening, which guides productive dialogues.** The BSI welcomed the opportunity to reflect and engage in a process of continuous adaptation and learning around PPI.

**"The BSI built relationships with us. I felt that I could reach out with any concerns and comments, both positive and negative. Thank you to all at the BSI for all that you are and everything that you do. You have been approachable, reflexive and it's been a joy to be involved with you."**

*Public contributor, National Core Studies Immunity*

**"We made space for conversations which delved into tensions inherent in big data research. It was great to have the time to do that productively."**

*Public contributor, National Core Studies Immunity*



**"The British Society for Immunology has an extraordinary culture of excellence, commitment, professionalism and support."**

*Management team, National Core Studies Immunity*