

# Royal College of Nursing Research Institute Warwick Medical School University of Warwick



**Eighth Annual Report**  
**1<sup>st</sup> August 2014 to 31<sup>st</sup> July 2015**



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## Director's Message

Over the past year, the RCN Research Institute team having been working diligently to not only produce high quality outcomes and attract grant income, but to continue to strengthen our important strategic alliance with the RCN. We have worked together delivering on our strategic objectives.

We are now firmly embedded within the Division of Health Sciences at Warwick Medical School, and have been made to feel welcome. We have had several collaborative grant applications and awards with colleagues both in the Medical School and across the University. We also feel very much part of the Division and its research culture.

There has been an ongoing Review at the Medical School, and staff in the RCN RI have demonstrated the key skill of being able to deal with uncertainty and demonstrate resilience. It has been a pleasure to work with colleagues who are committed and focused on making a real difference to understanding care. Thank-you.

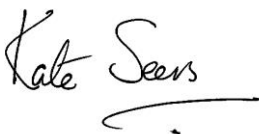
We have been privileged to work with our regional, national and international collaborators. Working together with academics, health care professionals, users of services and their carers has been really beneficial in ensuring a variety of perspectives are taken into account. I believe the research we have done together is much more robust and relevant as a result.

Janet Davies, who has supported and involved us so much since being Director of Nursing at the RCN has now been appointed General Secretary and Chief Executive of the RCN. Many congratulations to Janet, and we look forward to working with you in your new role. Steve Jamieson Head of Nursing at the RCN has moved on to pastures new and Dame Donna Kinnair has taken over his role as Deputy Director of Nursing. We are enjoying getting to know Donna and look forward to developing our collaborations over the coming year.

I would also like to thank Professor Aileen Clarke, Head of Division of Health Sciences and Professor Jane Barlow, Pro-Dean for Research, for being supportive and challenging. We look forward to welcoming colleagues from Mental Health and Well Being and from Education to the Division of Health Sciences over the coming academic year.

Our Joint Advisory Board members always ask sensible and thoughtful questions, which enables us to reflect and fine tune our direction. Thank-you to all of them for their time and their wisdom, chaired so expertly by Professor Celia Davies.

We look forward to 2015/2016 and all the challenges it will bring as we keep focused on excellent research that will make a real impact on understanding and improving care.



**Professor Kate Seers**  
Director, RCN Research Institute  
October 2015

## Summary of Progress 2014-2015

### Ongoing Research

RCN RI research is organised around four themes; patient and public involvement; experiences of care; patient reported outcomes; and translating knowledge into practice. Our website has more details: <http://www2.warwick.ac.uk/fac/med/research/hscience/rcn/research>.

### Publications

The Research Excellence Framework has been a focus over the past year and staff have been productive, with 48 papers high quality papers published in 2014-2015. Our work remains highly cited, which is encouraging.

### Grants

We have been successful in generating grant income, with 14 externally funded grants running during the period of this report. We continue to work collaboratively on grant applications nationally and internationally, and health professionals and users of services are important collaborators on these grants.

### Measures of Esteem

Members of the RCN RI have a variety of measures of external esteem, including editors and editorial boards of journals, invited plenary lectures, invited national and international scientific committees, contribution to national policy initiatives and contribution to the academic community via external examining, especially at PhD level.

### PhD Students

We have had a good year, with our PhD students continuing to develop and often challenge us to think creatively and in different ways. Two of our PhD students were awarded PhDs this year. Congratulations to Dr Michele Platt and Dr Jo Brett. Michele is the final student to complete from those who moved with us from the RCN in 2007.

### Strategic Alliance

The strategic alliance between the RCN and the University of Warwick is very strong, and there is now really close working between us to ensure we maximise the opportunities for collaboration. The progress of the strategic alliance is reviewed by our Joint Advisory Board.

### Newsletter

Our newsletter continues to be published quarterly. It provides key messages from our activity and is disseminated widely as well as being on our website. We know it is read as we often get comments and requests for more details.

### Contribution of RCN RI to the University

The RCN RI contributes to the University in many different ways. Professor Seers is deputy Head of Division of Health Sciences for research strategy and impact and a member of the Divisional Strategy Group. She also is leading on embedding mentorship both within the Division and more widely across the Medical School. She co-founded and runs the Women's Academic Network for the Medical School which meets three times a term. She is an elected member of the Board of the Faculty of Medicine and

Board of the Faculty of Social Sciences and a member of the Warwick Medical School Research Committee. She undertakes both a coaching & mentoring and a mediation role on behalf of the University. She was instrumental in instigating a shadowing scheme of senior members of the University which has been piloted successfully and is running again this Autumn. She is also working with WMS to ensure revalidation for nurses is appropriately supported. Dr Staniszewska is a member of the Advisory Group for Global Prioritise Programme (Health and Technology), a member of the Impact Acceleration Committee and a member of the cross University Public Engagement Committee. Mr Kent is a Fire Marshall. The RCN RI staff also contributed as supervisors of PhD students, members of MPhil to PhD upgrade panels, PhD exam advisors and internal examiners of PhDs. We also organise and contributed to research surgeries, journal clubs and Research and Development seminars.

## **Contribution of the University to the RCN RI**

The University of Warwick is a world class university. It has been ranked 3rd in the world in the QS Top 50 under 50, a ranking of the top 50 universities established since 1963; was 48th in the world in the QS annual world university rankings 2015/2016; 80th in the world in the Times Higher Education World Rankings, 2015. In the UK rankings it was 6th in the Times and The Sunday Times, 2015; 6th in the Guardian 2015 and 7th in the Complete University Guide, 2015. RCN RI staff can access an extensive programme of training and development within the University and a diverse programme of seminars and other lectures. There are also many opportunities for collaboration with colleagues from a variety of departments.

## **Reciprocal Relationship between RCN RI and Royal College of Nursing**

Staff have helped develop the strategic alliance in partnership with the RCN, contributing to building an authoritative body of knowledge relevant to nursing and having a national and international profile for research relevant to nursing. We work closely with RCN staff and members on a number of issues relevant to the RCN. We attend away days at the RCN and contribute to responses to a range of governmental and other reports received by the RCN. We also attend events on behalf of the RCN and support staff on agreed projects where appropriate.

## **Leadership**

Creating a place where people want to come to work and where they can flourish is very important to us. Respecting and valuing staff are key underpinning principles for us. We are committed to promoting leadership across all levels, and several staff have been on leadership courses to enable this to happen. We believe that strong strategic leadership and mentoring underpins the effectiveness and culture of the RCN RI.

## **Conclusion**

The RCN RI remains at the cutting edge of knowledge generation, undertaking research that is relevant to nursing. Our highly cited publications and our indicators of peer esteem suggest that our contributions are valued by a wide range of those external to the University. We are committed to continuing to develop research capacity that can underpin the development of nursing. We are delighted to continue and build on the very constructive strategic alliance between the RCN and the University of Warwick.

## Publications 2014/2015

### Theme A - Patient and Public Involvement (PPI)

#### Published/In Press

##### 2015

Sharma, T; Garner, S; Kaur, B; Choudhuri, M; Naidoo, B; Littlejohns, P and **Staniszewska, S** (2015). Evidence informed decision-making: the use of 'colloquial evidence' at NICE. *International Journal of Technology Assessment in Health Care* **31**:1/2

Stephens, R and **Staniszewska, S** (2015). One small step... *Research Involvement and Engagement* **1**:1 doi:10.1186/s40900-015-0005-8

Wilson, P; Mathie, E; Keenan, J; McNeilly, E; Goodman, C; Howe, A; Poland, F; **Staniszewska, S**; Kendall, S; Munday, D; Cowe, M; Peckham, S (2015) ReseArch with Patient and Public invOlvement: a RealisT evaluation - the RAPPORT study. *Health Services and Delivery Research* **3**:38. doi: <http://dx.doi.org/10.3310/hsdr03380>

##### 2014

Brett, J; **Staniszewska, S**; Mockford, C; Herron-Marx, S; Hughes, J; Tysall, C and Suleman, R (2014) A systematic review of the impact of patient and public involvement on service users, researchers and communities. *The Patient*. doi 10.1007/s40271-014-0065-0

Jones, E; Williams-Yesson, B; Hackett, R; **Staniszewska, S**; Evans, D; Francis, N; Kamal, L (2014). Quality of Reporting on Patient and Public Involvement within Surgical Research: A Systematic Review. *Annals of Surgery* **261**(2):243-50 doi: 10.1097/SLA0000000000000768

Mathie, E; Wilson, P; Poland, F; McNeilly, E; Howe, A; **Staniszewska, S**; Crowe, M; Munday, D and Goodman, C. (2014). Consumer Involvement in health research: a UK scoping and survey. *International Journal of Consumer Studies* **38**:35-44

### Theme B - Experiences of Care

#### Published/In Press

##### 2015

Achten, J; Parsons, NR; Bruce, J; Petrou, S; **Tutton, E**; Willett, K; Lamb, SE and Costa, ML (2015) Emergency medicine - Protocol for a randomised controlled trial of standard wound management versus negative pressure wound therapy in the treatment of adult patients with an open fracture of the lower limb: UK Wound management of Open Lower Limb Fractures (UK WOLFF). *BMJ Open* e009087 doi:10.1136/bmjopen-2015-009087

Churchill, N; Baranski, A and **Staniszewska, S**. (2015). Building national consensus on experiences of care. *Patient Experiences Journal* **2**(1): article 17.

Coates, VE; McCann, A; Posner, N; Gunn, K and **Seers, K** (2015). Well, who do I phone? Preparing for urgent care: a challenge for patients and service providers alike. *Journal of Clinical Nursing*. **24**(15/16):2152-2163 doi: 10.1111/jocn.12814

Faija, CL; Fox, JRE; **Tierney, S**; Peters, S and Gooding, PA (2015) Development and Validation of the Pride in Eating Pathology Scale (PEP-S). *Clinical Psychology & Psychotherapy*

Harman, NL; Bruce, IA; Kirkham, JJ; **Tierney, S**; Callery, P; O'Brien, K; Bennett, AM; Chorbachi, R; Hall, PN; Harding-Bell, A; Parfect, VH; Rumsey, N; Sell, D; Sharma, R and Williamson, PR. (2015) The Importance of Integration of Stakeholder Views in Core Outcome Set Development: Otitis Media with Effusion in Children with Cleft Palate. *PLoS One*, **10**, e0129514.



Karasouli, E; Munday, D; Bailey, C; **Staniszewska, S**; Hewison, F and Griffiths, F (2015)

A qualitative critical incident study of patients' experiences leading to emergency hospital admission with advanced respiratory illness. *BMJ Open*

Lovatt, M; Nanton, V; Roberts, J; Ingleton, C; Noble, B; Pitt, E; **Seers, K** and Munday, D (2015). The provision of emotional labour by health care assistants caring for dying cancer patients in the community: A qualitative study into the experiences of health care assistants and bereaved family carers. *International Journal of Nursing Studies*. 52(1):271-279 doi: <http://dx.doi.org/10.1016/j.ijnurstu.2014.10.013>

**Mockford, C. (2015)** A review of family carers' experiences of hospital discharge for people with dementia and the rationale for involving service users in health research. Commissioned paper for *Journal of Healthcare Leadership* 7: 21-28

doi: <http://dx.doi.org/10.2147/JHL.S70020>

Stayt, L; **Seers, K** and **Tutton, L** (2015) Making sense of it: Intensive care patients' phenomenological accounts of story construction. *Nursing in Critical Care* [In press]

**Tierney, S**; O'Brien, K; Harman, NL; Madden, C; Sharma, RK and Callery, P. (2015) Otitis Media With Effusion: Experiences of Children With Cleft Palate and Their Parents. *Cleft Palate-Craniofacial Journal* 52: 23-30.

**Tierney, S**; Blackhurst, M; Scahill, R and Callery, P (2015) Loss and rebuilding: A qualitative study of late diagnosis of cleft palate. *J Spec Pediatr Nurs*. doi: 10.1111/jspn.12125

## 2014

Hunt, A; Brown, E; Coad, J; **Staniszewska, S** and Chambers, L (2014). "Why does it happen like this?" Consulting with service users and providers prior to developing a bid to evaluate services for children with life-limiting conditions and their families. *Journal of Child Health*. doi: 10.1177/1367493513510630

**Staniszewska, S**; Boardman, F; Gunn, L; Roberts, J; Clay, D; **Seers, K**; **Brett, J**; Avital, L; Bullock, I and O'Flynn, N (2014). The Warwick Patient Experiences Framework: patient-based evidence in clinical guidelines. *International Journal of Quality in Health Care*. doi:10.1093/intqhc/mzu003

**Staniszewska, S.** and Churchill, N (2014) Patients' experiences in the UK: Future strategic directions. *Patient Experiences Journal*. 1(1):140-143 Article 18

Stayt, LC; **Seers, K** and **Tutton, E** (2015) Patients' experiences of technology and care in adult intensive care. *Journal of Advanced Nursing* 71(9):2051-2061 doi: 10.1111/jan.12664

**Tierney, S**; Kislov, R and Deaton C (2014) A qualitative study of a primary-care based intervention to improve the management of patients with heart failure: the dynamic relationship between facilitation and context. *BMC Family Practice*, 15:153.

**Tutton, L** and Langstaff, D (2014) Chapter7 - Reflections on Isobel Menzies Lyth in light of developments in nursing care. Armstrong D. Rustin M. *Social Defences against Anxiety: Explorations in the Paradigm*, Kanoc 111-123

Willett, K; Keene, D; Morgan, L; Gray, B; Handley, R; Chesser, T; Pallister, L; **Tutton, E**; Knox, C; Lall, R; Briggs, A and Lamb, S. (2014) Ankle Injury Management (AIM): design of a pragmatic multi-centre equivalence randomised controlled trial comparing Close Contact Casting (CCC) to Open surgical Reduction and Internal Fixation (ORIF) in the treatment of unstable ankle fractures in patients over 60 years. *BMC Musculoskeletal Disorders* 15:79 doi:10.1186/1471-2474-15-79

## Theme C - Patient Reported Outcomes

### Published/In Press

#### 2015

Bossaert, L; Perkins, GD; Askitopoulou, H; Raffay, V; Greif, R; **Haywood, KL**; Mentzelopoulos, SD; Nolan, JP; Van de Voorde, P and Xanthos T (2015) The Ethics of Resuscitation and End-of-Life Decisions. ERC Guidelines on Resuscitation, *Resuscitation*.

Griffiths, F; Mason, V; Boardman, F; Dennick, K and **Haywood, KL** (2015) Evaluating recovery following hip fracture: a qualitative interview study of what is important to patients. *BMJ Open*. **6:5**(1):e005406.

**Haywood, KL**; Brett, J; Salek, S; Marlett, N; Penman, C; Shklarov, S; Norris, C; Santana, MJ and **Staniszewska, S** (2015) Patient and public engagement in health-related quality of life and patient-reported outcomes research: what is important and why should we care? Findings from the first ISOQOL patient engagement symposium. *Qual Life Res* **24**(5):1069-76. doi: 10.1007/s11136-014-0796-3.

Kyte, D; Reeve, BB; Efficace, F; **Haywood, KL**; Mercieca-Bebber, R; King, MT; Norquist, JM; Lenderking, WR; Snyder, C; Ring, L; Velikova, G and Calvert, M (2015) International Society for Quality of Life Research commentary on the draft European Medicines Agency reflection paper on the use of patient-reported outcome (PRO) measures in oncology studies. *Qual Life Res*

Mars, T; Ellard, DR; Antrobus, JH; Cairns, M; Underwood, M; **Haywood, KL**; Keohane, S; Sandhu, H and Griffiths, F (2015) Intraarticular Facet Injections for Low Back Pain: Design Considerations, Consensus Methodology to Develop the Protocol for a Randomized Controlled Trial. *Pain Physician* **18**(5):473-93.

McClean, S; Holden, M; Potia, T; Gee, M; Mallett, R; Bhanbhro, S and **Haywood, KL** (2015) Quality and acceptability of measures of exercise adherence in musculoskeletal settings: a systematic review. *Rheumatology (Oxford)*

Mentzelopoulos, SD; Bossaert, L; Raffay, V; Askitopoulou, H; Perkins, GD; Greif, R; **Haywood, KL**; Nolan, JP; Van de Voorde, P and Xanthos, T (2015) A Survey Of Ethical Resuscitation Practices In 32 European Countries. *Resuscitation*.

Parslow, R; Patel, A; Beasant, L; **Haywood, KL**; Johnson, D and Crawley, E (2015) Aspects of life and well-being that matter to children and young people with CFS/ME: A conceptual model. *Archives of Disease in Childhood*. pii: archdischild-2015-308831. doi: 10.1136/archdischild-2015-308831. [Epub ahead of print] PMID: 26453575

Whitehead, L; Perkins, GD; Clarey, A and **Haywood, KL** (2015) A systematic review of the outcomes reported in cardiac arrest clinical trials: The need for a core outcome set. *Resuscitation*. **88**:150-7. doi: 10.1016/j.resuscitation.2014.11.013

#### 2014

**Haywood, KL**; Collin, SM and Crawley, E (2014) Assessing severity of illness and outcomes of treatment in children with Chronic Fatigue Syndrome/Myalgic Encephalomyelitis (CFS/ME): a systematic review of patient-reported outcome measures (PROMs). *Child Care Health Dev*. doi: 10.1111/cch.12135

**Haywood, KL**; Griffin, XL; Achten, J and Costa ML on behalf of the WHiTE Study Group (2014) Developing a core outcome set for hip fracture trials. *Bone and Joint Journal* **96-B**(8):1016-23.

**Haywood, KL**; Packham, JC and Jordan, KP (2014) Assessing fatigue in Ankylosing Spondylitis: the importance of frequency and severity. *Rheumatology (Oxford)* **53**(3):552-6

**Haywood, KL**; Whitehead, L and Perkins, GD (2014) The psychosocial outcomes of cardiac arrest: relevant and robust patient-centred assessment is essential. *Resuscitation* **85**(6):718-9

Holden, MA; **Haywood, KL**; Potia, TA; Gee, M and McClean, S (2014) Recommendations for exercise adherence measures in musculoskeletal settings: a systematic review and consensus meeting (protocol). *Syst Rev* **10**:3:10.



Parsons, N; Griffin, XL; Achten, J and Costa, ML (on behalf of the **WHITE study group**) (2014) Outcome assessment after hip fracture: is EQ-5D the answer? *Bone Joint Res.* 19(3):69-75

## Theme D - Translating Knowledge into Practice

### Published/In Press

#### 2015

Eldh, AC; van der Zijpp, T; McMullan, C; McCormack, B; **Seers, K** and Rycroft-Malone, J (2015) I have the world's best job' - staff experience of the advantages of caring for older people *Scandinavian Journal of Caring Sciences* doi: 10.1111/scs.12256

**Mockford, C**; Fritz, Z; George, R; Grove, A; Court, R; Field, R; Clarke, B and Perkins, G (2015) Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) orders: a systematic review of the barriers and facilitators of decision-making and implementations. *Resuscitation* 88: 99-113

Moore, RA; Wiffen, PJ; Eccleston, C; Derry, S; Baron, R; Bell, RF; Furlan, AD; Gilron, I; Haroutounian, S; Katz, NP; Lipman, AG; Morley, S; Peloso, PM; Quessy, SN; **Seers, K**; Strassels, SA and Straube, S (2015) Systematic review of enriched enrolment, randomised withdrawal trial designs in chronic pain: a new framework for design and reporting. *Pain* 156, 1382-1395

Perkins, GD; Griffiths, F; Slowther, AM; George, R; Fritz, Z; Satherley, P; Williams, B; Waugh, N; Cooke, M; Chambers, S; **Mockford, C**; Freeman, K; Grove, A; Field, R; Owen, S; Clarke, B and Court, R (2015) Do not attempt cardiopulmonary resuscitation (DNACPR) decisions: evidence synthesis. *NIHR Journals Library Publications*

Toye F, **Seers K**, Allcock N, Briggs MI, Carr EC, Barker, K. (2015) A synthesis of qualitative research exploring the barriers to staying in work with chronic musculoskeletal pain. *Disability and Rehabilitation*. doi:10.3109/09638288.2015.1049377

Van der Zijpp TJ, Niessen T, Eldh A, Hawkes C, McMullan C, **Mockford C**, Wallin L, McCormack B, Rycroft-Malone J and **Seers K**. (2015) Using metaphors to illustrate the interaction between managerial leaders and facilitators when implementing research evidence. *Worldviews on Evidence-Based Nursing* [In Press]

#### 2014

**Seers, K** (2014) Qualitative systematic reviews: their relevance to our understanding of research relevant to pain. *British Journal of Pain* 9(1):36-40 doi: 10.1177/2049463714549777.

Toye, F., **Seers, K.**, Barker, K. (2014) A meta-ethnography of patients' experiences of chronic pelvic pain: struggling to construct chronic pelvic pain as 'real'. *Journal of Advanced Nursing*. 70(12):2713-2727

Toye, F., **Seers, K.**, Allcock, N., Briggs, M., Carr, E and Barker, K. (2014) Meta-ethnography 25 years on: challenges and insights for synthesising a large number of qualitative studies. *BMC Medical Research Methodology* 14:80; doi:10.1186/1471-2288-14-80



## Current Research Grants August 2014-July 2015

Funder/Topic/PI	Amount	Co- investigators	Dates (start date and number of months)	Notes
NHS England Supervisory Ward Sister Study II PI Seers	£73,000	Watterson and Currie, Tutton and Staniszewska	March 2015-31 <sup>st</sup> October 2015	
NHS Grampian Endowment Research Fund Developing a questionnaire to determine the prevalence of disease flares in ankylosing spondylitis PI Gareth Jones (Aberdeen)	Submitted February 2014 £11,066.00	Haywood (contributing re patient experiences of AS flares), McFarlane et al	1/8/2014-1/2/2016	Nil funding to co-investigators. Pilot work, from which to develop something larger.
NIHR Programme Grant for Applied Health Research Chronic Headache Education and Self-management Study (CHESS) PI: Martin Underwood WMS	Oct 2013 £1,999,976 Funding to RCNRI KH 3% (£5112.50)	<b>Haywood</b> co-applicant Total 12 co-apps.	5/1/2015-4/1/2020	Funded Summer 2014.
NIHR Collaborations for Leadership in Applied Health Research & Care (CLAHRCs). "CLAHRCs are collaborative partnerships between a university and the surrounding NHS organisations, focused on improving patient outcomes through the conduct and application of applied health research". PIs: Lilford & Currie	£10 million  SS 0.15, KS paid from matched funding	Large team, at WMS lead by Clarke & at WBS by Currie. Seers, Staniszewska et al	January 2014 for 5 years. End date 31 <sup>st</sup> December 2018.	SS co-lead PPI theme. KS CI on implementation theme
NIHR Research for Patient Benefit Carer and patient-led development of recommendations for people with dementia returning home from hospital: understanding what is important. (SHARED) PI: Mockford	£238,621	<b>Seers, Staniszewska, Oyebode, Suleman</b> (patient), Clarke (patient), Pickett- (replaced by Matt Murray, Alzheimer's Soc)	1 <sup>st</sup> January 2014 24 months.	
NIHR HS&RD Absorptive Capacity Improving the Absorptive Capacity (ACAP) of Commissioning Networks for Critical Review of Evidence to Reduce Unplanned Elderly Care Admissions into Acute Hospitals PI Currie WBS	£464,054 5.45% time for SS @80%= £15,409 to RCN RI	Richard Lilford, <b>Sophie Staniszewska</b> , Tina Kiefer, Sabi Redwood (Uob'ham)	1 <sup>st</sup> September 2013 - 31 <sup>st</sup> August 2016	
Wound management in lower limb injury. (WOLLF) NIHR HTA A RCT of standard-of-care wound management versus negative pressure wound therapy in the treatment of adult patients with open fracture of the lower limb. PI: Costa (WMS)	Submitted April 2011  2.4 million, qual aspect 25K	Costa, Acten, Lamb, Willett, Stavros, Gates, Griffin, Tutton. <b>Tutton</b> qual element of feasibility study 0.2 FTE.	5 years. qualitative study 18 months -, £13,183 plus on costs, 1 day a week. Started July 2012 for 18 months.	Started July 2012 in Coventry, October 2012 in Oxford site.

Economic and Social Research Council Seminar Series Nursing and Social Science To consider what social science perspectives can contribute to nurse education. Warwick seminar on the importance of culture to nursing July 15th 2014	£20,585 £3,403 to RCN RI)	Atherton, <b>Seers</b> , Roberts, Haw, Timmons, Kyle	2.5 years January 2014-July 2016	Website running, 5/6 seminars completed, final seminar London April 2016.
DH Policy Programme Infectious diseases modelling (Life Sciences and Mathematics). Infectious Disease Dynamic Modelling in Health Protection PI: Matt Keeling	1,225,176 5% SS time £25,800	Sophie Staniszewska	1 <sup>st</sup> June 2013 for 60 months	
RCN Ward sister supervisory study (I) REWARDS study PI: <b>Seers</b>	9,500 Plus RCN staff time for collecting data Plus 2,250	Watterson, Currie	November 2013 for 18 months	Pre larger externally funded study





## RCNRI Staff - Conferences Attended and Papers 1 August 2014 - 31 July 2015

Date	Conference Title	Attendees
Sep 2014	Axial Spondyloarthritis Annual Conference, Birmingham	Kirstie Haywood
Sep 2014	Patient experience of traumatic Injury; RCN Society of Orthopaedic and Trauma Nursing International Conference and Exhibition, Brighton <ul style="list-style-type: none"> <li>Poster: Riding the waves: current trends in orthopaedic and trauma care</li> </ul>	Liz Tutton
Sep 2014	Alzheimer's Society Day Conference on Prevalence and Cost of Dementia	Carole Mockford
Oct 2014	ISOQOL 21st Conference, Berlin	Kirstie Haywood
Oct 2014	Hallpike Symposium, London ( <i>Organised by the British Association of Audiovestibular Physicians</i> ) <ul style="list-style-type: none"> <li>Presentation: Living with otitis media with effusion: Views of children with cleft palate and their parents</li> </ul>	Stephanie Tierney
Nov 2014	Book Launch Seminar - Tavistock and Portman NHS Foundation Trust, London <ul style="list-style-type: none"> <li>Reflections on Isobel Menzies Lyth in light of developments in nursing care (p11-123) in Armstrong D. Rustin M. Social Defences against Anxiety: Explorations in the Paradigm</li> </ul>	Liz Tutton
Nov 2014	INVOLVE Conference, Birmingham <ul style="list-style-type: none"> <li>RAPPORT: The importance of relationships</li> <li>Poster: Involving young people with a cleft in research - Stronger together: Collective endeavours of a cleft and research organisation to promote the role of young people affected by a cleft in research</li> </ul>	Sophie Staniszewska Stephanie Tierney
Nov 2014	Newcastle Biomedical Research Unit, Newcastle <ul style="list-style-type: none"> <li>Integration through collaboration</li> </ul>	Sophie Staniszewska
Dec 2014	Division of Clinical Psychology Annual Conference, Glasgow <ul style="list-style-type: none"> <li>Symposium: There's more to it than weight and food: The emotional aspects of eating disorders</li> </ul>	Stephanie Tierney
Jan 2015	Celebrating Trauma Research in the Thames Valley, Reading <ul style="list-style-type: none"> <li>Open fracture of the lower limb: patients experience whilst in acute care.</li> </ul>	Liz Tutton
Apr 2015	BSR / BHPR Rheumatology, Manchester <ul style="list-style-type: none"> <li>Invited session chair.</li> </ul>	Kirstie Haywood

Apr 2015	<p>Complex Interventions Conference, Warwick Clinical Trials Unit</p> <ul style="list-style-type: none"> <li>• Presentation: Outcomes in Complex Intervention Trials.</li> </ul>	Kate Seers Kirstie Haywood
Apr 2015	<p>RCN International Research Conference, Nottingham</p> <ul style="list-style-type: none"> <li>• Presentation: Valuing Patient and Public Involvement (PPI) in Patient-Reported Outcomes (PRO) Research: an international PPI Café.</li> <li>• EURECA Symposium</li> <li>• Open fracture of the lower limb: patients experience whilst in acute care</li> <li>• Presentation: Late diagnosis of cleft palate: The role of specialist cleft nurses as ‘rescuers’</li> </ul>	Sophie Staniszewska Kirstie Haywood Liz Tutton Carole Mockford Stephanie Tierney
Apr 2015	<p>British Pain Society Meeting, Glasgow</p> <ul style="list-style-type: none"> <li>• Poster: Can qualitative research films be useful in pain education?</li> </ul>	Kate Seers
May 2015	<p>COMET V, Calgary</p> <ul style="list-style-type: none"> <li>• Poster: “Getting back to normal”: using patients’ lived experience to inform a core outcome set for cardiac arrest clinical trials.</li> </ul>	Kirstie Haywood
May 2015	<p>International Nurses Day, Oxford University NHS Trust</p> <ul style="list-style-type: none"> <li>• Understanding and using patient experience to deliver best practice</li> <li>• Open fracture of the lower limb: patients experience whilst in acute care</li> </ul>	Kate Seers ( <i>Invited Key Speaker</i> ) Liz Tutton
Jun 2015	<p>Post-Resuscitation Care Conference - Lund, Sweden</p>	Kirstie Haywood
Jun 2015	<p>Invited Working Group: ‘The Value of Health: Healthcare Outcomes as Drivers for Sustainable Health Systems’ (FIPRA funded). Brussels, Belgium.</p> <ul style="list-style-type: none"> <li>• Linked with RCN International Policy Unit</li> </ul>	Kirstie Haywood
Jun 2015	<p>Health Technology Assessment International (HTAi) Conference, Oslo</p> <ul style="list-style-type: none"> <li>• Opening Plenary - Producing HTA knowledge in the C21st century: What, when and how</li> <li>• GRIPP 2: Developing international consensus on the reporting of patient and public involvement in HTA</li> <li>• Effective patient and public involvement in HTA and the importance of good relationships: Findings from the RAPPORt study (Research with Patient and Public Involvement: a Realist Evaluation ): a national evaluation of health research with patient and public involvement</li> </ul>	Sophie Staniszewska

## Health Sciences Division Seminars 2014/2015

<b>Date</b>	<b>Speaker</b>	<b>Title</b>
16 Oct 14	Professor Mike Lean University of Glasgow	<b>Type 2 diabetes: Squeezing out the pips!</b>
23 Oct 14	Professor Richard Lilford University of Warwick	<b>Health economics of service delivery interventions: not the same thing as health technology assessment</b>
29 Oct 14	Ms Veronica Littlewood University of Warwick	<b>ESRC Impact</b>
6 Nov 14	Professor Paolo Vineis Imperial College, London	<b>Aristotle, practical wisdom and evidence reviews</b>
13 Nov 14	Professor Mark Exworthy Birmingham University	<b>Health inequalities in general practice</b>
4 Dec 14	Professor Simon Capewell University of Liverpool	<b>IMPACT and Food Policy modelling</b>
11 Dec 14	Professor Kate Seers University of Warwick	<b>FIRE Study - Facilitating the Implementation of Research Evidence</b>
8 Jan 15	Associate Professor Stefan Hjorleifsson University of Bergen, Norway	<b>The medicalization of sadness</b>
15 Jan 15	Professor Frances Griffiths University of Warwick	<b>Complexity and health care</b>
22 Jan 15	Professor Tom Sorell University of Warwick	<b>Do Care robots make an advance on telecare? Presence, integration and empathy</b>
29 Jan 15	Marianne Geleijnse Wageningen University, The Netherlands	<b>Salt and population health</b>
12 Feb 15	Farah Seedat University of Warwick  Mariana Dyakove University of Warwick	<b>International Systems &amp; Policy - Making Processes for Health Screening</b>  <b>WHO European Healthy Cities - Evaluation of Phase V</b>
26 Feb 15	Norman Waugh University of Warwick	<b>Screening for diabetes, and detecting latent</b>
5 Mar 15	Professor Chris Millett Imperial College London	<b>Tobacco control in India</b>
12 Mar 15	Professor Charles Abraham University of Exeter	<b>A Systematic Approach to Behaviour - Change Intervention Design and Evaluation</b>



19 Mar 15	Dr Paul Sutcliffe University of Warwick	<b>Update from Warwick Evidence</b>
23 Apr 15	Dr Celia Taylor University of Warwick	<b>Economic evaluation of Liaison and Diversion services in England: Bayesian methodology</b>
30 Apr 15	Associate Professor Jane Warwick University of Warwick	<b>How to work with the CTU</b>
4 Jun 15	Robert Eyre Ed Hill Prof Frances Griffiths University of Warwick	<b>Social contagion over adolescent friendship networks</b>
11 Jun 15	Professor Noel McCarthy University of Warwick	<b>Communicable disease control evidence and epidemiology - what we do and how we (hope to) fit at Warwick</b>
25 Jun 15	Dr Jo Fleming University of Warwick  Dr Raquel Nunes University of Warwick	<b>An evaluation of 'Families for Health' for the treatment of childhood obesity: a randomised controlled trial.</b>  <b>Taking it to the extremes: the role of assets in health vulnerability, resilience and adaptation to extreme temperatures</b>
2 Jul 15	Dr Yen-Fu Chen Warwick University	<b>Publication bias in health services and delivery research</b>
9 Jul 15	Dr Carol Mockford University of Warwick	<b>A study SHARED - an acronym and real experience</b>



**RCN RI Journal Club Papers - 2014/2015**

Date	Title
2 Oct 14	Trickett, RW; Mudge, E; Price, P and Pallister, P. (2012) A qualitative approach to recovery after open tibial fracture: The road to a novel, patient-derived recovery scale. <i>Injury, Int. J. Care Injured</i> <b>43</b> 1071-1078
6 Nov 14	Allen, D. (2014) Re-conceptualising holism in the contemporary nursing mandate: From individual to organisational relationships. <i>Social Science &amp; Medicine</i> <b>119</b> 131-138
4 Dec 14	Work in Progress: Ankle Injury Management Findings
5 Feb 15	Francis, JJ; Johnston, M; Robertson, C; Glidewell, L; Entwistle, V; Eccles, MP and Grimshaw, JM. (2010) What is an adequate sample size? Operationalising data saturation for theory-based interview studies. <i>Psychology &amp; Health</i> , <b>25:10</b> , 1229-1245 doi: <a href="https://doi.org/10.1080/08870440903194015">10.1080/08870440903194015</a>
5 Mar 15	Bauer, M; Fetherstonhaugh, D; Tarzia, L; Nay, R and Beattie, E. (2014) Supporting residents' expression of sexuality: the initial construction of a sexuality assessment tool for residential aged care facilities. <i>BMC Geriatrics</i> <b>14:82</b>
7 May 15	Lown, BA; Muncer, SJ; Chadwick, R. (2015) Can Compassionate Healthcare Be Measured? The Schwartz Centre Compassionate Care Scale. <i>Patient Education and Counselling</i> doi: <a href="https://doi.org/10.1016/j.pec.2015.03.019">10.1016/j.pec.2015.03.019</a>
4 Jun 15	Iedema, R; Allen, S; Britton, K and Gallagher, TH. (2012) What do patients and relatives know about problems and failures in care? <i>BMJ Qual Saf</i> <b>21</b> : 198-205 originally published online December 16, 2011 doi: <a href="https://doi.org/10.1136/bmjqs-2011-000100">10.1136/bmjqs-2011-000100</a>

## Peer Esteem 2014/2015

### Kirstie Haywood

- Value in Health: Healthcare Outcomes as a Driver for Sustainable Health Systems. Brussels, Belgium. Invited workshop participant and contributor to report (*in development*). 2015-
- European Resuscitation Council (ERC) European Survey of Resuscitation Practice: 2015
- ERC Resuscitation Guidelines 2015 Update: invited writing group member (Ethics chapter)
- Australian Resuscitation Outcomes Consortium (Aus-ROC). Invited international collaborator (Summer 2015): Outcomes after out-of-hospital cardiac arrest: What is the recovery trajectory and how and when do we measure quality of life in survivors? NHMRC Project Grant. 2015-
- ERC European Registry for Cardiac Arrest (EuReCa) working group 2013-to date.
- International Society for Quality of Life Research (ISOQoL). Trials Methodology Task Force (from 2013): output during 2015 includes response to EMA reflection paper on the use of PROs in oncology trials (EMA/CHMP/292464/2014).
- ISOQOL: Scholarships and Awards Committee member. 2015-
- ISOQOL: Co-Chair Clinical Practice Special Interest Group, 2011-2014.
- ISOQOL: Founding member of the Patient Engagement Special Interest Group. 2013-to date.
- ISPOR (International Society for Pharmacological Outcomes Research). Milan, Italy. Invited panellist: TITLE: PROs and Beyond: Are They More Fit For Purpose To Improve Health Care Policy And Practice In The Us Or The Eu? 2015
- European Resuscitation Council (ERC) - Annual Congress. Resuscitation: The Guidelines Conference. Prague, Czech Republic. Plenary. TITLE: Cardiac Arrest: Which outcomes are important? 2015
- Post Resuscitation Care - Annual conference. Plenary. TITLE: Measuring Outcomes in Cardiac Arrest Survivors: What, Why and How? Lund, Sweden. June 2015
- COSCA (Core Outcome Set - Cardiac Arrest): chief investigator for an international expert consensus meeting (health professionals, researchers, patients and partners). Prague. 2015
- COSMIN (COnsensus-based Standards for the selection of health Measurement Instruments) invited expert participant in Delphi survey to develop quality standards for PROM evaluation. 2015
- Invited Chair and Leader of poster tour: ERC - Annual Congress. Prague, Czech Republic. 2015
- ISOQOL Annual Conference. Berlin, Germany: Lead for Patient Engagement Symposium: 2014. Patient and Public Engagement (PE) Café II: Towards a model of Patient Engagement (PE) for ISOQOL.
- Invited Chair and Leader of poster tour. ERC - Annual Meeting. Bilbao, Spain. 2014
- Invited faculty member, European Resuscitation Council Annual Conferences: 2015, 2014, 2013.
- Invited faculty member, Postresuscitation Care conference. Lund University, Sweden. June 2015.
- A Realist Evaluation of the PROMs Programme (NIHR funded). *PI: Dr Joanne Greenhalgh. 2013-*
- Arthritis Research UK Musculoskeletal-PROM initiative. *PI: Dr Jonathan Hill, Keele. 2012-*
- Royal College of Nursing (RCN) - Future Nurse Future Workforce project group. 2010 -
- Invited Chair: British Society of Rheumatology / British Health Professionals in Rheumatology (BSR/BHPR)) Annual Conference. Manchester. England. April 2015

### Carole Mockford

- Member of Society of Social Medicine and the British Psychological Society

### Kate Seers

- NIHR Health Services Research and Development Commissioning Board 2009-2014, reappointed 2014-2018
- Invited member of Scientific Programme Committee for British Pain Society Annual Scientific Meeting 2013 and 2014
- Invited Chair of Scientific Programme Committee for British Pain Society Annual Scientific Meeting 2015-2017
- PhD external examiner x 3
- Feedback editor for Cochrane Pain, Palliative & Supportive Care Group (PaPaS) 2009-
- Mentor for Academy of Nursing, Midwifery and Health Visiting 2009-



- Barbers' Company Clinical Nursing Scholarship - shortlisting and interview candidates from 1995-
- Elected member of Warwick Medical School Faculty Board
- Deputy Head of Division (Research)
- Member Board of Faculty Social Sciences
- Senate - Member
- Invited to give Distinguished Lecture Series OBU (Public Lecture)
- External Assessor Professorship University of Bangor
- External Assessor Promotion to Senior Scientist, Sick Kids Hospital, Toronto, Canada
- External Assessor Professional Tenure, University of Toronto
- Higher Doctorate: External Assessor University of Cambridge
- External Advisor to NICE Endorsement Programme 2014 -
- Member of Professional Advisory Committee to RCN 2015-

### **Sophie Staniszewska**

- Member of REF 2014 Panel 2 Public Health, Health Services and Primary Care 2012-2014
- Vice-chair of NIHR Breaking Boundaries Review of Patient and Public Involvement 2013-2014
- Expert member of the National Quality Board Patient Experience Sub-group 2013-2104
- Invited member of the DH Procurement of NIHR INVOLVE contract 2014 - 2015.
- Chair of NICE Patient Experience Evidence Update 2014
- Invited member of Health Technology Assessment International (HTAi) Citizen and Patient Involvement Group Steering Group, 2009-ongoing
- Member of RCN Task and finish group on patient and public involvement in Nursing Directorate, RCN 2-14- ongoing
- Invited member of Research Strategy Group, Warwick Medical School
- Co-chair of Methods and Impact Sub-Group of Health Technology Assessment International (HTAi) Citizen and Patient Involvement Group 2010-ongoing
- Member of Patient and Public Involvement Reference Group, NIHR Evaluation, Trials and Studies Coordinating Centre (NETSCC) 2012-2016
- Invited lead for PPI Research Theme, CLAHRC WM 2014- ongoing.
- Associate member of INVOLVE, 2012 - ongoing
- Member of INVOLVE CLAHRC PPI Leads Group 2014 - ongoing
- Member of PILAR - A west midlands consortium of all groups working in PPI 2014 - ongoing
- Invited member of NICE Internal Methodology Research Committee 2011 - ongoing
- PhD internal examiner University of Warwick - 2012 - ongoing
- Editorial Board Committee member of International Journal for Quality in Health care
- Editorial Board member The Patient: Patient Centred Outcomes Research
- Editorial Board member of the Patient Experiences Journal, Beryl Institute
- Associate member of Health Services Research and Development Board
- Invited speaker at NICE Annual Conference, 2014.
- Invited speaker for HealthCare Events Conferences on Patient Experiences (May 2013)
- Advisory group member of NIHR/INVOLVE funded study - a realist evaluation of PPI. (Lead: Prof David Evans, UWE)
- Advisory Group member of Healthtalkonline study on the experiences of patient and public involvement in research, University of Oxford, 2012-2014
- Advisor to EUPATI (European Patients' Academy on Therapeutic Innovation)
- Warwick Medical School representative on Public Engagement Steering Group, led by Professor Stuart Croft, Provost of Warwick University.
- Invited member of McMaster University Strengthening Public and Patient Engagement in Health Technology Assessment Policy Forum Round table in Ontario, May 2014

- Invited member of INVOLVE Taking stock of the evidence base for the impact of public involvement in research: An invoNET round table discussion, March 2014.  
<http://www.invo.org.uk/posttypepublication/taking-stock-of-the-evidence-base-for-the-impact-of-public-involvement-in-research1an-invo-net-round-table-discussion>
- Invited member of panel for national meeting of public involvement leads from across the National Institute for Health Research (NIHR) and Academic Health Science Network (AHSN), July 2014.  
<http://www.invo.org.uk/posttypepublication/report-from-public-involvement-leads-meeting>
- Invited contributor to All Party Parliamentary Group on global health, HIV/Aids, population development and reproductive health, global TB and patient and public involvement in health and social care. “Patient empowerment: for better quality, more sustainable health services globally.” London, House of Commons, May 2014.

### **Stephanie Tierney**

- Invited to speak at Addenbrooke’s Hospital about compassionate care (August 2015).
- External examiner for a Clinical Psychology Doctorate viva at Lancaster University (July 2015).
- Editorial Board for the Journal of Compassionate Health Care (since March 2015).
- Organiser of the Qualitative and Mixed Methods Interest Group at the University of Warwick (since February 2015).
- Invited to speak to audiologists (Hallpike symposium) about research on children’s experiences of treatment for otitis media with effusion (October 2014).

### **Liz Tutton**

- International Advisory Board Journal of Orthopaedic and Trauma Nursing from July 2009
- Advisory Group for Type 2 Diabetes and delivery of compassionate care led by Dr Alison Tierney 2014-16
- Advisory Group for Experiences of Health and Social Care Services after hospital discharge for people with Dementia and Carers led by Dr Carole Mockford. RfPB 2013-15.
- Advisory Group. REWARDSS The supervisory Ward Sister/Team Leader Project, RCN, RCNRI Research 2013-14.



## Staff Development 2014/15

### Dr Kirstie Haywood

- Creativity Workshop
- RCNRI “Away Day” (Strategy)
- Academic Writing Workshop
- International Society of Quality of Life Research (ISOQOL) Annual Conference and workshops
- European Resuscitation Council, Annual meeting and conference
- Post-resuscitation Care Conference
- UK Collaboration Chronic Fatigue/ME Research Consortium meeting

### Paul Kent

- Understanding Impact Presentation
- RCNRI “Away Day” (Strategy)

### Dr Carole Mockford

- Understanding Impact Presentation
- Creativity Workshop
- Grant Writing Workshop
- Mentee Workshop
- NIHR researcher Workshop
- Advanced Endnote demonstration
- Academic Writing Workshop
- RCNRI “Away Day” (Strategy)

### Claire New

- Understanding Impact Presentation
- Preparing to Manage Workshop

### Prof Kate Seers

- Understanding Impact Presentation
- Creativity Workshop
- Grant Writing Workshop
- RCNRI “Away Day” (Strategy)
- Academic Writing Workshop
- Clinical Trials of Complex Interventions Workshop
- Generative Leadership
- Mentoring Training
- Interpretative Phenomenological Analysis Workshop
- Engaging with reflexivity doing IPA

### Dr Sophie Staniszewska

- Understanding Impact Presentation
- Creativity Workshop
- Grant Writing workshop
- RCNRI “Away Day” (Strategy)
- Academic Writing Workshop
- Good Clinical Practice Refresher Training

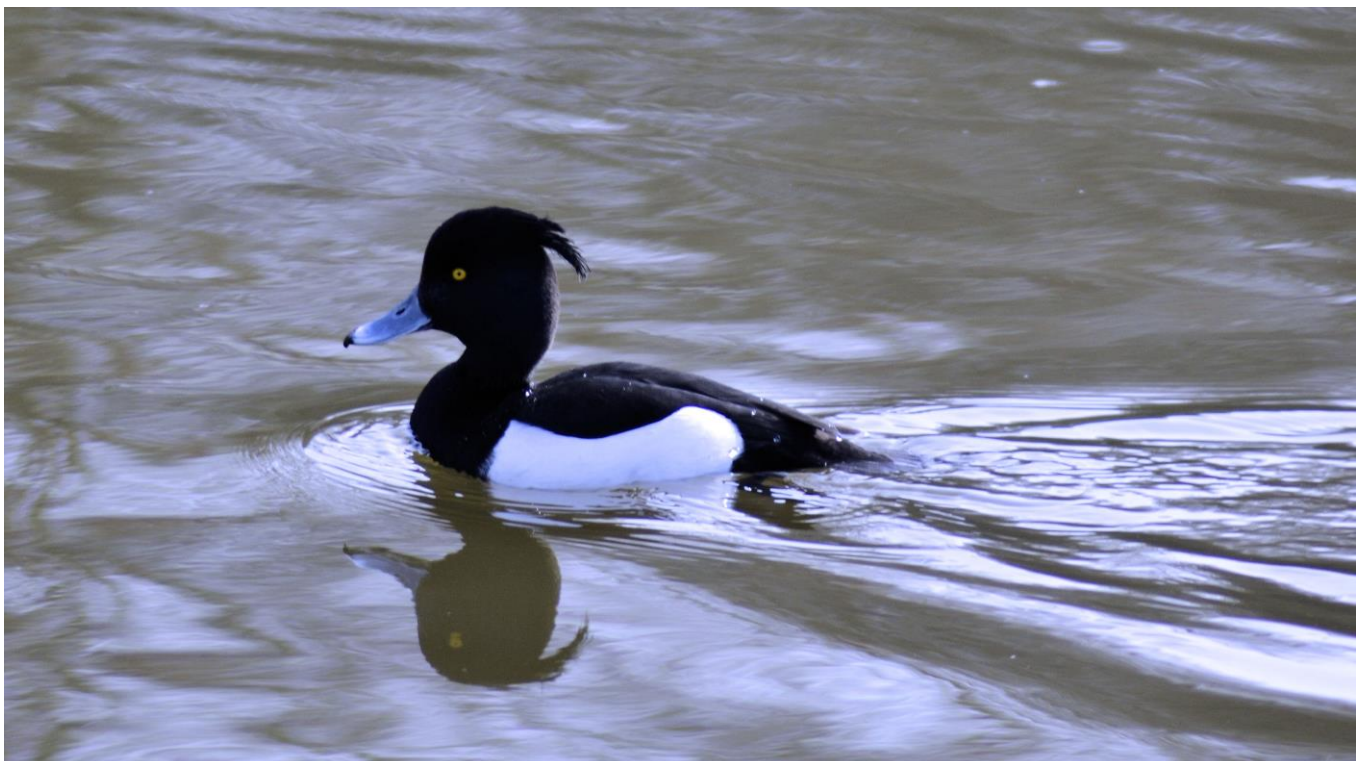


**Dr Stephanie Tierney**

- Understanding Impact Presentation
- Creativity Workshop
- Using Endnote
- Digital Tools for Researchers
- NVIVO - Working with Data
- Evidence Synthesis
- Collaborative Writing Workshop
- RCNRI “Away Day” (Strategy)
- Academic Writing Workshop

**Dr Liz Tutton**

- Understanding Impact Presentation
- Creativity Workshop
- Grant Writing Workshop
- RCNRI “Away Day” (Strategy)
- Change Management and Innovation in the NHS
- Understanding and Using Experience: Knowledge Exchange Workshop
- Voices of Experience: reflections on four decades of woman’s health research
- Advanced Endnote Training
- Publisher software training
- NIHR Trials in Musculoskeletal Trauma Annual Meeting
- The Front Line Research Workforce: Career Development and Support Needs
- NIHR Workshop on Multi-morbidities in Older People
- Revisiting Trauma Nursing Workshop
- 2014 Nursing Research Summit
- The Particular Niche of Narrative Bioethics
- Mentoring Workshop
- Good Clinical Practice Refresher Training



## **CONSTITUTION**

### **Joint Advisory Board** **Royal College of Nursing Research Institute (RCN RI)** **Warwick Medical School** **University of Warwick**

#### **The Royal College of Nursing Research Institute (RCN RI)**

The RCN RI was formerly the Research Team at the Royal College of Nursing Institute from 1996-2007. When the RCN wished to develop a strategic alliance with another Higher Education Institute to enhance its ability to deliver high quality research, the University of Warwick was successful in its bid to be the RCN's strategic alliance partner for research. The RCN RI has been a Research Institute at the University of Warwick since 1<sup>st</sup> August 2007, moving to be based within Warwick Medical School on 1 February 2013.

#### **Aims of the RCN Research Institute**

The RCN RI is committed to staying at the leading edge of research in our specialist areas via national and international inter-disciplinary collaboration. Specifically we aim to:

1. Produce high quality research that improves patient care and impacts on policy.
2. Increase research capacity within nursing by providing high quality research training.
3. Contribute towards the RCN delivering on its strategic objectives.

#### **Constitution of the RCN RI Joint Advisory Board**

1. To advise the University, the Royal College of Nursing and the Director RCN RI on strategic planning and direction.
2. To advise on the academic plans of the RCN RI, including scope and range.
3. To review objectives and progress against objectives.
4. To monitor the strategic alliance agreement between University of Warwick and the Royal College of Nursing, and discuss and recommend any variations and developments.
5. To ensure sound financial governance of RCN RI by receiving and commenting on financial statements.
6. To receive and review an Annual Report.
7. To monitor the quality of PhD student experience.

#### **Membership of Joint Advisory Board**

1. Two members from University of Warwick.
2. Two staff members from the Royal College of Nursing.
3. Two members of the Royal College of Nursing, to be appointed by the RCN Nursing Practice and Policy Committee.
4. Two external members with expertise in directing research centres
5. Two user/patient members.
6. Two members working in health care.
7. Director of RCN RI.
8. Head of the Health Sciences Division or nominee
9. One staff member from RCN RI.

Additional members can be co-opted to provide specialist advice as agreed upon by the University, the RCN and the RCN RI.

The Joint Advisory Board will be supported administratively by the PA to the Director RCN RI.

### **Working Methods**

1. The Joint Advisory Board will meet at least annually.
2. All matters relating to the Joint Advisory Board will be treated as confidential.
3. Electronic or written communication may be used between Joint Advisory Board meetings.
4. All members will have equal standing on the group.
5. Term of office for members other than of the University or RCN is three years, renewable for one additional three year period.
6. The Joint Advisory Board will be chaired by an external member.
7. Conflicts of Interest will be declared and recorded.
8. A minimum of five members, which must include one member of the University and one staff member of the RCN must be present for a meeting to be quorate. Decisions relating to the approval of the Work Programme and Annual Report can only be made if a representative from both the RCN and the University vote in favour
9. If a Joint Advisory Board member is not present at three consecutive meetings, a new Joint Advisory Board member may be considered by the Chair and the Director of the RCN RI. It is expected that the member will normally attend, but they can send a fully briefed representative where this is unavoidable.
10. The experience and involvement of users and the impact of that involvement will be monitored.

As updated 13.11.13 JAB



