'COMPLETING THE FEEDBACK CYCLE' NEWSLETTER

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About the study

Service Users and PPI representatives often remark on the lack of feedback they get from researchers (following the comments they provide). This research hopes to find out what and how much feedback is given and identify enablers and barriers to feedback.

This research hopes to improve this feedback cycle between researcher and PPI representative by co-designing and testing a feedback tool

1. Progress to date:

Survey (electronic & paper): 69 PPI Representatives filled in the survey (approx. 30% response rate) **39** Researchers filled in the survey

Interviews: 5 PPI Representative interviews completed (two carried out by a PPI co-researcher) 6 PPI Leads & 2 Researchers

Data Analysis

2. Audit Meeting: 18th July 2016

We had a very productive meeting in Cambridge to discuss study progress attended by 8 PPI representatives and 5 PPI leads from the East of England.

Morning: we looked at the open question survey replies (see photos):

What do you think is good Feedback?

Afternoon: we looked at how to collect data (audit) on the numbers of requests each PPI group or PPI individual receives, how many receive feedback and the quality of feedback.

Next Meeting: November 2016.

Thank you once again to everyone involved so far!

3. Initial Results from Survey and Interviews

'Feedback' has many meanings

"just an acknowledgement is fine!"

"whether project was funded"

"detailed feedback to show exactly how comments have helped to change/refine research"

"honest feedback"

"….it depends"

..but who receives and provides feedback?

12 (19%) of 69 PPI reps never receive feedback

40 (64%) of 69 PPI reps had sometimes receive feedback

10 (16%) of 69 PPI reps always receive feedback

4 (11%) of 39 researchers never gave feedback

17 (45%) of 39 researchers sometimes gave feedback

17 (45%) of 39 researchers always gave feedback

Next steps: Complete the interviews and analyse data.

PPI leads and PPI representatives to collect data on their own as part of the

four month audit

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