

Lay Summary

What is the key to success in involving and engaging with the public when doing research into primary and emergency care?

Public involvement in research is encouraged in order to make sure research leads to improved care and better outcomes for patients. 90% of people's contact with the NHS is through primary and emergency care. This is the focus of PRIME Centre Wales, a national research centre. PRIME involves the public in every phase of our work to make sure it meets the needs of service users, carers, the public and policy makers. This paper describes PRIME's approach to involving and engaging with the public. We describe:

- How the approach has developed
- Ways in which the public contribute to the work of PRIME
- Strengths and limitations
- Challenges and future opportunities

Key ingredients of PRIME's approach include:

- Policies and procedures that enable and promote public involvement across all activities
- Ensuring public views and experiences shape every stage of research from initial ideas to sharing results
- Ensuring the public are able to influence the overall direction of PRIME
- A public/patient group called SUPER which contributes a wide range of views and experiences via email and face to face discussion
- Getting feedback so we can see how useful our approach is and what difference public involvement makes
- Using feedback to improve how we work
- A dedicated member of staff to guide and support researchers and public contributors so that they can work well together to deliver better research

What are the things at PRIME that have enabled successful public involvement and engagement?

- A stable funded centre
- Support for and belief in the value of public involvement and engagement across all of our work
- Time to develop relationships
- Commitment to working together
- Developing knowledge and skills by both researchers and public contributors
- A public/patient group with a wide range of life experiences who researchers can easily discuss their ideas with