



MANCHESTER  
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The University of Manchester

# Being a Public Contributor

Faculty of **Biology, Medicine & Health**

For members of the public involved in research and teaching for **Biology, Medicine and Health**



# Welcome to the Faculty of Biology, Medicine and Health

Universities are an integral part of the communities they support and we would like to offer our sincere thanks to you for choosing to share your knowledge and experience with us.

As a public contributor to The University of Manchester you will be helping us to make a positive impact on healthcare in Greater Manchester and wider society.

This welcome pack offers a guide to being a public contributor and answers some of the questions you may have. I hope that you have a rewarding and positive experience as part of our wonderful university community.

With best wishes,

**Mahesh Nirmalan**  
Vice Dean for Social Responsibility,  
Faculty of Biology, Medicine and Health

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# Welcome to The University of Manchester

**The University of Manchester is a centre for world-class research and teaching and we are committed to making a difference to our local community and wider society.**

We have 25 Nobel Prize winners among our current and former staff and students. From splitting the atom to giving the world the wonder material graphene, we have a history of world firsts and brilliant discoveries.

Unique among UK Universities, social responsibility is one of our three core goals. This commits us to making a difference to the social and environmental wellbeing of our communities and wider society through our teaching, research and public events and activities.

## The Faculty of Biology Medicine and Health

The Faculty of Biology, Medicine and Health was formed in 2016 by bringing together the Faculty of Life Sciences and the Faculty of Medical and Human Sciences.

### Research

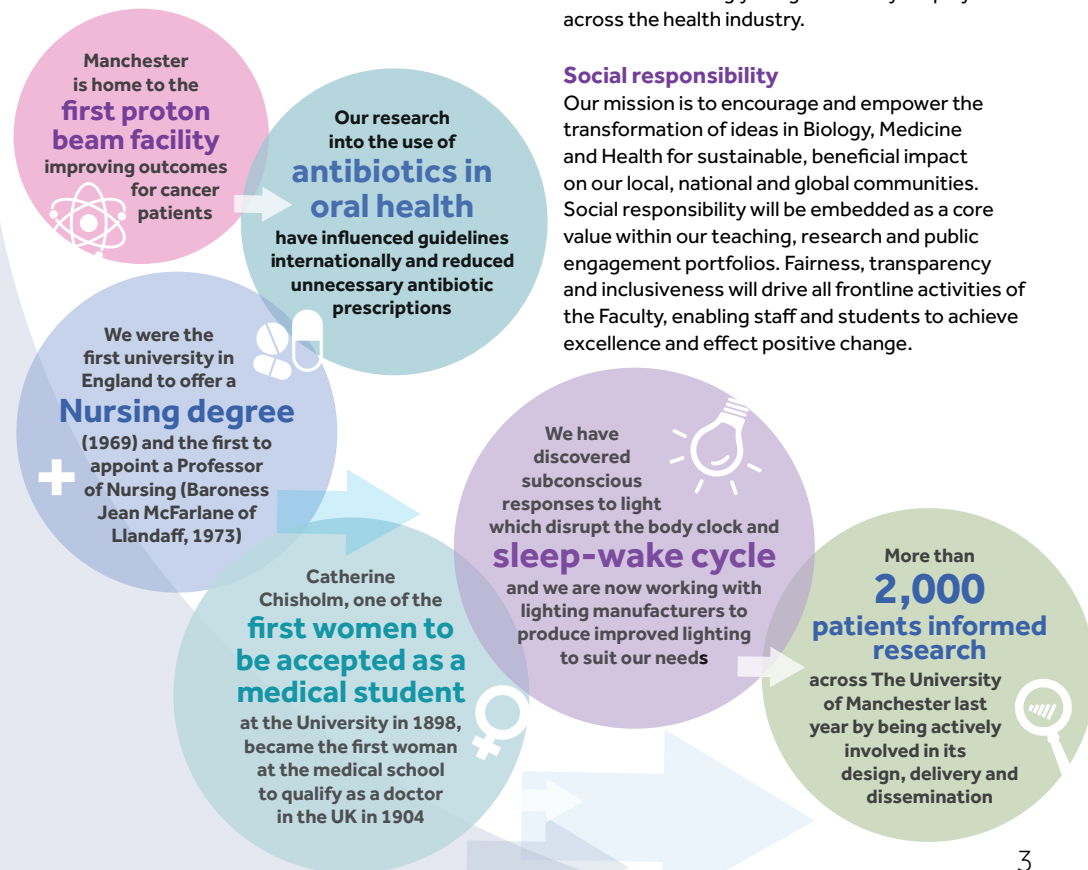
We conduct outstanding, world-leading research in the biological, medical and health sciences and support our staff to make a unique contribution to improving people's health and quality of life regionally, nationally and globally.

### Teaching

We are the largest supplier of healthcare graduates to the NHS in the north-west of England, producing highly-trained and skilled professionals who are increasingly sought-after by employers across the health industry.

### Social responsibility

Our mission is to encourage and empower the transformation of ideas in Biology, Medicine and Health for sustainable, beneficial impact on our local, national and global communities. Social responsibility will be embedded as a core value within our teaching, research and public engagement portfolios. Fairness, transparency and inclusiveness will drive all frontline activities of the Faculty, enabling staff and students to achieve excellence and effect positive change.



# The Faculty of Biology, Medicine and Health (FBMH)

From tackling cancer to improving mental health, all of our research and teaching has the common goal of improving people's lives and working towards solving global challenges

## Our core goals are to:

Train highly-skilled healthcare professionals

Provide the best possible teaching and learning experience to our biosciences and health undergraduates

Find new ways of fighting disease and treating conditions through our research

Explore ways of improving patient's experiences of healthcare

## What is Patient and Public Involvement (PPI)?

Patient and public involvement is a way in which members of the public share their lived experience and ideas to help us to improve our research and teaching.

Members of the public who are involved in this way are referred to as 'public contributors'. In some documents you may see public contributors referred to as 'experts by experience' or 'PPI's'.

As a public contributor you will not take part in research or receive medical treatment. Instead, you will work in collaboration with our research and teaching staff to plan and improve our work.

Public contributors can be patients, carers, family members, service users or people who are interested in the work we do.

**"I love the enthusiasm and keen interest of the PhD/PostDocs - the opportunity to add the patient perspective to their research is rewarding. I find their work exciting and their genuine caring attitude is very apparent."**

**Maggie Wilcox**  
Public Contributor to the Division of Cancer Sciences, Advocate for Independent Cancer Patients' Voice (ICPV) and Breast Cancer Survivor

Find out more about ICPV at: [www.independentcancerpatientsvoice.org.uk](http://www.independentcancerpatientsvoice.org.uk)

**"It gives a unique and personal perspective to the research we are involved in on a daily basis and that is hugely motivating."**

**Dr Suzanne Johnson**  
Post-Doctoral Research Associate, Children's Cancer Group, Division of Cancer Sciences Lead for Social Responsibility



## How will I be involved?

**There are a range of involvement opportunities available at The University of Manchester supporting our research and healthcare training.**

Role descriptions will be given for different opportunities. You will be able to discuss with your assigned staff contact the ways you wish to contribute and the support you may need in order to do this.

If you are unable to travel to the University, there are opportunities to get involved from home. You can give your feedback over the phone or by email or skype.

To find out about other involvement opportunities sign up to the Faculty's Public Engagement Digest which is circulated electronically every two weeks. [www.bmh.manchester.ac.uk/connect/social-responsibility/contact](http://www.bmh.manchester.ac.uk/connect/social-responsibility/contact)

### In Research

Public contributors inform and support our research in a range of areas including cancer, hearing, psychology, and dementia. From attending meetings and helping to plan our research to giving feedback on patient information, there are many ways that the public can be involved in our research. You can find out more in the Public Involvement in Research section of this pack.

### In Teaching

Public contributors also support our teaching and training, e.g. by assessing medical students through the Edwin Doubleday Centre for Patient Experience or by contributing their experience to the training of NHS healthcare scientists, doctors and nurses. You can find out more in the Public Involvement in Teaching section of this guide.

### Public involvement in our work is important because:

Public involvement can demonstrably improve healthcare research.

Your personal knowledge can make sure it has maximum impact for patients.

Public involvement adds extra value to our healthcare training.

Sharing your experiences can help our graduates to provide a better quality of care.

Funding for research is often from public money (from taxes or charitable giving).

It is important the public have a say in how that money is spent.

### Find out more:

Our website includes a list of opportunities to get involved with:  
[www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients/get-involved](http://www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients/get-involved)  
**Contact:** [srbmh@manchester.ac.uk](mailto:srbmh@manchester.ac.uk)

**Healthtalk.org** is a website where you can find videos about the experiences of public contributors. To find out more visit [www.healthtalk.org/peoples-experiences/medical-research/patient-and-public-involvement-research/topics](http://www.healthtalk.org/peoples-experiences/medical-research/patient-and-public-involvement-research/topics)

Centre for Engagement and Dissemination is the government organisation that supports the involvement of the public in the NHS and health research. They have a website where you can find out more about public involvement in research. You can access their website here: [www.nihr.ac.uk/patients-carers-and-the-public](http://www.nihr.ac.uk/patients-carers-and-the-public)

Please ask your staff contact any other questions you may have. It is important to be clear with your staff contact about what you are comfortable doing or what may be manageable for you before you start.

## Our responsibilities to you



## Your responsibilities to us

### What we can expect from you...

Everyone working or collaborating with our work at the university should feel safe, respected, and valued during their time here. In order to make sure that this is the case and to make sure our public involvement is as effective as possible we have certain expectations that everyone involved in our work, including our staff and public contributors will:

- Treat others with respect.
- Let your staff contact know, if possible, if you aren't going to be able to make a meeting or complete a task.
- Observe personal boundaries.
- Deal with differences of opinion or conflicts in a calm and professional way.
- Not make racist, homophobic, sexist, or ableist comments.
- Treat other people's personal information as confidential at all times.
- Treat the information shared in meetings as private and confidential unless you have specific permission to share it.

You are free to leave a research or teaching project at any time without providing a reason. Please let your staff contact know as soon as possible as this allows us to plan ahead.

If you encounter any issues the first person to speak about it with is your main staff contact. If you need to speak to someone outside of your team you can contact Hawys Williams, the Social Responsibility and Public Engagement manager, at: [hawys.williams@manchester.ac.uk](mailto:hawys.williams@manchester.ac.uk) or [srbmh@manchester.ac.uk](mailto:srbmh@manchester.ac.uk).

Bullying, harassment, sexual harassment and discrimination are unacceptable at The University of Manchester. You can report them anonymously or speak to an advisor by clicking the link or typing [www.reportandsupport.manchester.ac.uk](http://www.reportandsupport.manchester.ac.uk) into your web browser.

### What you can expect from us...

Before you start you should be given all the information that you need to decide whether contributing to that particular research or teaching project is right for you and whether you have the time and the skills needed for that role.

You should be given a role description including:

- A summary of the project or teaching programme you will be involved in and what its aims are.
- A description of what your role will be and who you will be interacting with, including any specific tasks you will be asked to do, e.g. reviewing a patient leaflet.
- How regular your involvement is expected to be and how long it is expected to last.
- Whether you will need to attend any meetings or events in person. If so you should be given a rough idea of where they will be held, particularly if they are expected to be off-campus.
- Any preparation you will have to do before attending meetings, giving lectures etc. This may involve reading documents sent to you before meetings.
- Any skills that are required for the role and whether any training will be given to help you to build up those skills.
- A named staff member who you can contact with questions you may have. You should have at least one person who you can contact via telephone.
- Opportunity to attend a Faculty Induction.

- What travel or other expenses will be covered. All projects should cover basic expenses, subject to budget approval.
- Whether you will be paid for your time and if so how much and what details you will need to provide. You should also be given details of the benefits advice service for research involvement if that's applicable.
- Details of any meetings/ lectures/ events as early as possible so that you can make arrangements, particularly if you will need a carer to come with you.
- Any papers etc. that you need in order to prepare for a meeting or teaching activity sent as early as possible.
- Any access arrangements confirmed beforehand, so that you know you will be able to attend. This includes things like whether you will be reimbursed for expenses on the day, disabled parking and facilities, or carer attendance.
- Clear, simple information with explanations given for scientific terms.
- Opportunities to give feedback. You should be able to give feedback on both your involvement and the research project or programme of teaching as a whole.
- Updates on how the research project is going if you are involved in one.
- Information about any teaching activities beforehand, including what kind of learning activity it is going to be, what the group size is expected to be, and what the aim of your involvement is.

Researchers and teaching staff will not necessarily be able to act on all of your suggestions and ideas. This may be because there is limited time or money or because decisions around that aspect of the research or teaching programme have already been made. All decisions will ultimately be made by the staff member in charge of the research project or teaching programme, but they will take into account the views and ideas of the other research staff or teaching staff, healthcare professionals, public contributors, and representatives from non-university organisations in their decision making.

Your data will be kept confidential and secure at all times. For further information regarding our privacy policy visit <https://bit.ly/215KGhv>

### Feedback

You should always be given clear opportunities to give feedback. You should be given the details for someone you can contact after meetings.

You should be given feedback on what impact your involvement has had and what actions have been taken because of your feedback.

If you are involved in a research project you should be given the results of that study. Studies can take years before results are published, so you should be given a rough idea of when you can expect feedback and how you will be given it. You should also be told whether you can share the results.

## Resources and advice

### How to get here

The University buildings are based in two places:

#### South Campus

South Campus is spread out along Oxford road. This is where the majority of public involvement work happens. The majority of University hospital buildings are just south of campus down Oxford road.

The closest train station is Oxford road train station. It is about a 15 minute walk away or you can get 142, 143, 42, 43, 111 or 197 going down Oxford Road from the bus stop just outside The Principal Hotel.

You can get the 42 bus from Victoria station.

#### DisabledGo

The DisabledGo website gives you accessibility information for different venues across the university. You can type in [www.disabledgo.com/organisations/the-university-of-manchester](http://www.disabledgo.com/organisations/the-university-of-manchester) to your browser or follow the link to find out more.

#### North Campus

North campus is based around Sackville Street in the city centre.

It is a five minute walk from Manchester Piccadilly train station. To walk to North Campus you need to leave the station via the Fairfield Street exit (where the taxi rank is), cross London road, walk down Fairfield Street, which is straight ahead of you, and the Sackville Street building is on your left.

It is a seven minute walk from Oxford road station.

From Victoria station you can take a tram to Piccadilly station and then walk or get the 147 bus from there.

The 147 bus runs every 10 minutes from Piccadilly station to the University hospitals. It also goes to North and South campus. You can catch it from the Fairfield street entrance to Piccadilly station.

It costs £1.50 for a single and £4 for a day rider (only usable on the 147 bus). Costs may increase slightly each year.

Older people with a National Bus Pass can travel for free on the 147 after 9.30 am.

More travel advice is available here: [www.manchester.ac.uk/discover/maps](http://www.manchester.ac.uk/discover/maps)



## Fees and payments for your time and expertise:

Full guidance on fees and payments is available at: <http://documents.manchester.ac.uk/display.aspx?DocID=40790>

We endeavour to ensure that everyone contributing to our research and teaching is recognised for their involvement. The nature of the activity determines the payment method. With involvement where public contributors are invited to attend meetings to give their views to inform the research/teaching process, HMRC agrees that the amounts paid are unlikely to fall within the definition of earnings. As a guide, the Faculty would

consider up to a total of **£1500 per University financial year** (excluding travel and subsistence) as reasonable. When total payments are expected to exceed this amount, please consult with HR partners. For health research involvement, volunteers may also seek advice from the National Institute for Health Research involvement benefits advice service: [www.invo.org.uk/resource-centre/benefits-advice-service](http://www.invo.org.uk/resource-centre/benefits-advice-service)

## Benefits advice

If your project is National Institute for Health Research (NIHR) funded and you would like to use the service please:

- Contact Centre for Engagement and Dissemination (CED) on [CED@nhr.ac.uk](mailto:CED@nhr.ac.uk) or **020 8843 7117**, stating which part of the National Institute for Health research (NIHR) the project is part of for example, a Biomedical Research Unit (BRU) or Local Clinical Research Network (LCRN). Your staff contact should be able to give you this information. CED don't need to know anything about your benefits situation.
- You will then be given an email address (or telephone number) to contact the benefits advice service directly, together with a unique code that will need to be quoted.
- Email is preferred for the first contact if possible. The service will then arrange a time to call you.

- All information given is confidential and will not be shared with any third parties without your express written permission, including sharing any information with CED.

This service can provide:

- Advice based on the benefits you are receiving, to help you decide if and how you want to get involved in research or receive payment for your involvement.
- Support should you need to make contact with the Department for Work and Pensions, or other benefits agencies about your involvement work.

This service is not able to provide advice on tax or National Insurance queries or for benefits enquiries relating to being a participant in a clinical research study.

# Patient and public involvement in research

Public involvement in health research is essential for making sure that it makes the most positive impact possible on the lives of the people it is for.



Some public contributors take part in doing the research as co-researchers. They may interview people, help recruit people to the study and help to interpret the research findings.

A lay summary is a short summary of the results of a research project that is written for members of the public.

One of the most common ways our public contributors get involved in research is by attending meetings. These are three of the most common types of meetings:

### Steering Committee:

This group is responsible for the overall organisation of a research project and makes the major decisions surrounding the project. It is made up of a range of staff who are involved in the project and may include individuals from other organisations as well as public contributors.

### Research User Group/ Patient Advisory Group:

This is a group of public contributors who give advice on specific questions from researchers. The tasks of the group will vary according to the project, but often includes advising on the design of the research. This will be organised by the researchers and other healthcare and administrative staff.

### Ethics Committee:

The ethics committee's role is to protect the wellbeing and rights of the individuals taking part in the research study. They will highlight any concerns they have about a particular part of the study and either recommend changes or stop the project.

Meetings will usually have a facilitator. A facilitator is someone who helps meetings reach decisions and make plans for how they will achieve their goals. They don't make decisions, but help others in the meeting to find decisions that work for the group. Facilitators can be academic staff, public contributors or admin staff.

It is possible for public contributors to be involved in every stage of the research process. You may be involved in different stages depending on the role and the project. Below is an overview of the main steps in a research process to give you an idea of the different ways to be involved and how your contribution fits in to the bigger picture.

# Involvement in different stages of research





## How is research funded?

Research projects may be funded in different ways and from different sources. The money to fund research is called a research grant. Researchers have to apply to different organisations to get them. There is a lot of competition for funding and applying for it can take a long time.

Research grants come from organisations like the National Institute for Health Research (NIHR), the Medical Research Council (MRC) and charities such as Cancer Research UK. Very often there is a 'call' from these organisations offering funding for research into a particular topic. Most, but not all, funders ask for public involvement plans to be included in the grant application.

When researchers first come up with an idea for a research project they are unlikely to already have the funding that they need. They may be able to apply for funding in response to a 'call', described above.

Sometimes researchers can apply for a small amount of money (called pre-grant funding) to support public involvement before their project has been funded. This means that public contributors can help them to:

- Design their project right from the start.
- Write their application for a research grant.

Once a grant application has been written it is sent off for review by an organisation which may fund the research e.g. NIHR, MRC, or a charity. It is reviewed by both scientists and by public contributors.

Applications for research funding are often unsuccessful. Applications for research grants from the MRC in 2016/17 only had a 23% success rate. If the application is approved then they will be given a set amount of money for the research. Hopefully they will be given money for involving the public in their research, but this often isn't the case.

- It usually takes 7-10 months from when the application was submitted to find out if it was successful or not.

## Patient and Public Involvement in teaching



It is important that the perspectives and experiences of patients and carers are included as part of healthcare training, so that healthcare professionals are trained to best meet their needs.

Patient and public involvement in teaching helps our students to better understand how to interact with patients and their carers, helps to make sure our training focuses on issues that are important to patients, and helps our healthcare professionals to see different situations from the patient or carer's perspective.

There is a range of ways that you may be involved in improving healthcare training.

- You may be involved with bringing your lived experience to learning groups of established professionals or to in-service training.
- You may be leading or co-producing lectures.
- You might be asked to peer-review lectures by academic staff.
- You might be advising on course development and learning materials from a patient perspective.
- You may be acting as a pretend and/ or volunteer patient involved in assessment and feeding back to tutors and students.

### Podcasting

Your involvement may include speaking to our students as part of the teaching programme. With your consent, the session may be recorded as a 'podcast' for students to view online. You are under no obligation to be recorded and can refuse without giving a reason. For further information, please speak to your staff contact or email [srbmh@manchester.ac.uk](mailto:srbmh@manchester.ac.uk).





# Support

## Healthwatch

Healthwatch is an independent organisation which champions the voices of communities to improve health and social care services in England. You can visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk) to find out more and to join your local healthwatch.

You can ring healthwatch Manchester on: **0161 228 1344**

## The Lived Experience Network

This network is for people with a shared interest in patient and public involvement in higher education. The network is made up of public contributors, students and staff in health and social care education.

If you want to join please contact Jools Symons at [j.e.symons@leeds.ac.uk](mailto:j.e.symons@leeds.ac.uk) or Jane Priestly at [jane.priestly@heacademy.ac.uk](mailto:jane.priestly@heacademy.ac.uk) [www.alps-cetl.ac.uk/len.html](http://www.alps-cetl.ac.uk/len.html)

## invODIRECT

The INVOLVE website has a directory of different communities that support public involvement in the NHS. You can search the directory here: [www.invo.org.uk/communities/invodirect](http://www.invo.org.uk/communities/invodirect)



## Wellbeing

**MIND** has a great website offering lots of advice on services you can access, information on different mental health problems, and real-life stories from survivors: [www.mind.org.uk](http://www.mind.org.uk). You can ring the mind advice helpline on: **0300 123 3393**. It is open 9am to 6pm Monday to Friday.

**Samaritans** runs a 24 hour free confidential listening service for individuals feeling distress or despair. You can call them for free on: **116 123** or email them on [jo@samaritans.org](mailto:jo@samaritans.org) [www.samaritans.org](http://www.samaritans.org)

**Carers UK** has a range of advice from financial advice to a directory of local carer support groups on their website: [www.carersuk.org](http://www.carersuk.org). They also have an advice line on: **0808 808 7777**. It is open between 10am to 4pm on Monday and Tuesday for advice or for the listening service. Calls are free from a landline.

**CALM (Campaign Against Living Miserably)** has a website for men who want to improve their mental health: [www.thecalmzone.net](http://www.thecalmzone.net) and a free helpline available between 5pm and midnight on: **0800 58 58 58**

**Support after suicide** has a website: [www.supportaftersuicide.org.uk](http://www.supportaftersuicide.org.uk) for emotional and practical support

If someone is in immediate danger of hurting themselves or someone else please call 999. While on campus please then call campus security on **0161 306 9966**. This number is on the back of all university ID cards. Tell them an ambulance is on its way and give details of your location



## Campus life

### Manchester Museum

Manchester Museum is free and open seven days a week 10am to 5pm. The museum is on Oxford Road next door to Whitworth Hall. From the Ancient Egyptians to natural history there is something to capture everyone's imagination. Find out more here: [www.museum.manchester.ac.uk](http://www.museum.manchester.ac.uk) or you can look out for the sign on Oxford Road and pop in.

Manchester Museum also holds different events and talks for the public, usually for free, so have a look on their events website here: [www.museum.manchester.ac.uk/whats-on/events](http://www.museum.manchester.ac.uk/whats-on/events) to find out if there's something you would be interested in.

### Whitworth Art Gallery

Whitworth Art Gallery is a free modern art gallery located in Whitworth Park on Oxford Road just a few minutes from Manchester Royal Infirmary. It is open all week 10am- 5pm except Thursdays when it is open till 9pm. Find out more here: [www.whitworth.manchester.ac.uk](http://www.whitworth.manchester.ac.uk)

### Lunchtime Strollers

The Lunchtime Strollers take regular guided walks (usually Tuesday to Friday), setting off from both north and south campus. The walks are a great way to get out, get active and meet new people. Please click here or email [lunchtime-strollers@manchester.ac.uk](mailto:lunchtime-strollers@manchester.ac.uk) for more information.

### Explore employment opportunities

You can search our vacancies and discover a huge variety of jobs, from academic, management and professional roles to positions in research, technical, security, catering, maintenance, administration and more. Find out more here: [www.manchester.ac.uk/connect/jobs](http://www.manchester.ac.uk/connect/jobs)

### Community engagement at Manchester

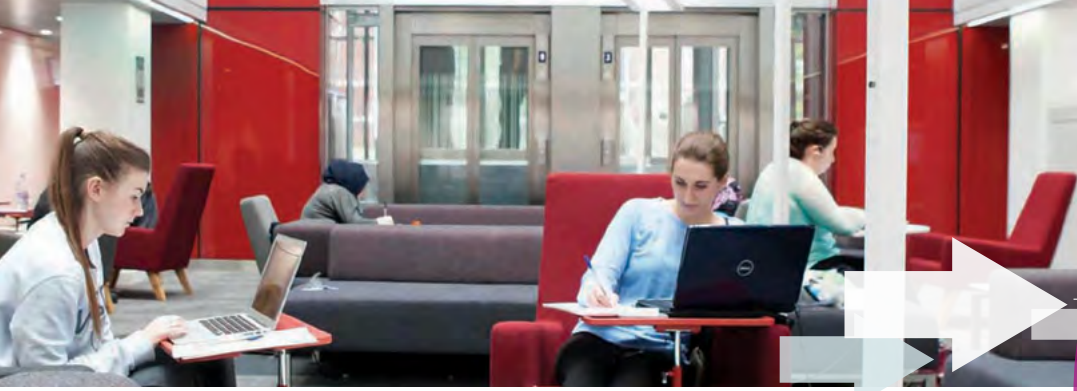
We host a large amount of events and activities throughout the year that the community can get involved in from Science Spectacular to events for International Women's Day. We also provide opportunities for the wider community to have their say and contribute to the work that we do. You can find out more here: [www.engagement.manchester.ac.uk](http://www.engagement.manchester.ac.uk)

### Heritage tours

Find out more about the history of The University of Manchester through our tours and events. Find out more here: [www.manchester.ac.uk/discover/history-heritage/tours-events](http://www.manchester.ac.uk/discover/history-heritage/tours-events)

### Events on campus

The University hosts a large amount of events for the public throughout the year. To find out more visit: [www.manchester.ac.uk/discover/events](http://www.manchester.ac.uk/discover/events)



## Training resources

Once you have started as a public contributor you may wish to access some of these training resources.

### Public Contributor Induction Session

The Faculty's Social Responsibility and Public Engagement Team hosts a number of training courses for Public Contributors including an Induction Session. Visit: [www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients/training-events](http://www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients/training-events)

### My Learning Essentials

This is the libraries' award winning skills program, offering support on topics from research skills to wellbeing. Available [www.library.manchester.ac.uk/using-the-library/students/training-and-skills-support/my-learning-essentials/online-resources](http://www.library.manchester.ac.uk/using-the-library/students/training-and-skills-support/my-learning-essentials/online-resources)

### Learning Online: Searching and researching

A free online course to improve your online research skills and your ability to critically analyse sources of information. Available <https://bit.ly/2t8PSdQ>

### Improving Healthcare through Clinical Research

A free online course which works through different case studies to help you learn more about clinical research and treatment discovery. [www.futurelearn.com/courses/clinical-research](http://www.futurelearn.com/courses/clinical-research)

### Making sense of Health evidence: The Informed Consumer

This free online course is designed to help you to better assess how reliable health information is likely to be. [www.futurelearn.com/courses/informed-health-consumer](http://www.futurelearn.com/courses/informed-health-consumer)

### Building Research Partnerships

The NIHR runs courses across the UK bringing patients and researchers together to create better more productive partnerships between researchers and PPIs. You can look for upcoming dates at <https://bit.ly/2KRCrJr> and the Manchester branch contact is Janet Eastwood: [janet.eastwood@nihr.ac.uk](mailto:janet.eastwood@nihr.ac.uk)

### Health Topic Specific Courses

Future learn offer a range of free online courses. You can learn about specific topics that interest you including dementia and heart health. <https://bit.ly/2I60xXI>

### The Ethics of Research

A free online course introducing research ethics and their importance. You have to create a free account to access the course, which can be done as a member of the public. <https://learn.nihr.ac.uk/course/index.php?categoryid=2>

### Understanding Health Research

A free online course designed to help you to better understand health research publications. [www.understandinghealthresearch.org](http://www.understandinghealthresearch.org)

For further information please visit our **Social Responsibility and Public Engagement website:** [www.bmh.manchester.ac.uk/connect/social-responsibility](http://www.bmh.manchester.ac.uk/connect/social-responsibility)

## The Involvement Portfolio

The NHS Research and Development Forum Service User and Carer Working Group has developed an Involvement Portfolio where you can keep a record of your involvement activities and record the skills and experience you have gained through your involvement.

The Involvement Portfolio is free to use, however you will need to request a copy by visiting the following link: [www.rdforum.nhs.uk/content/working-groups/service-user-carer-working-group/involvement-portfolio](http://www.rdforum.nhs.uk/content/working-groups/service-user-carer-working-group/involvement-portfolio)

## Social media guidelines

Social media, such as Facebook, Twitter or Instagram is a great way to let people know what's going on at the University.

If you are posting on social media on behalf of the University, you mention the University of Manchester on social media, or you are using social media to interact with other public contributors there are a few things you should think about.

Professionalism

Privacy and confidentiality

Respect

Accuracy

Give credit where credit is due

For full guidance please visit our website: [www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients/resources](http://www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients/resources)

## Email guidelines

### Is email the correct tool?

Email is a great way to contact people when you can't speak to them directly or need to send them a document. However, face-to-face or a quick telephone call may be more effective, particularly if the topic is sensitive, confidential or very urgent. Speaking to someone in person also means that any misunderstandings can be cleared up on the spot. **To help maximise your impact of involvement please visit our website for full guidance:** [www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients/resources](http://www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients/resources)

# Key people within Social Responsibility and Public Engagement in the Faculty of Biology, Medicine and Health



**Professor Mahesh Nirmalan,**  
Vice-Dean for Social Responsibility and Public Engagement



**Dr Stephanie Snow,**  
Academic Lead for Community Involvement and Engagement

## Social Responsibility Public Engagement Forum:

4 Public Contributors  
18 Divisional Leads  
External Stakeholders



**Professor Sheena Cruickshank,**  
Professor of Public Engagement and Biomedical Sciences



**Hawys Williams,**  
Social Responsibility and Public Engagement Manager

## Key information form for new patient and public contributors

Name of group:

Academic lead (if appropriate):

Main staff contact:

Email:

Telephone number:

Facilitator:

Public Contributor Role description:

Key finance contact:

Purpose of the group:

Frequency of meetings:

Group location:

Please tear along dotted line

Please turn over

## Key information form continued

Expected duration of involvement:

Is any specific training/ induction provided?

Is a public contributor 'buddy' system in place? Where new public contributors who wish to be paired with a more experienced public contributor?

Yes  No

Is there an involvement strategy for the project/ teaching programme?

Yes  No  If yes, this should be provided.

How will I receive feedback and how often will I receive feedback?

What expenses will be reimbursed and how will I be reimbursed?

Will I be given an honorarium (payment) for my time in addition to expenses?  
If so what will I be given for different tasks?

## Personal Emergency Evacuation Plans (PEEPs):

Some people may need help and assistance to leave a building in the event of an emergency evacuation. If so a Personal Emergency Evacuation Plans (PEEPs) will need to be completed and sent to your staff contact. Please visit the following link for further information or ask your staff contact [www.healthandsafety.manchester.ac.uk/toolkits/fire/peeps](http://www.healthandsafety.manchester.ac.uk/toolkits/fire/peeps)

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## The Social Responsibility Public Engagement (SRPE) Forum

The Faculty has a Social Responsibility Public Engagement forum that provides strategic direction to the Faculty's Patient and Public Involvement and Public Engagement action plan. The Forum consists of about 35 members including public contributors and key members of University staff. The Forum provides strategic direction to the SRPE Team within the Faculty and provides a central point for researchers and teachers to receive information and advice on public involvement and engagement. To find out more please visit [www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients](http://www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients)



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MANCHESTER  
1824

The University of Manchester

## Contact details and further information

To find out more about upcoming events and other ways you can get involved,  
sign up to the Faculty's Public Engagement Digest

[\*www.bmh.manchester.ac.uk/connect/social-responsibility/contact\*](http://www.bmh.manchester.ac.uk/connect/social-responsibility/contact)

If you have any queries regarding any of the information in  
this guide please contact [\*srbmh@manchester.ac.uk\*](mailto:srbmh@manchester.ac.uk)

For further information please visit:

[\*www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients\*](http://www.bmh.manchester.ac.uk/connect/social-responsibility/public-patients)