

Research & Innovation Forum, Public & Patient Involvement at the Margaret Pyke Centre

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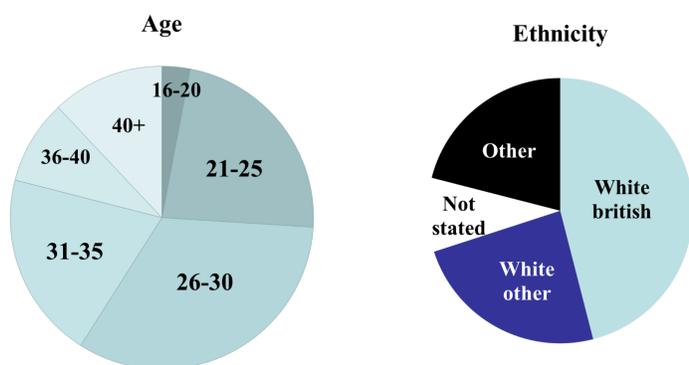
Forum Aims

To improve the quality and relevance of sexual health **services** and **research** at the Margaret Pyke Centre by actively involving users in driving development

Service Users & Forum Characteristics

Clinic demographics:

- 11,500 patients per year
- < 2% male, 57% white female aged 21-35 years
- Two thirds of patients reside *outside* Camden & Islington



40 lay members (service users, students, general public)

Recruitment: flyers and posters in clinic, local GPs, community centres, patients from previous studies

Meetings: held 3-4 times per year at clinic

Participation: voluntary, enthusiastic members; refreshments provided, travel costs reimbursed

Discussion points prepared by staff & lay chair



Forum members say...



Impact of the Forum

Service & Research Impact

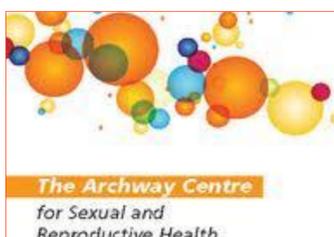
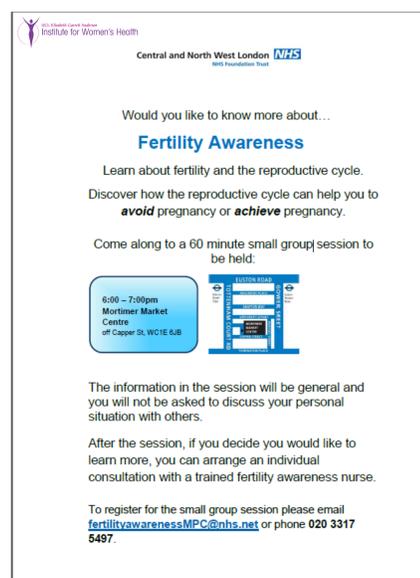
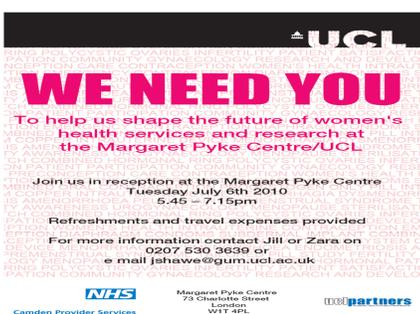
- Local emergency contraception study
- Community sexual health service for homeless people
- Community gynaecology service
- Fertility awareness sessions
- Pre-pregnancy health and care study for DoH
- Patient information leaflets and consent review
- Forum serves as focus group for new studies

Feedback led to low cost yet significant improvements (e.g. re-painted walls, display board, staff ID and designation, coat hooks in toilets, review of patient questionnaires).

Members' interest is maintained by the cycle of inviting new feedback and periodic updates of how previous suggestions have resulted in change.

Key Challenges & Lessons Learned

- 1. Self-sustainability**
Dedicated staff time needed to support the lay chair and forum management, time-consuming
- 2. Low cost suggestions**
Majority of feedback led to relatively simple, low cost changes
- 3. Making the changes**
Strategies needed to translate feedback into practice
- 4. In person/email participation management**
Engagement of members participating via email versus those attending forum in person
- 5. Recruitment/retention**
Consent to contact at point of registration, utilising local networks, flyers and promotion within service



The Archway Centre where the **Community Gynaecology** clinic takes place

Patient involvement has been key to service developments within the NHS since its inception. The value of patient input into the NHS has been recognised to the extent that it is now a legal requirement for Trusts to involve patients' views in their service; putting patients at the heart of the NHS.