

CITIZENS ACADEMY



Annual Report - 2022



Table of Contents

1	Introduction
----------	---------------------

2	Background
----------	-------------------

3	Our Values
----------	-------------------

4	Our Purpose
----------	--------------------

5	The Steering Group
----------	---------------------------

8	Launch Event
----------	---------------------

11	Digital Marketing
-----------	--------------------------

14	Business Case
-----------	----------------------

16	Plans For The Future
-----------	-----------------------------

Executive Summary

A warm welcome to this first annual report of the Citizens Academy. The report details progress with the set up and implementation of the Faculty of Medicine and Health Sciences Citizens Academy. Established in September 2021 and formally launched in March 2022, the Citizens Academy is bringing together efforts and progress with patient and public involvement and engagement (PPIE) in research and teaching across the Norwich Medical School and the School of Health Sciences. The UEA strives to ‘Do Different’.

Our commitment and drive to embed PPIE is demonstrated through the Citizens Academy initiative, where we really achieve the aim of ‘doing differently’ through our collaborative approach to equally valuing the input of patients and public, as ‘experts by experience’ alongside the inputs from other experts, including academics, researchers and educators. The Academy has achieved great gains in the last 12 months, that we proudly report here, but there is more work to be done, collaboratively, to fully embed PPIE in everything we do.

“We are all ‘citizens’ of UEA and our local community, and together we can be stronger to improve education and research, with UEA at the heart.”





Background

In 2019 a Faculty ‘task and finish’ group was convened to review and make recommendations for the future of patient and public involvement and engagement (PPIE) within the faculty of Medicine and Health Sciences. The group consisted of PPI representatives, academic members of staff, researchers, and educators. The outcome of the group consultation process was a report that recommended that ‘Service user leadership should now be extended in a transparent and sustainable way’. Professor Caitlin Notley was subsequently appointed as Director of the Citizens’ Academy (CA). The task and finish group report recommended that a central hub be created to provide a point of reference and to promote standardised PPIE policies and practices. The Citizen’s Academy is a faculty initiative that has developed in response to this recommendation.

Core Values

At the heart of the Faculty of Medicine and Health 'Citizens Academy' is our shared desire to ultimately improve health education and research, by involving and engaging with members of the public and patients in everything we do.

Our Core Values Are:

Equality

Valuing all contributions to involvement from differing perspectives

Inclusion

Going 'the extra mile' to ensure that those involved in the Citizens Academy represent the wider population, including minority groups

Integrity

Working transparently to ensure involvement is a reciprocal relationship

Diligence

Making every effort to offer involvement opportunities those who may find it difficult to engage or require reasonable adjustments

Perseverance

In championing public and patient involvement in all aspects of our work.

Our Purpose

The purpose of the Citizens Academy is to support involvement across course recruitment procedures, planning and delivering teaching and assessment as well as supporting involvement in research including prioritizing, designing, delivering, managing and disseminating research.

Our Objectives Are:

- To lead the way in best practice for patient and public involvement and engagement (PPIE) as a distinctive, unique and highly collaborative endeavour.
- To develop reciprocal relationships that include training and mentorship of patients and the public in order to best support and maximise opportunities to contribute.
- To work collaboratively with existing structures for PPIE across the faculty, but also beyond, by collaborating and supporting the work of PPIE within trusts, voluntary organisations and charities that we regularly partner with.
- To provide a central 'hub' to bring together PPIE activities including recruitment of members, training resources, mentorship, and also taking a coordinated approach to aspects such as payment policy and good practice guidelines.
- To offer inclusive and accessible opportunities for PPIE across teaching and research.
- To regularly review, evaluate, audit and assess impact of PPI activities.

The Steering Group

The Steering Group was initially established in August 2021 to provide oversight for the Citizens Academy. It also provides advice on all aspects public and patient involvement and engagement (PPIE).

Membership:

Chair & Director of the Citizens Academy	Caitlin Notley
--	----------------

Citizens Academy Senior Administrative Support	Gemma Richmond
--	----------------

Citizens Academy Administrative Assistant	Alex Ashberry
---	---------------

HSC Service User Panel	Dawn Standley Lucy Conway Emma Harris Sophie North Nickey Rooke
------------------------	---

MED Service User Panel	Andrew Sanders
------------------------	----------------

PPiRES	Jacqueline Romero
--------	-------------------

RIN	Sarah Ruthven
-----	---------------

PPI Members	Marie Lyse Numuhoza Kevin James Margaret Ogden Deb Smith
-------------	---

CTU PPI Lead	Mei-See Man
--------------	-------------

UEA Civic University	Ben Little Laura Bowater
UEA Institute for Volunteering Research	Jurgen Grotz
NHS Norfolk and Waveney Integrated Care Board	Clare Symms
UEA Health and Social Care Partners	Carrie Jackson
UEA Addiction Research Group Panel	Lisa Mcdaid
Norwich Institute for Health Ageing	Anna Sweeting
FMH Faculty Research Support Manager	Sarah Walker
FMH Senior Faculty Manager	Stephen Chapman
HSC Head of School	Sally Hardy
MED Admissions	Susan Madden
Research Design Service lead	Helen Risebro
ClinPsyD Service user lead	Sarah Fish

“I have been part of the citizens academy steering group for over a year only made possible as it is online. I am given, as everyone is, equal opportunity to give views and comments and we always have a lot to discuss and talk about and and makes decisions on . I get much try to ensure that where we can we are opening up opportunities to all on the data base and considering how we can involve all who Want to be involved and provide each access to everyone including the most vulnerable . There is a lot to Think through to make sure none are excluded.”

Deb Smith, PPI member of the CA Steering Group



The Steering Group met monthly during the initial set-up phase of the academy but has recently moved to meeting every 2 months. There have been 13 meetings so far.

5 working groups were established:

- Inclusion and diversity working group
- Good Practice Guidance working group
- Website and comms working group
- Payment policy and admin working group
- Terms of reference and role descriptions working group

Launch Event

The Citizens Academy Launch Event was held at the Forum in Norwich on Tuesday 3 May 2022. The event was well attended with footfall of 4465 members of the public passing through the venue during the event.

We hosted 16 exhibitors, representing teaching involvement across HSC and MED, research groups, research networks, locals NHS Trusts, and collaborative partners including Healthwatch and the Civic University.



As well as interactive exhibits, the event was introduced by Professor David Richardson, Vice Chancellor, and Professor Charles ffrench-Constant, FMH Pro-Vice Chancellor and Dean of the Medical School.

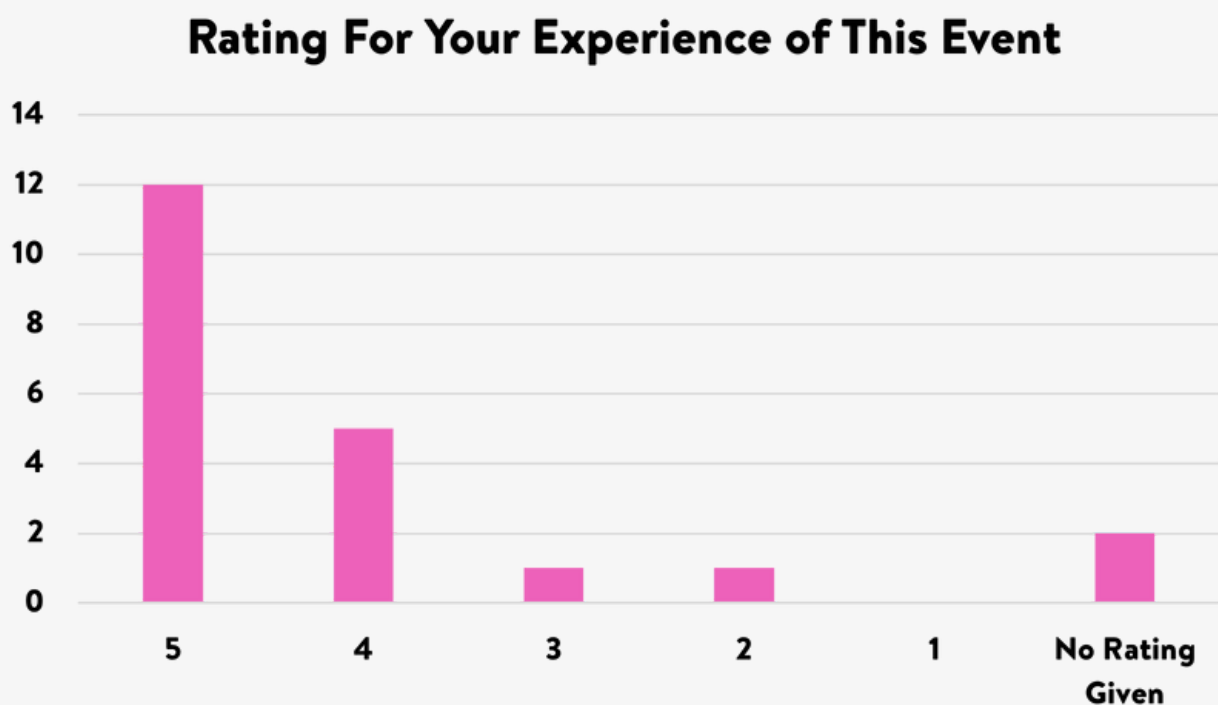
Professor Christie Watson, writer and retired nurse, who gave an inspiring talk on the importance of learning from patients and the public. A panel of experts by experience who are working with the Faculty to deliver teaching and engaging in research, talked with Christie about their experiences, raising issues for wider debate and discussion, which continued over refreshments. The panel discussion was signed by a Sign Language Interpreter.

“More research is coming together to build more answers. Glad a change is happening”

The event was hugely successful and had positive feedback – most of all we all enjoyed engaging face to face, and learning about the excellent good practice in PPI across the faculty. The event was open and inclusive and welcomed a number of people with physical and hidden disabilities. We also inspired five new members of the public to come forward as interested parties wanting to engage in teaching or research in medicine or health.

For those who were unable to be there on the day, please do check the Citizens Academy website for a full report of the launch: bit.ly/UEACitizensAcademy, and you are welcome to watch the talks and panel discussion: <https://bit.ly/CitizensAcademy-livestream>

How Did We Do?



Final Numbers:

The event was open and inclusive and welcomed a number of people with physical and hidden disabilities.

Footfall	4465
-----------------	------

Exhibitors	16
-------------------	----

Panel Discussion Attendees	70
-----------------------------------	----

Questionnaire Responses	21
--------------------------------	----

Details Added to Database	5
----------------------------------	---

“Involvement of the Citizens Academy in my funding applications has been invaluable. The team provide a comprehensive approach to PPIE, including discussion about aims and objectives, methodology, planned activities and dissemination, and clear guidance about costing PPIE. Their involvement helped ensure that lived experiences are at the heart of all the proposed research stages.”

Professor Wendy Hardeman, HSC.

Website

A dedicated website has been developed and set up: bit.ly/UEACitizensAcademy. This includes a news section, details of opportunities for involvement in research studies and a resources section which contains a wealth of information for service users and staff looking to involve service users in teaching and research. There are also links to external tools to help staff create their PPI plan.



Social Media

A Twitter account was set up (@UeaCitizenAcad) which now has over 100 followers and, in the last 28 day summary report, had 1089 profile visits. During May, the month that the launch event was held, our tweets earned 11.8k impressions.

Our Database

A database of service users in FMH is held jointly by MED and HSC. There are currently 66 people on the database, with a range of health conditions and experiences.

Cushin Syndrome Harlequin Syndrome Depression
Asthma Chronic Pain Syndrome Premature Birth
Bowel Cancer Wheelchair User High Blood Pressure
Malignant Melanoma Bronchitis Brain Injury
Stroke Dysexecutive Syndrome
Hyperventilation Clubbed Foot ADHD
Syndrome Triple Heart Bypass
Aortic Valve Suna Heart Disease
Replacement Baby Loss Limited Mobility
Cystic Fibrosis Pain Migraine
Epilepsy Lifelong Visual Impairment
Non Hodgkins Lymphoma Ankylosing Spondylitis
Cerebral Palsy Cognitive Deficit Irlen Syndrome
Osteoporosis Kidney Failure Brain Haemorrhage
Bipolar Disorder Rheumatoid Arthritis
Kidney Transplant

A monthly email is circulated to the database offering opportunities in teaching and research.

There were 850 hours recorded for service user involvement in teaching in HSC for the 2021/22 academic year. Types of involvement ranged from meetings, interviews, open days and presentations in teaching sessions.

"Boyeli malamu na esika ya munganga. Esengeli bokoma bakombo nabino nakati ya buku pona komona moto na oyo etali bokono nabino?"

Can you answer the above question? How did it feel when you read it? It is in my language, Lingala, and it means "Welcome to the health centre, please can you register".

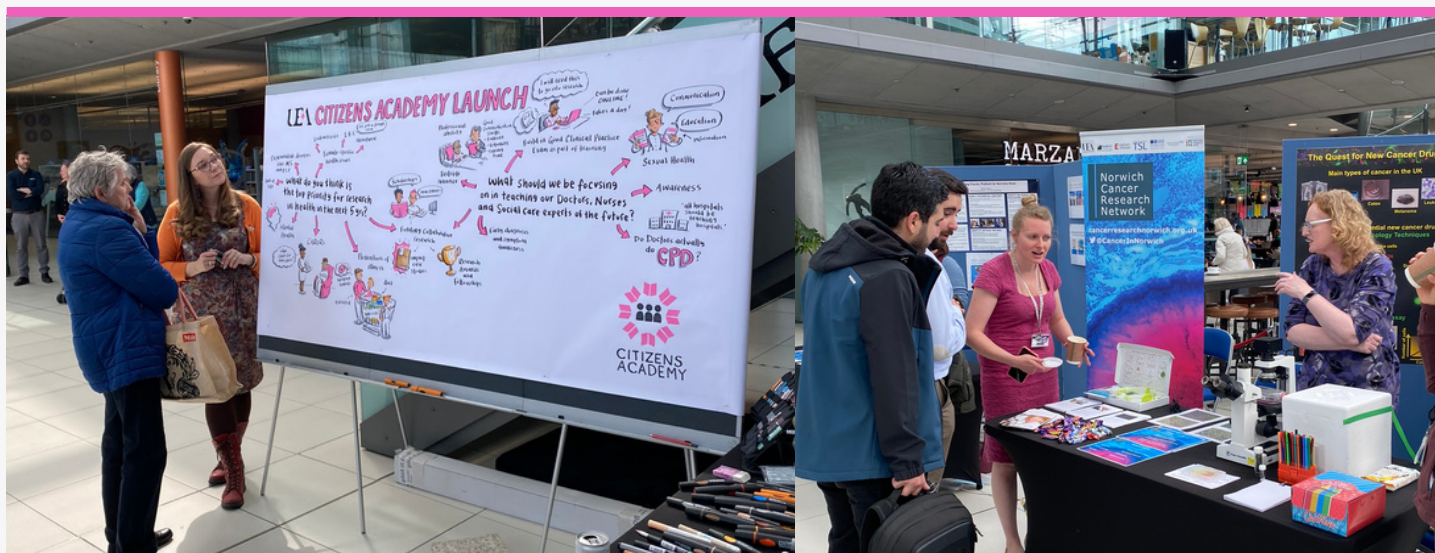
I arrived in the UK with my young daughter after having been forced to flee from my home country and without any spoken English. Accessing healthcare was daunting and - from my first encounter onwards - I saw the huge difference that the healthcare professional's attitude and behaviour can have on how I feel, am and access health.

Since 2012 I have worked in the school of health sciences to develop sessions for future health students. We have now worked to deliver sessions to thousands of healthcare students. I have been involved in every aspect of these sessions from the planning stage to the evaluation. I love receiving student feedback and it reminds me about how important and powerful my voice can be - and how my lived experiences can inspire future healthcare professionals."

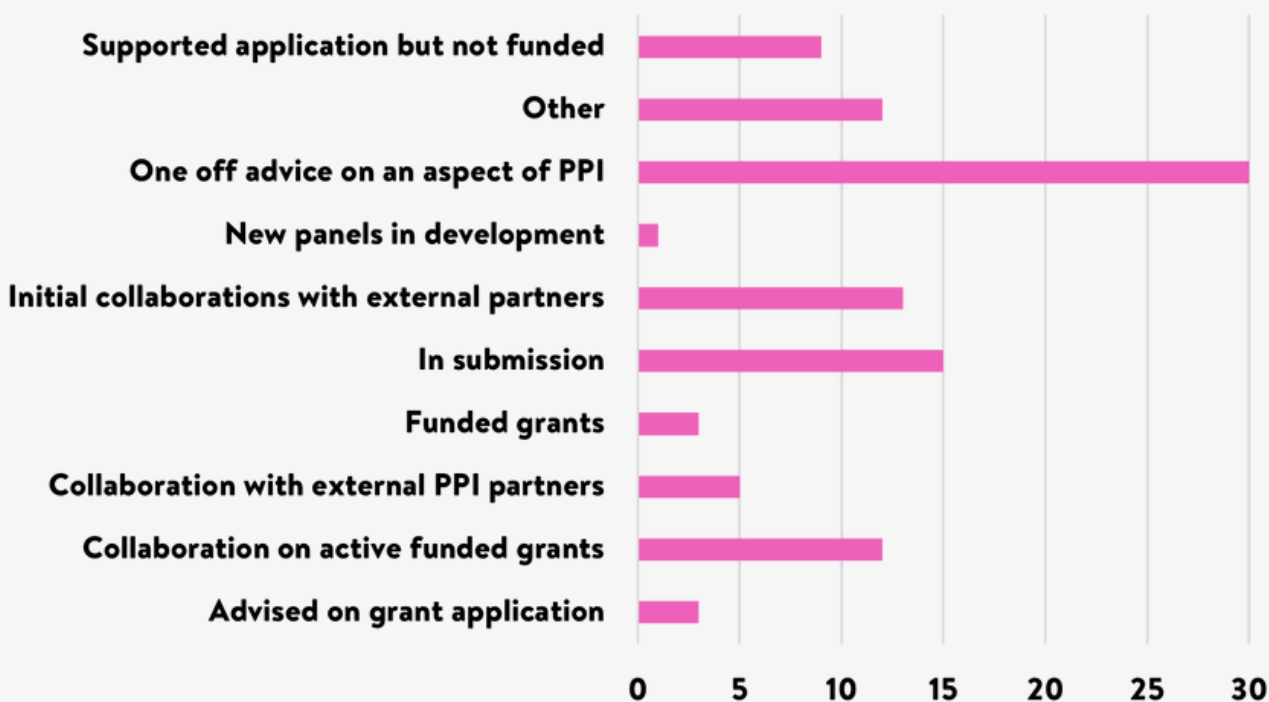
Gervais Kouloungou-Mambs, Service User

Business Case

A business case was submitted to FMH exec in February 2022 to establish the Citizens Academy within faculty structure and secure core infrastructure funding to ensure sustainability.



Report of Activity



Research Processes

A core workstream for the Citizens Academy has been addressing, through working groups and collaborative contacts, research processes and policies to best support an embedded approach to PPIE. To that end we have to date drafted and agreed 'good practice guidance' for researchers working with patients and members of the public. These complement and support the HSC service user handbook, that is in the process of being adapted so that it is fit for purpose as a combined document to be used across the Faculty. We have worked with finance and payroll to agree a PPIE payment policy that is to be regularly reviewed to ensure it is fit for purpose and current.

We have worked with the research and innovation department at UEA to agree a process for researchers to follow when planning and submitting a research proposal for externally funded research. To this end, it is now a core part of the 'notification of intention to write' form that is submitted to RIN to initiate research proposal support services, of which support and advice for appropriate early stage PPIE is critical.

We have been working hard to develop guidance for researchers on developing detailed PPI plans to be considered at grant development stage, and continually referred to throughout the lifecycle of a funded research project. Starting small, we are building a bank of PPI plans that PIs have agreed to share with others to support with the process of PPI planning.

Inclusion and diversity is an integral part of everything we do. We have a separate working group meeting regularly to focus on EDI issues. Currently we are reviewing the form that we ask members of the public to complete to have their details stored, voluntarily, on our service user database. We will be including questions to allow us to formally monitor and audit diversity of our PPI volunteers database.

Plans for the Future

2022/23

- A joint conference with UEA Health and Social Care Partners will be taking place on Wednesday 12 July 2023. It's anticipated that there will be approximately 120 delegates, with the objective of enabling and fostering collaborations. PPI members are at the heart of the organising committee for this joint conference, and will be involved with hosting and running workshops as part of the event.
- In 2023 we will launch a small funding scheme for community group to apply to seed fund PPI initiatives, for example developing embedded research ideas that may develop into larger scale collaborative funding proposals.
- Grow website and social media presence
- New posts – Citizens Academy administration Assistant (appointed) & Citizens Academy Research Coordinator post (to be advertised)

5 Year Plan

Long term the Citizens Academy aims to grow the portfolio of collaborative research studies in order to generate income to offset FMH investment.

We aim for the Citizens Academy to be recognized as a leader in good practice for PPIE. This will positively enhance the external reputation of the Faculty, and of the wider University. The Citizens Academy ultimately has potential to embed good practice in PPIE well beyond the Faculty. Our future ambition is that the Citizens Academy could be an Institutional resource with national and international collaboration.

Contact Us

Faculty of Medicine and Health Sciences
Citizens Academy
University of East Anglia
Norwich Research Park
Norwich
NR4 7TJ

Email: Citizens.Academy@uea.ac.uk

Visit us on the web at

bit.ly/UEACitizensAcademy

Follow us on Twitter [@UeaCitizenAcad](https://twitter.com/UeaCitizenAcad)