**Summary: Community of Practice: Session 6 (25.4.23)**

*Su Conquer (PhD and Healthwatch Suffolk)*

**Title of the talk:** A Public Involvement journey towards a multi-case study using Participatory Action Research:

Su Conquer lives in Ipswich and works for Healthwatch, Suffolk. She has a passion for improving social care services. Her first role was with the Youth Offending Service and was tasked with developing a Service User involvement policy. She is now the ***Coproduction Facilitator at Healthwatch*** and wants “real people with real lived experience” to design health and care services. Through her role with Healthwatch she supports a team of 11 Ambassadors to bring their lived experience to design services and transformation.

More recently, Su has started a ***PhD on Coproduction within Integrated Care*** *at the University in Suffolk*. She described her Participatory Action Research and the journey in choosing this as a method. The idea started with the Health and Care Act (2022) to support Integrated Care Systems (ICS) to use Coproduction in its truer sense and transform into what they now need to become.

Firstly, Su introduced her ***Co-production Advisory Group*** for her PhD (involving people from the very beginning) – recruited from Suffolk and North East Essex Integrated Care System made up of service users, unpaid carers and members of staff who bring their lived experience. They helped her decide on research methods.

**Overall Research Questions Project**: *How can Coproduction Impact design and transformation within integrated care?* Su talked about the Multi Case Study which aims to explore examples of on-going coproduction within integrated care across Suffolk and Northeast Essex.

Su stressed the importance of understanding the language and words with the Advisory Group.

1. **Integrated Care:** health and care services work together to coordinate and collaborate for service users to receive more efficient and effective provision for their health and care needs
2. **Coproduction:** A process whereby people, including service users and unpaid carers, become actively involved and influence the decisions that design and transform health and care services.
3. **Design and Transformation:** The act of developing new service processes within integrated care. The Implementation and outcome of that change.

In the Advisory Group they discussed 1. Who are the participants? How members of the public feel doing coproduction as well as members of staff. 2. What is the value for those taking part. The group felt that the process of the research could support the on-going idea of coproduction, and this is where the idea of ***Participatory Action Research*** came from. Su is going to be more than an “observer” but work with participants for it to be an exploratory, learning experience – Participatory Action Research. The research will support change.

**Participatory Action Research -** a participatory democratic process, action and reflection, encourage joint learning, decision making, co-researchers, empowerment, aims for social change.

The Advisory Group have co-designed materials together, and prepared EasyRead materials. Su described that within each Case study the Coproduction processes will be examined;

* Gathering Information “what is happening here?”
* Exploring, analysing, interpreting and explaining “why are things as they are?”
* Acting on the information and changing behaviours for improvement – “how can we do things differently?”
* Evaluating – “how will we know things have changed?”

**Question and Comments:**

* Payment for involvement within a PhD – development fund, what is available for Public involvement?
* Advisory Group – what is their commitment?
* How will you evaluate, making a difference? How to assess it?
* Discussion of three case studies (what levels/scale of coproduction).