

# Involving carers and patients to design and try out a Carer Support Nurse Role

## Learning from and impact of Public Involvement

### Carer Support Nurse Pilot Study

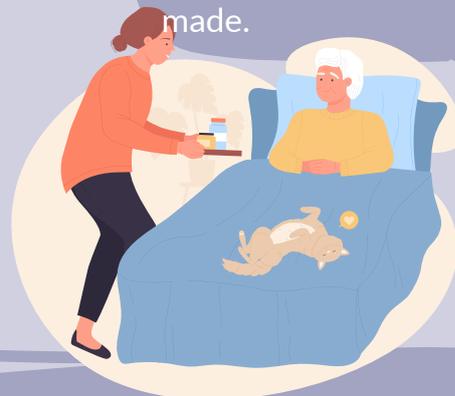


**IMPACT:** Over 70 stakeholders were consulted across health, social care and voluntary sector, along with 100 patients and carers to inform and design of a new Carer Support Nurse role. The breadth of consultations was a key strength, including cross-sector views, support and endorsement.

**IMPACT:** During the project, Public Contributors (carers and patients), suggested questions to ask the Carer Support Nurse post-holder that produced informative data that the research team otherwise would not have considered, such as 'which skills did the nurse feel have been priceless?'. The answers to these questions were collated with other data collected and informed the final recommendations from the pilot.

**LEARNING:** Having the researchers own time protected and funded to do consultation work for this project was crucial, as was ensuring we were funded to reimburse consultees financially for their time.

**LEARNING:** To ensure Public Contributors knew we valued their contribution we always gave timely feedback to the Public Involvement group on the impact their contributions made.



*"I was impressed as to how efficient the PPI was in that we covered a huge amount of material in a few short co-production workshops. The prime area of Public Involvement that I was impressed with was evaluation and feedback. As carers we were involved in the co-production of the evaluation criteria (the questions asked of the Carers Support Nurse) and the responses and were able to assess if what we had contributed earlier had improved the quality of the service and the impact on carers." Kevin - Public Contributor*