

## **Recent feedback from CHAIN members who have used CHAIN and found it effective**

### Example 1:

Haydee Garcia, Programme Manager, PPI Team, NIHR Central Commissioning Facility

*'At beginning of February this year we sent you information about our recruitment drive to recruit members of the public to join a number of our national and regional advisory panel across England. We asked for your help in circulating our advertisement to your contacts and networks.*

*On behalf of the Patient and Public Involvement team here at the NIHR Central Commissioning Facility, we want to say a BIG Thank you! We received a large number of applications this year and this would not have been possible without your help in spreading the word. We've now come to the end of our recruitment drive and have successfully appointed members of the public to sit on our national and regional panels across England.*

*We look forward to working with you again next year and hopefully we will receive the same amount of interest, or more, as this year.*

Thank you again.'

### Example 2:

Farah Lunat , Research Assistant, University of Manchester

*'Just wanted to let you know CHAIN has been fantastic for our research group as we have put in a few bids for specific calls primarily to the NIHR over the last year after receiving alerts from CHAIN.*

*We have recently secured a grant from the NIHR HTA programme for £1.7m looking at a culturally adapted group psychological intervention for postnatal depression in British South Asian women (ROSHNI2 Trial).*

*We have also put in a call for NIHR PHR call for the 15/126 Group-based parenting programmes for improving psychosocial health, we were successful at outline stage, submitted a full application and are currently preparing a response to reviewers.*

*Both are being led by Lancashire Care NHS Foundation Trust and the Chief investigator is Dr Nusrat Husain*

*We have also benefitted greatly from the alerts on NIHR webinars which have been attended by members of our team*

*Thank you for all your hard work and efforts!'*

### Example 3:

Dawn Nortman, Head of Clinical Audit & Research, Kent Community Health NHS Foundation Trust

*'I have made use of CHAIN a couple of times in order to carry out a benchmarking exercise around clinical audit. I have found this a useful way to engage with the clinical audit community both locally and nationally. It is encouraging that those who are signed up to CHAIN have been so generous in sharing their views, advice, experience and expertise and processes that they employ in their Trusts. This shared learning has helped us to improve our own internal processes.'*

Example 4:

Rachel Teal, Stroke Research Nurse, Oxford Radcliffe Hospitals NHS Trust

*Subject of query: needs of (unpaid) carers*

*'Yes, I was delighted with the response, within three days I'd received five really good emails, with not only a PPT presentation which I what I was requesting, but also a web training system, and suggestions of how to develop any training further.*

*So I think we are a good five steps further forward than we thought we were. I have a follow up meeting next week with the organiser so hope to proceed from there, but I was so impressed again by CHAIN membership benefits!!'*

Example 5:

Tim Beanland, Knowledge Manager, Alzheimer's Society

Subject of query: Help needed with review of: 'This is me'

*'CHAIN has been an absolute goldmine: we've had lots of professionals who replied, offers to involve people affected by dementia in the review, and more. Thanks so much for putting us onto CHAIN. We will definitely be using it more.'*

Example 6:

Linda J.M. Oostendorp, Research Fellow, University of Hertfordshire

*Subject of query: Developing a measure of organisational readiness for patient engagement in healthcare*

*'I am pleased to let you know that the circulation of our survey through the CHAIN network has been very successful. Almost fifty members have responded to the invitation. Participation has exceeded our expectations, and we have now achieved a better representation of managers, policy makers, nurses, and other health professionals.'*

Example 7:

Anita Westera, Research Fellow , Australian Health Services Research Institute (AHSRI)

*'About a year ago I emailed CHAIN members regarding a project that we were working on for the Australian Government, on Younger Onset Dementia. I received some really good feedback from members, which also resulted in some trans-national networking - one respondent from the UK met with us when he was in Australia in June for a dementia conference earlier this year, and a colleague who was working on the project with me is currently in the UK visiting and presenting on outcomes of the project. The project included an international literature review, and also a national consultation process.*

*I've been made aware of some really useful resources over the last few years, which I've used, as have my colleagues. This network allows members to access a really broad range of things - localised resources as well as major developments and guidelines - many of which I wouldn't have otherwise known about. Plus, it's a great way to realise that we're not all beavering away in isolation, but are part of a much wider community with similar objectives. I think you do a fabulous job.'*

Example 8:

Invitation to join NIHR evidence rater pool

On behalf of CHAIN member Tara Lamont and colleague Pauline Swinburne at NIHR

Recruited over 510 potential participants to-date.

Example 9:

Audrey Stephen, CSO Research Training Fellow, The Robert Gordon University

*'I used the CHAIN bereavement and loss subgroup recently to request feedback on practice guideline documents that I had developed as part of my PhD project on bereavement care for older people. A web link to the drafted documents was circulated to members with a questionnaire on which respondents provided their feedback and comments. I received twelve responses from people in a range of roles and with an interest in bereavement and bereavement care. Feedback was used to inform finalisation of a version of the guideline for use in practice.'*

*'The responses I received to my request via CHAIN were very helpful. People had obviously thoroughly read the information provided and gave considered comments that were constructive and provided practical suggestions for improvement.'*

Example 10:

Antonio Pangallo, Lecturer, City University, London

*Subject of query: survey on resilience in palliative care workers*

*'I just wanted to keep you updated with numbers on the survey – thanks to CHAIN members I have now reached 150 respondents.'*

Example 11:

Sarah Edmunds, Researcher, University of Westminster

*Subject of query: evaluate a walking/cycling intervention - NHS collaborators sought*

*'The Chain email was really helpful. I received several responses from people who were interested in collaborating with us, from across the country. We decided to link up with Tower Hamlets in the end. We actually had a previous link with the team in Tower Hamlets but hadn't thought to contact them about the project so they responded to us directly as a result of the Chain email going out.'*

Example 12:

Marjolein van der Marck, Senior researcher; Project Leader, Radboud university Medical Center, Netherlands

*Subject of query: Seeking examples of community based initiatives that improve care for dementia*

*'I indeed received useful responses to my inquiry. Thank you very much for the idea to send it out to the CHAIN network. Your message also reached my own country. The last e-mail I received was from the Netherlands, from a professor who received a message via somebody in the CHAIN network. It is wonderful to see that people response and even from all over the world!'*

Example 13:

Louise Lordan, Senior Physiotherapist, Midland Regional Hospital at Mullingar, Republic Ireland

Subject of query: emotional interventions in the integrative care of COPD patients

*'There has been a great response and much appreciated. I have had I think 4 responses to date from psychologists with a recent response from a student psychologist doing a pilot project on emotional interventions in the community with a similar client group to our service. Other responses have given generously of their own personal work and numerous references.*

*Having been in receipt of colleagues generosity I can truly appreciate how CHAIN works and the links it provides that may not otherwise have been available. Thank You for forwarding my query.'*

Example 14:

Mary Morrissey, Director of Psychology, Health Services Executive, Republic Ireland

Subject of query: Effective Knowledge Management in HealthCare

*"I have had a terrific response to the CHAIN message you sent . So far I've made great connections with people from England , Scotland and Canada. Thank you very much for sending my request.'*

Example 15:

Gill Dowley, Commissioning Manager, NHS Hull Clinical Commissioning Group

Subject of query: Seeking information on Leadership and management training courses in Y&H

*'I received about five replies all with very informative information, web links and advice on who and where to contact*

*Thanks again for your help and the wonderful link that is 'CHAIN'*

Example 16:

Dawn Graham, Senior Macmillan Development Manager, Lancashire, South Cumbria, Merseyside,Cheshire & Isle of Man

Subject of query: redesigning community palliative care occupational therapy service

*'Loads of really great responses. Thank you.'*

Example 17:

Pauline Hatchard, Clinical Nurse Specialist, Bridgewater Community Healthcare NHS Trust

*'I am writing to explain how being a CHAIN member has helped me to gather information in regards to my dissertation, which is hopefully the final piece of work to complete the MSc in clinical practice pathway. The subject is how men cope with bereavement following the death of their spouse the study available on the CHAIN website in relation to the topic was a major inspiration to how I have developed the subject to look at gender difference in relation to bereavement and how different coping mechanisms linked to the different genders affect how they seek help and support.*

*The Consultation and Mapping of practice in relation to bereavement and bereavement*

*care available via CHAIN by Wimpenny et al, really helped to me to focus my study, and reinforced that the study was a worthwhile topic. Giving me the confidence to apply for ethical approval which is not for the faint hearted.*

*Thanks to CHAIN and the availability of the relevant literature I can move forward with a subject which I feel strongly about and could potentially be a neglected area. We will have to wait for the research to be completed to see what is recommended and if existing services should be revamped or whether new services should be developed in an attempt to reach men who have been bereaved and need support but who have been identified as a hard to reach group.*

*Without access to the relevant bereavement study, in the early days I probably would not have felt confident to move forward.'*

Example 18:

Maria Loughran, Practice Development Nurse Facilitator, Mid-Ulster Hospital, Northern Ireland

Subject of query: clinical skills training in the private care sector/ nursing homes

*'I received 2 responses and the information was most useful. CHAIN is a great resource- thank you.'*

Example 19:

Karen Kelly, Macmillan Information and Support Manager, Ulster Hospital, Northern Ireland

Subject of query: Information on Thyroid Cancer and Sarcomas

*'The response I received was very helpful. I was signposted to a range of organisations and publications and was also contacted for NI representation by some of the aforementioned organisations, namely Sarcoma UK.'*

Example 20:

Tracey Risebrow, NMC Revalidation Lead, Ipswich Hospital NHS Trust

Subject of query: managing 'specialing' patients

*'Thank you I have already had a great response. First time I have used to ask for information and very impressed.'*

Example 21:

Janine Glen, Contracts Manager, Community Pharmacy Development, NHS Greater Glasgow & Clyde

Subject of query: Career and Succession Planning

*'I did get some useful responses from members.*

*I received information around the new Educational Pathway developed for Business and Admin staff from a contact at NES and also some very useful information from a colleague in Milton Keynes no less!*

*This was very helpful and I'm actually using this information as a basis for a new initiative we're developing.'*

Example 22:

Collaborating with CHAIN member Dr Sally Fowler-Davis (Sheffield Hallam University) in a research project supporting Public Health England to find out what and how AHPs are engaged in interventions are health improvements or preventative. As part of the collaboration we circulated a survey on behalf of Sally Fowler-Davis to AHPs in England on the CHAIN network (n=1200). Total number of 299 responses received – 20% response rate.'