



University
of Glasgow

Evaluation and Feedback

Researchers should ask for feedback after each session and after the project is complete. This feedback will help in ensuring that the activities are meaningful, well-paced and inclusive for all and can have impact on the development of future projects and activities.

Feedback after each activity

Researchers should review feedback after each activity and use it to make improvements during the project. Where changes are made as a result of feedback, contributors should be informed. The purpose of feedback after each session is to capture immediate reactions, rather than evaluate the whole project.

Researchers should:

- Review the feedback promptly.
- Look for any concerns or issues raised while the project is still ongoing.
- Pay attention to responses about whether participants felt able to contribute and whether activities were useful.
- Use feedback to adjust future sessions.
- Close the feedback loop and let participants know how their feedback has been used.
- Retain a summary of session feedback and any actions taken.

An example:

“How did today’s session go?”

Please tell us what you thought about today’s activity.

1. I enjoyed today’s activity. Agree / Mostly agree / Not sure / Disagree

2. My views were listened to. Agree / Mostly agree / Not sure / Disagree

3. Is there anything you would like us to do differently next time?

End of project feedback and evaluation

The end of project feedback should be used for more than just reporting. It can help researchers demonstrate the quality and impact of their PPI activity and identify what could be improved in their PPI practice in any future projects. A short feedback report should be shared with contributors to demonstrate how their views have been used to improve future Patient and Public Involvement activities.

Researchers should:

- Summarise the feedback results and include them in final reports.
- Reflect on what worked well and carry it forward into future projects.
- Identify areas for improvement and develop actions to address these issues in future work.
- Use the responses to determine level of compliance with PPI best practice.
- Close the feedback loop by letting participants know how their feedback has been used.

An example:

“How did the whole PPI experience go for you?”

An End of Project Feedback Form

Thank you for being involved in this project. We would value your feedback to help us improve future Patient and Public Involvement activities.

1. I felt my views and experiences were listened to and valued.

Strongly agree / Agree / Not sure / Disagree / Strongly disagree

2. I felt welcomed and included throughout the project and was given enough opportunities to share my views and experiences.

Strongly agree / Agree / Not sure / Disagree / Strongly disagree

3. The research team communicated clearly and kept me informed throughout the project.

Strongly agree / Agree / Not sure / Disagree / Strongly disagree

4. The researchers followed the agreed ground rules for the group and the Research Shaped Together principles and guidance.

Strongly agree / Agree / Not sure / Disagree / Strongly disagree

5. I understand how my involvement contributed to the project.

Strongly agree / Agree / Not sure / Disagree / Strongly disagree

6. Would you recommend taking part in a similar project to a friend or family member?

Strongly agree / Agree / Not sure / Disagree / Strongly disagree

7. Is there anything you would like to tell us about your experience?

