



Mental Health  
Research Network



National Institute for  
Health Research

## MHRN Menu of Service User Involvement | **Level A Participatory**

| Tasks available  | Knowledge needed | Experience/<br>skills needed                  | Training needed  |
|--|------------------|---|--|
| Be included on mailing lists to receive research information (for example research findings, new studies underway, service user opportunities in research) | none             | none  | <ul style="list-style-type: none"><li>■ help to set up internet accounts</li><li>■ basic computer skills training</li><li>■ training to help understand mental illnesses</li></ul> |
| Attend research conferences/events as a delegate   | none             | none  | <ul style="list-style-type: none"><li>■ hub to provide information about conferences and expectations of service user participation in a conference</li></ul>                      |
| Attend conferences as additional support for hub or research teams (for example helping on welcome desk and handing out badges/packs)                      | none             | Good communication skills and friendly manner | <ul style="list-style-type: none"><li>■ mentor support</li></ul>   |
| Shadow a clinical studies officer  |                  |   |  |



MHRN Menu of Service User Involvement | **Level B Project specific**

| Tasks available  | Knowledge needed   | Experience/ skills needed   | Training needed  |
|--|--|---|--|
| Help disseminate project information before during and after recruitment (including project findings)  | Understanding of clinical research in general, and about the specific project          | Good communication skills   | <ul style="list-style-type: none"> <li>■ NIHR CRN CC – Valid informed consent courses</li> <li>■ consider help for people with dyslexia</li> <li>■ mentor support</li> </ul> |
| Advise local hub or Service Users in Research on its publication material and website to ensure user-friendly feel and interesting content                           |  | May require IT proficiency  |  |
| Advise study teams on the style and content of their written materials (eg questionnaire and advertising posters) and make sure they are clear for all to understand |  |   |  |
| Review the patient information sheet, consent form and, protocol of a research study from an ethics IRAS form  |  | Good written English skills   |  |
| Write lay summaries of technical information to ensure information about the project is accessible to all those interested   | Project specific guidance  | Organisational skills<br>IT proficiency in Microsoft Word and Excel           |  |
| Conduct local audit work for project teams   | How the MHRN works, project specific knowledge and an understanding of confidentiality | Experience as a research participant would be beneficial but is not essential |  |
| Accompany clinical studies officers when publicising a study – includes handing out publicity and talking to people  |  |   |  |
| Sit on a project set up committee (steering committee) to give advice, for example, on recruitment strategies  |  |   |  |



MHRN Menu of Service User Involvement | **Level C Multiple project – beginner**

| Tasks available   | Knowledge needed                                   | Experience/ skills needed                               | Training needed   |
|---|--|---|---|
| Be responsible for service user involvement section of newsletter (involves writing articles about service user involvement strategy and work in general) | Good knowledge of local hub and its activities     | Experience contributing to hub/research literature      | <ul style="list-style-type: none"> <li>■ NIHR CRN CC – Valid informed consent course</li> <li>■ interview training</li> <li>■ presentation skills training</li> </ul> |
| Help with study administration (this might involve contacting trial participants about appointments and visits)   | Knowledge of research and of the specific project  | Experience talking to trial participants about research | <ul style="list-style-type: none"> <li>■ continue with ICT skills development</li> <li>■ mentor support</li> </ul>  |
| Sit on a Clinical Research Group (CRG). Places are available on individual basis  | A good knowledge of the topic of the CRG           |   |   |
| Sit on the Service Users in Research Advisory Board or Committee  | A good knowledge of the MHRN and/or your local hub |   |   |
| Sit on a hub service user involvement committee   |  |   |   |
| Sit on an interview panel for a hub or research project when they recruit new staff   |  |   |   |
| Accompany clinical studies officers when publicising a study (includes giving presentations about the MHRN and specific projects)                         |  | Good presentation skills                                |   |
| Write patient information sheets, consent forms, and other study documents for research teams   |  |   |   |



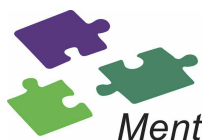
Mental Health  
Research Network



National Institute for  
Health Research

MHRN Menu of Service User Involvement | **Level D Multiple project**

| Tasks available  | Knowledge needed                                     | Experience/<br>skills needed   | Training needed  |
|--|--|--|--|
| Sit on Hub Management Committee or Executive   | Good understanding of clinical research and the MHRN | Experience sitting on committees and offering constructive advice on research strategies | <ul style="list-style-type: none"> <li>■ ethical skills training</li> <li>■ peer groups for support</li> <li>■ mentor support</li> </ul> |
| Facilitate focus groups for project/MHRN purposes  |  |  |  |
| Help with specific studies, conduct questionnaires   |  |  |  |
| Review protocols at set-up stage to help assess how realistic the study design is  |  |  |  |
| Take leadership role in hub service user involvement committee, advising hub on its service user involvement strategy and policies |  |  |  |
| Give presentations about MHRN and specific studies at conferences and road shows   |  | Good presentation skills   |  |



**MHRN Menu of Service User Involvement | Level E Formal involvement**

| Tasks available  | Knowledge needed  | Experience/ skills needed   | Training needed  |
|--|---|---|--|
| <p>Hold position such as the MHRN Service Users in Research or FACTOR coordinator or administrator</p> <p>Work as a service user researcher, conducting interviews and questionnaires</p> <p>Work as a research assistant/worker or clinical studies officer (paid employment, likely to be full-time)</p> <p>Hold paid research position and use expertise to advise National MHRN Adoptions, Allocations and Advisory Committee</p> <p>Work as a research administrator or coordinator (paid employment, likely to be full-time)</p> | <p>Demonstrate relevant skills and have accredited prior learning experience or relevant qualifications</p> | <p>Sound knowledge of research and experience at Level C and D, helping with research</p> <p>Experience of working in a research-orientated setting</p> | <ul style="list-style-type: none"> <li>■ Questionnaire/Rating Scale</li> <li>■ specific training and attendance at relevant conferences</li> <li>■ mentor support</li> <li>■ access to academic journals and magazines through the NHS or university libraries</li> <li>■ consider being given an honorary contract with the relevant NHS trust or university</li> </ul> |

**Glossary of terms**

**CSO** – clinical studies officer. A member of MHRN staff who identifies and recruits someone to mental health research studies.

**CRG** – Clinical Research Group. A group of researchers, service users, and carers that the MHRN funds to produce research proposals and to obtain funding for them.

**GCP** – Good Clinical Practice.

**FACTOR** – Families and Carers Together in Research. FACTOR is the carer arm of the MHRN.

**Hub** – One of the eight regional offices of the Mental Health Research Network, which are situated across England.