

NIHR Greater Manchester PSTRC

## Plain English Publication Summary

Publication: [Using visual art and priority setting to provide patients with a voice to describe quality and safety concerns: vitamin B12 deficiency and pernicious anaemia](#)

### Publication details (Vancouver format)

Tyler N, Giles S, Daker-White G, Panagioti M. Using visual art and priority setting to provide patients with a voice to describe quality and safety concerns: vitamin B12 deficiency and pernicious anaemia (under review). *Heal Expect.* 2021;

### What are the most important findings/conclusions in this paper? Why are they important?

Using visual arts in a public involvement workshop was useful because it gave patients a voice so they could express concerns about healthcare quality and safety issues. Using visual arts allowed patients to talk about their emotions and to express the impact of their condition or care in a different way.

It's important that researchers provide patient and public contributors with different ways to contribute to research meaningfully, and patients liked that the outputs could be shown to professionals to improve practice.

In the priority setting part of the workshop, patients highlighted a few issues that were important to them:

1. How test results are understood, or interpreted
2. Professionals not treating symptoms
3. Self-medication
4. Relationships with professionals.

A main issue highlighted in the visual art element was feeling ignored, silenced or not listened to by healthcare professionals.

### What did you do?

We wanted to give patients the opportunity to have a voice, to take part in agreeing research priorities and to express their concerns about the quality and safety of their healthcare. One researcher (who also has vitamin B12 deficiency) delivered a one day workshop with 12 patients. The workshop had four parts:

1. One-to-one sessions with an artist
2. Research priority setting
3. Comments on documents
4. Development of a reference group for future research.

**Why did you conduct this research?**

Involving and engaging patients and the public in research is recognised as important for improving quality in health services and health services research. Vitamin B12 deficiency is an area where involving patients in research planning is needed and it could be of benefit to patients. This is because these patients often report being unhappy with the care they receive.

**What was known before your paper was published?**

This is quite an under-researched area, and no other researchers had considered the primary care patient safety risks that come with having a vitamin B12 deficiency.

**What is next? What is the potential impact of the work in this paper? What will change as a result of this paper (or the study it describes)?**

After the workshop, patients described many patient safety risks. This led to the development of a survey that 1300 patients completed. Their answers helped us to understand what they think, and what they understand, about safety in primary care.

**Does this paper link in to a particular study / project? If so, please summarise the study and explain how this paper has improved understanding, or will move the study forward.**

This paper is providing a voice for patients with vitamin B12 deficiency and the authors hope it will be the basis for future funding applications to do more research in this area.