



South Eastern Health
and Social Care Trust

Personal and Public Involvement Annual Report 2021/2022

Personal and Public
Involvement (PPI)



Involving you,
improving care

Glossary of terms

Service User

Service User is the term used to describe anyone that uses Health and Social Care services. The term encompasses patients, clients, carers, tenants, family members etc.

Carer

A carer is an individual who provides a substantial amount of care on a regular basis to an individual who could not manage without help.

Health and Social Care (HSC)

HSC is provided by a number of organisations who work together to plan, deliver and monitor HSC services in Northern Ireland.

Patient and Client Experience (PCE)

PCE is the wraparound support arrangement in place to provide a positive care experience alongside receipt of clinical care. PCE is a key element of quality.

Personal and Public Involvement (PPI)

PPI is the active and meaningful involvement of service users, carers and the public in the planning, commissioning, delivery and evaluation of HSC services.

Co-production

Co-production is a highly person-centred approach that involves working in partnership with people from the start to the end of any decision that affects their care journey.

Introduction

South Eastern Trust is committed to working in partnership with the people who use and deliver our services to ensure that we provide safe and effective care that is continuously improving.

This report outlines how the Trust has progressed personal and public involvement during 2021 – 22.

In line with regional direction, as laid out in the Public Health Agency's Commissioning Plan 2019 - 20, the Trust has worked to develop an integrated model of involvement and experience.

The Trust aims to optimise its suite of Involvement and Experience components to deliver the user voice as a system that adds value to Trust business. The Trust aims to realise the culture that Involvement and Experience is everybody's business and a core priority element of delivering care.

What is Personal and Public Involvement?

Involvement is about people using their life skills, knowledge and own lived experience to influence how services are planned, developed, delivered and evaluated. The aim of involvement is to ensure that views and experiences of service users are sought and given a platform to help to inform planning, delivery and evaluation of Health and Social Care services.

Service users engage in a wide range of involvement activity to include features such as service user feedback provision, documentation review, co-production workshops, service evaluation and equal partnership working with Trust staff to make decisions about Trust business. All levels of involvement are important. Different levels are appropriate at different times and in different circumstances.

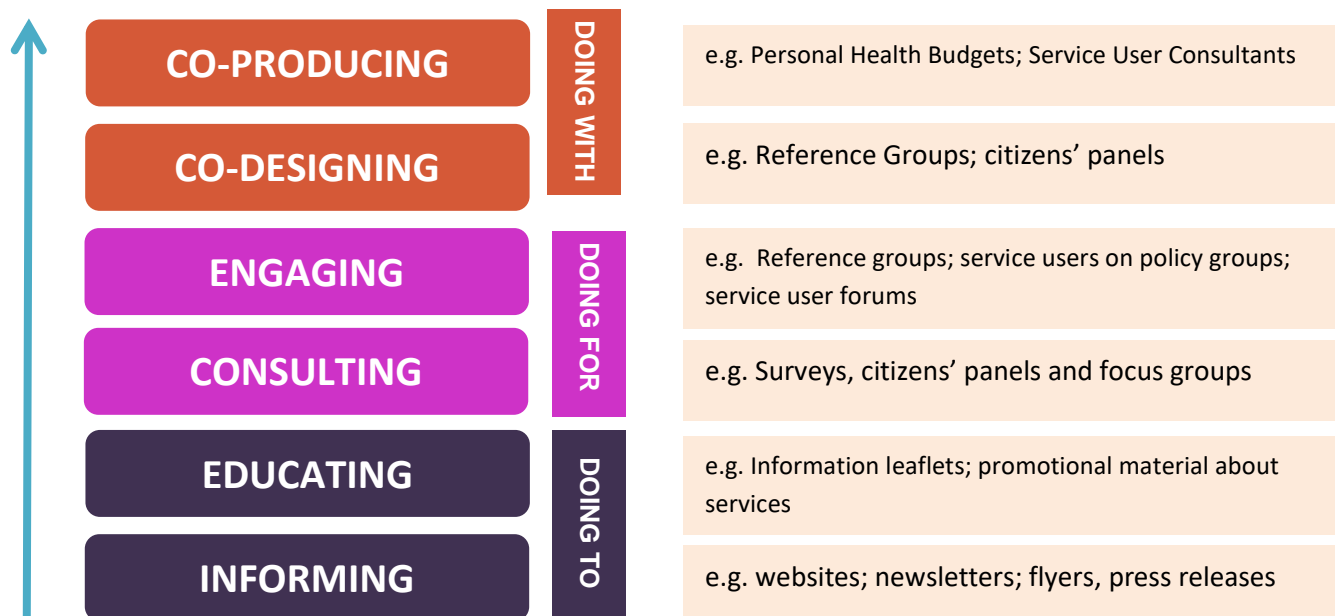


Figure 1: Ladder of Involvement

The Ladder of Involvement (Figure 1) is a widely used model within healthcare and for illustration of the range of levels at which service user and carer involvement can take place.

The highest level of involvement on the ladder is termed 'Co-production'. Co-production involves working in partnership with people from the start to the end of any change that affects them.

Personal and Public Involvement in South Eastern Trust

The Trust is committed to putting service users at the heart of everything it does. The Trust works in partnership with the people who use our services in order to tackle inequalities in health, promote health and well-being and to improve service delivery and user experience. All Trust employees have Involvement responsibility incorporated within their job role.

There are a range of initiatives which promote and support Involvement within the Trust. The Trust has two main functions that are responsible for embedding the service user voice within our services; Personal & Public Involvement (PPI) and Patient and Client Experience (PCE). A priority included within the HSC / Public Health Agency (PHA) Draft Commissioning Plan (August 2019) is that Trusts should integrate Involvement and Experience into a single organisational plan. In line with this, the Trust is currently developing an integrated framework to encompass both Involvement and Experience. This includes the development of a new Integrated Involvement and Experience Plan.

Involvement is a term used to describe the active and meaningful involvement of service users, carers and the public in the planning, commissioning, delivery and evaluation of Health and Social Care (HSC) services, in ways that are relevant to them. It can also be described as the process of empowering and enabling service users, carers and the public to make their voices heard, ensuring that their knowledge, expertise and views are listened to. The Health and Social Care Reform Act (NI) 2009 placed a statutory legislative requirement on HSC Trusts to involve and consult patients, families, carers and local communities on the planning, delivery and evaluation of services.

To help embed Involvement into HSC culture and practice, the Regional PPI Standards were developed and launched at a regional level in March 2015. The Trust has continued to implement the five standards endorsed by the Department of Health, Social Services and Public Safety. The standards help to standardise practice and support the drive towards a truly person-centred system.

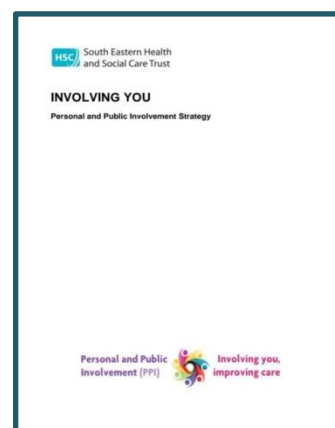
Regional PPI Standards

Leadership	Health and Social Care organisations will have in place, clear leadership arrangements to provide assurances that PPI is embedded into policy and practice.
Governance	Health and Social Care organisations will have in place, clear corporate governance arrangements to provide assurances that PPI is embedded into policy and practice.
Opportunities and support for involvement	Health and Social Care organisations will provide clear and accessible opportunities for involvement at all levels, facilitating and supporting the involvement of service users, carers and the public in the planning, delivery and evaluation of services.
Knowledge and skills	Health and Social Care organisations will provide PPI awareness raising and training opportunities as appropriate to need, to enable all staff to deliver on their statutory PPI obligations.
Measuring outcomes	Health and Social Care organisations will measure the impact and evaluate outcome of PPI activity.

South Eastern Trust 'Involving You' Policy

The Trust's Personal and Public Involvement Strategy, Involving You, was published in October 2016. This strategy sets out the Trust's commitment to embedding Involvement across Trust services. A copy of the policy can be found at the following link:

<https://setrust.hscni.net/wp-content/uploads/2019/09/PPI-Strategy-Involving-You.pdf>



In alignment to the development of the new Trust Integrated Involvement and Experience Plan, a review and update of the Trust current 'Involving You' Policy will take place.

Patient and Client Experience

Patient and Client Experience is recognised as a key element in the delivery of quality healthcare. The Northern Ireland Quality 2020 Strategy defines quality under 3 main themes: safety, effectiveness, and patient and client experience.

The focus on the patient and their experience of care is to ensure that the health service is always centred around the needs of the patient. Identification of these needs is therefore of the utmost importance.

Public Health Agency introduced the Regional Patient and Client Experience Standards in 2009. Five key themes were identified:

- Respect
- Attitude
- Behaviour
- Communication
- Privacy and Dignity

The Trust consulted with Service User Forum representatives regarding the Patient and Client Experience Standards who identified two additional key themes:

- Response To Your Needs
- Involving Your Family

A service user satisfaction tool was co-produced and is implemented across a range of service settings to continuously measure patient satisfaction and to drive local Experience improvement plans. Services receive a regular Experience results poster for public display.

Governance Direction

Looking ahead to 2022 / 23 year, the Trust will launch a new integrated Involvement and Experience arrangements.

Aligned to the integration of the Trust's Involvement and Experience functions, existing Governance structures for Involvement and Experience have also been recently integrated as per the figure 1 below.

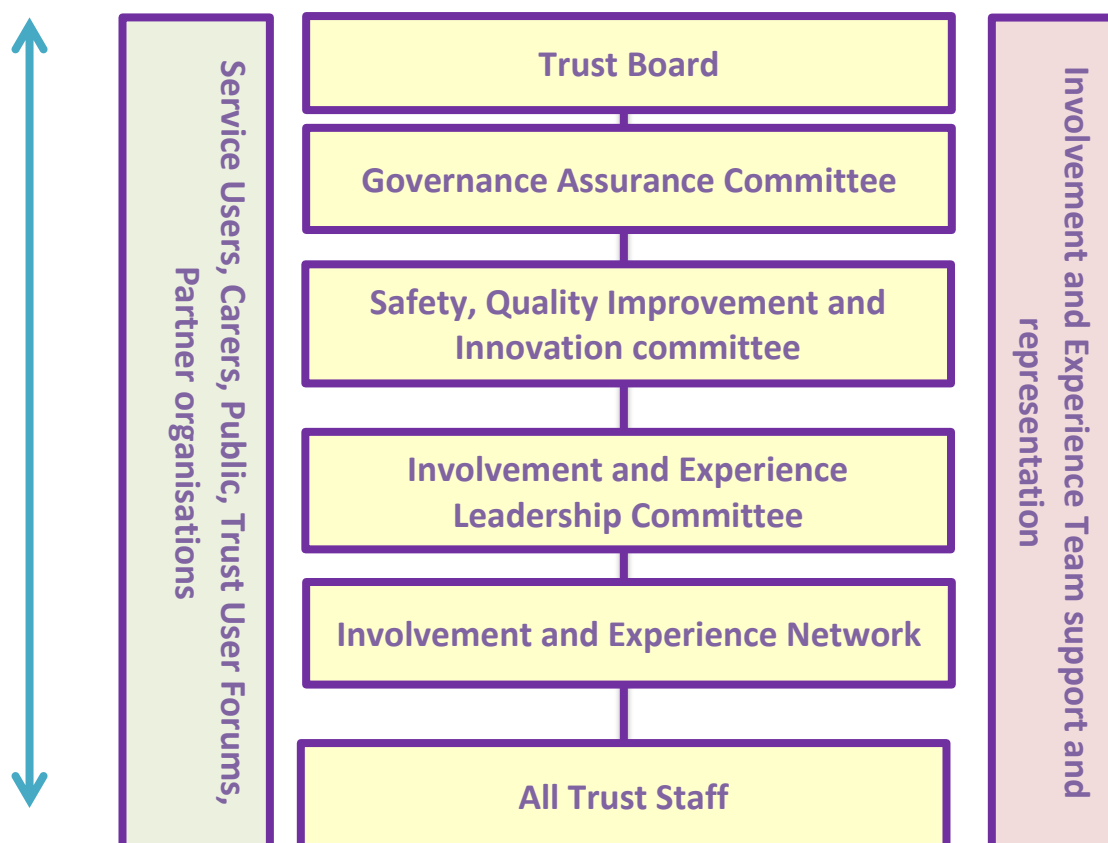


Figure 1: Overview of Trust Involvement and Experience Governance Structure

Involvement and Experience Leadership Committee

The key function of the newly-established integrated Involvement and Experience Leadership Committee (formally 'PPI Sub Committee' and the 'User Experience Leadership Sub Committee') is to lead and maintain oversight of the implementation of the Trust Involvement and Experience Programme.

During Quarter 4 2021 / 22, the Trust developed arrangements for the new leadership committee attached to the Trust governance structure for 01.04.2022 launch.

The leadership committee will be supported by an Involvement and Experience Network. The Trust Involvement and Experience Network will launch during 2022 / 23 Quarter 1 and will progress Involvement and Experience through the key elements of:

Service User Database: This is a database comprising service user representatives who have expressed interest in becoming involved in:

- general Trust business and / or
- specific services / topics of special interest

Calendar of Events: This is a corporately-led programme of events to include:

- **CONNECT Events** (Connecting service users with service leaders with both groups contributing to programme agenda content)
- **Co-production Workshops** (Partnership-working with Involvement representatives to review and influence Trust arrangements, documentation, systems and processes)
- **Experience Expert Quality Improvement Programme** (Involvement representatives partnering with staff to explore aspects of services in order to drive improvement)

Register of Opportunities: This is a register of service-specific involvement opportunities against which members of the Service User Database will be matched.

Patient and Client Experience Standards Programme: This is a user feedback programme aligned to a range of service settings whereby reports are produced to evidence service user satisfaction levels and guide improvement direction.

10,000 More Voices Programme: This is a regional project-based programme whereby the user voice is collected to evidence user satisfaction within specific services as per a regional workplan set by Public Health Agency.

Online User Feedback System: This is an online platform through which service users tell the story of their experience and receive a direct response from service leadership – detailing any planned change based on the content from each experience story. The system is housed on the Care Opinion platform.

Always Events Programme: This programme currently consists of six key topics against which the Trust works to ensure reliable high-quality arrangements are in place in order that the service user ALWAYS has a positive experience of care. The topics are:

- Family Presence
- Communication
- Mealtimes Matter
- Night-time Experience
- Pain Management
- Single Gender Accommodation

External Activity

PPI Regional Forum

In 2021/22, the South Eastern Trust continued to actively contribute to the PPI Regional Forum and participated in a number of key developments.

The Trust has contributed to the design process for the new regional monitoring tool for Personal and Public Involvement within Health and Social Care.

The Trust was a collaborated in the development work to support the re-launch of the regional Engage website.

The Trust participated in the review of the PPI Regional Forum's arrangements and effectiveness.

Patient and Client Experience Regional Facilitators Meeting

Throughout 2021/22, South Eastern Trust continued to make active contributions to the Patient and Client Experience Regional Facilitators meeting on a monthly basis.

This channel allows regional objectives to be communicated and progressed at a regional level. This includes the monitoring of projects on the Public Health Agency's 10,000 More Voices workplan as well as the direction of HSC Regional Online User Feedback System (Care Opinion) implementation and embedment across the region.

Public Health Agency - Patient and Client Experience Leadership Group and Working Group

Throughout 2021/22, South Eastern Trust continued to contribute to regional direction in improving the user experience.

This channel allows regional objectives to be communicated and progressed at a regional level. This includes the monitoring of projects on the Public Health Agency's 10,000 More Voices workplan as well as the direction of HSC Regional Online User Feedback System (Care Opinion) implementation and embedment across the region.

Action Planning

During Quarter 4 2021 / 22, the Trust User Experience Action Plan concluded with all priorities met.

Plans were then drawn up to develop a new integrated Involvement and Experience Action Plan 2022 / 23. The new action plan focuses on:

- Priorities for a Successful Involvement Programme
- Aims, Outcomes and Measures
- Regional and Organisation Fit
- Resource (Funding and Staffing)
- Involvement and Experience Framework
- Building the identity of and Access to the new Integrated Involvement and Experience Brand / Hub
- Support for and Co-ordination of Service User Representatives on Trust Business

Quality Strategy



South Eastern HSC Trust launched its Quality Strategy 2021 / 26 on 15th November 2021 entitled *Quality4All*.

The Quality Strategy sets out the vision, aim and approach the Trust will take to deliver the best care and continuously focus on improving services. The Strategy emphasises the importance of putting people at the heart of everything that the Trust does. Aligned to this commitment, an important element in the development of the strategy was to ensure that it was co-designed by both staff and service users/carers, bringing together a mix of lived and learned experience to inform the content.

Patient Client Council helped to identify service users who were interested in becoming involved and a meeting was held to discuss quality and what it means to the people who use and deliver Trust services. Meeting discussion content was used to develop the Quality Strategy, and the Trust's Local Engagement Partnership were involved thereafter to review drafts of the Strategy and to provide feedback.

The Trust's new integrated Involvement and Experience arrangements will focus on strongly on creation and evidence of quality improvement impact made through service user engagement throughout the life of this strategy

Local Engagement Partnership (LEP)

The Local Engagement Partnership was established in 2017 in connection with the outworkings of the Trust Social Work Strategy. This is a group of people with lived experience of services, carers, social workers and partner agencies who work together to improve social wellbeing and strengthen social work in local communities. All Local Engagement Partnership work is developed through co-production.

Local Engagement Partnership co-produced a new '*Hot Tips for Engagement*' resource for social work staff. The resource was developed from a carer's idea that exploration should take place to develop the optimised arrangements for staff to receive honest feedback from people with lived experience of the service. The group decided that an information leaflet for staff, developed by people with lived experience, would support staff to reflect on positive ways to engage. Local Engagement Partnership came together on several occasions to co-produce content and design and to decide as a group what should be included.

HOT Tips for Engagement has been launched locally and shared regionally. It has been included within Trust induction for all new social work and social care staff.

Carers

South Eastern H&SC Trust Carer Support Service

The Carer Support Service is a central point of contact for carers who care for someone living in the South Eastern H&SC Trust area.

Deaf Carers Initiative (2021)

The Service established contact with deaf carers through the Sensory Support Team and the group worked to create a carer leaflet that they felt deaf carers would read. These leaflets have been distributed to Trust and community facilities in an attempt to reach out to 'hidden' carers in order for carer supports to be offered to the deaf carer group.

South Eastern Health and Social Care Trust

Are you a deaf carer?

Do you help someone with medication?
OR
Do you help someone get washed and dressed?
OR
Do you shop for someone?
OR
Do you help someone prepare meals?
OR
Do you make appointments for other people or go with them?

If you think this is you, you would be a carer.
The carer support service in the Trust would like to support you.

Contact us if you would like to talk to someone about your caring role:

Carer Department:

Email: carer.support@setrust.hscni.net
Post: Carer support service, South Eastern HSC Trust, Community Services, 45-47 Main Street, Ballynahinch BT24 8DN
Phone: (028) 4372 1807

You can use sign video (the new name for Interpreter Now) or Relay UK to contact the carer landline

Mobile: 07900 936 726

Sensory Support Team:

Email: sensorysupport@setrust.hscni.net
Post: 52 Church Street, Newtownards, BT23 4AL
Phone: (028) 9151 0136
Mobile: 07734 282 646
Fax: (028) 9151 0145
Minicom: (028) 9151 0137

February 2022 Version 1

The group also wrote and designed a deaf carer booklet that can be sent out to deaf carers as an information booklet. The leaflet contains information on how to get support, who to contact and details about a carer conversation and how to request one.

Carer Counselling Service (Feb 2021 and ongoing)

The Carer Counselling Service was set up in February 2021 in partnership with Lifeline, the SEHSC Trust Carer Support Service and the BHSCT Carer Support Service. During the COVID 19 pandemic, it was recognised that unpaid family carers required a specialist, responsive counselling service to meet their needs. The need for a specialist counselling service was identified through the regional Carer Co-Ordinator Network and from carer feedback

In October 2020, Carers NI reported that 81% of carers were providing more care since the COVID 19 pandemic, almost two thirds of carers (64%) reported having no breaks from the caring role and 64% noted that their mental health had worsened as a result of the pandemic. Carers reported high levels of fatigue and stress, with 74% stating they were feeling exhausted and worn out as a result of caring during the pandemic. At this time, government restrictions impacted on support such as day care and face to face contact. Carers experienced greater caring responsibilities which resulted in additional stress and the need for psychological support. Generic counselling services had long waiting lists and there was a desire to create a specific carer counselling service that could be responsive to carer needs. Carers, as an unpaid workforce should be seen as equal partners in care and offered the same support that NHS staff were given in relation to access to immediate emotional wellbeing services. The numbers of carers referred to the carer counselling service 2021/22 was 149 with Carer Support receiving very positive feedback from carers.

Carer Hubs (established 2022)

Carer Hubs have been established in the Bangor and Lisburn areas of the Trust following feedback from carers that they wanted regular support in their local areas. The Hubs meet monthly for carers to call in for information, guidance, advice and support. The service is working to roll out Carer Hubs to other parts of the Trust area in 2022/23

Carer Focus Group

Carer Support engaged with carers on the Trust Carer Register inviting them to be actively involved in the Carer Focus Group which meets quarterly and is chaired by the Trust Carer Lead. There was a significant response which has resulted in more carers being involved in the group and with sub groups of carers being established to work on various initiatives including work on creating a Carer Trust Strategy.

Carer Register and Mailing list

Carer Support continues to engage and involve carers through the mailing and postal carer lists (carer numbers currently at approx. 2,600). Feedback and evaluations are sought following information sessions and events and carers are regularly asked to advise on what they want and need from the service. The service continually adapts to respond to identified need.



HSC Regional Online User Feedback

HSC Regional Online User Feedback System was launched by Public Health Agency in August 2020 and uses the Care Opinion platform. Through this system, service users tell their experience story. Service leads are alerted to stories related to their respective services and take responsive action.



The Trust is rated joint 1st in UK for story responsiveness (within 7-day timeframe) with a 100% rating.

The Trust was chosen to present at the Care Opinion Annual Conference 2021 where we demonstrated success in making change at service level, at individual patient level and through staff-directed focus by connecting with service users.

QR-coded posters have recently been positioned across the Trust to enhance ease of access to provide feedback – which we expect to drive increased volume of story submission and attached benefits of learning and response to same. The coded posters also support specific service-focused user feedback campaigns.

767 stories have been received through Care Opinion in SEHSCT with a number of changes planned or made due to learning gleaned.

The Trust sits in 6th place (of 235 organisations) in UK for number of trained and active service responders. 415 staff have been trained and are active as both service responders (238) and readers (177). The Trust has been commended by Care Opinion for its commitment to improving the quality of user experience.

Regional campaigns are underway for both District Nursing and the Diabetic Footcare Pathway.

Locally, the Trust has initiated a Supported Story Generation Programme with 26 services supported including a rollout across all Trust Care Homes. Promotional packs including QR- coded materials have been made available for services on the programme to avail for promotion of their individual campaign links.

A Trust Responder Training Programme is in operation. In addition to face-to-face and Zoom methods, responder training can be carried out via our updated Pagetiger documents: <https://view.pagetiger.com/QIIC/care-opinion-pagetiger>

An internal Trust review of Care Opinion was conducted in March 2022. The learning will be shared and actions implemented to further enhance the promotion, implementation, impact and evaluation of using the HSC Regional Online User feedback System.

10,000 More Voices

Patient and Client Experience is recognised as a key element in the delivery of quality healthcare. Aligned to this, Public Health Agency (PHA) is carrying out an extensive programme regionally across all Health and Social Care Trusts (HSCTs) called 10,000 More Voices with the aim to cultivate a culture of partnership, involvement and listening. It gives individuals an opportunity to highlight their priorities and what they particularly liked or disliked about their healthcare experience and what matters to them.



The programme gathers stories from patients, clients, families, carers and staff in order to better understand the range of experiences throughout healthcare settings.

Each project involves four main stages:



The key priority projects at present is a Social Care project involving story collection across nine settings of care:

- Looked After Children
- Safeguarding / Family Support
- Child and Adolescent Mental Health Service / Autism
- Children's Disability
- Physical Health and Disability Services
- Learning Disability Services
- Older People's Services
- Mental Health Services

The project is being promoted widely across each programme of care. SEHSCT is the regional leader in terms of volume of user engagement. The Patient and Client Experience Team presented at the recent Trust induction for Social Work students and have since recruited and trained Student Social Workers across services to assist with story collection as part of their community development.

The user voice will be collected and analysed with Trust reports and action plans produced. An overarching analysis and report will be conducted at regional level.

Internal Trust Programme

The Trust is committed to provision of a high-quality user experience programme. This is reflected by significant activity throughout all channels of its internal Patient and Client Experience Standards Programme. The Trust programme invites feedback and opinions of the services provided to our service users to help us to recognise great service provision and to identify how we can continue to improve. Current programmes of activity include bespoke, inpatient, outpatient and primary care.

Bespoke Programme

During 2021 / 22, a wide variety of Trust services engaged with the bespoke programme which saw 50 projects developed and progressed to completion. Over 1,100 voices contributed to our bespoke programme with notable learning and action as a result.

Inpatient Programme

During 2021/22 a widespread review and revamp of the Trust inpatient user experience programme took place with Trust inpatient satisfaction surveys, reporting and promotional material undertaking a fresh rebrand. Alongside this, an engagement piece across hospital sites was conducted that saw sequential volume increases accumulating to more than 1200 returns across the year.

Outpatient Programme

Over 740 outpatient experiences were shared across 2021/22. An engagement piece carried out across Quarter 1 focused on promotion and awareness to include full coverage across outpatient sites. All Outpatient Departments participated well with consistently high satisfaction levels maintained across all settings; Ards, Bangor, Downe, Fracture Clinic, Lagan Valley, Medical Day Case LVH/ UH, and Ulster Ward 25.

Primary Care

Primary and community care services underwent an in-year design refresh with all services have new questionnaires developed. This area of service will be a pilot area for the incoming new Trust online user feedback survey arrangements.

Virtual Visiting

During 2021/22, Covid-19 impact caused restricted visiting arrangements across inpatient wards. This led to many patients and service users having no or limited access to connecting with their family and relatives. Virtual visiting videocalls using Zoom platform was introduced as a way of keeping in touch.



This Virtual Visiting Service has both telephone and email booking arrangements in place. The Trust enables families and loved ones to stay connected easily. Ease of contact is very important for both inpatients and their families at home and abroad.

The Virtual Visiting Scheduler is available to take bookings Monday to Friday between 09:00 and 17:00. Our Virtual Visiting Officers facilitate video calls via Zoom using a Trust iPad with call slot lengths of 20 minutes and upwards.

Virtual Visiting is available across:

- Ulster Hospital
- Lagan Valley Hospital
- Downe Hospital
- Ards GP Ward



Inpatients and families have benefited substantially from the Virtual Visiting Service with visits being facilitated globally.

Virtual Visiting Service has been a particular success within the dementia setting whereby memory support aids were developed and implemented to greatly enhance the quality of communication between patients and families.

'Virtual visiting was a real lifeline as it provided a daily link to see mum and let us see how she was doing providing reassurance and contact for her when she was surrounded by strange faces in PPE.. I just can't thank them enough. Nothing was too much trouble. It's a vital part of patient care.'

During 2021/22 the SEHSCT Virtual Visiting Team conducted over 1,000 virtual visits for patients across 4 Trust hospital sites. Establishing internal and external relationships have been pivotal and continued cross-team working will continue to benefit the service, staff, service users and their loved ones.

'It is a vital service that helps people all across the world stay in contact with their loved ones while they stay in hospital.'

Priorities for 2022-23

Key priorities to be taken forward during the incoming year include:

- Launch of new integrated Involvement and Experience Leadership Committee
- Development of Involvement and Experience Network across the Trust
- Expansion of Online Service User Survey Programmes
- Comprehensive improvement drive across Always Events Programme
- Growth of Service User Representative Database
- Implementation of Involvement Calendar of Events
- Development of Service-based Register of Involvement Opportunities
- Launch of Care Opinion Kiosk access
- Launch of Care Opinion Quote Posters
- User Feedback programme across all Trust Ambulatory Care Hubs
- Development of a strong digital presence to expand reach to service users

