



Sharing Our Stories

**Personal and Public Involvement (PPI)
Annual Progress Report**

1st April 2014 - 31st March 2015

HAVE YOUR SAY!

Forward - by Angela McVeigh, Director of Older People and Primary Care



As the lead Director for Personal and Public Involvement (PPI) in the Southern Health and Social Care Trust (SHSCT) it gives me great pleasure to present this Annual Report. This is the Trust's fifth annual report on PPI progress.

The Report outlines some of the key activities undertaken to promote personal and public involvement in the planning, development and delivery of services. Significant emphasis has been placed on looking for ways in which we can measure the impact of PPI activities so that the Trust can continue to monitor quality and measure improvement against its PPI baseline. To help embed PPI into HSC culture and practice, the Trust welcomes the recently developed regional standards which sets out what is expected of HSC organisations and staff. These will help us standardise practice and support the drive towards a truly person-centred system.

The PPI Panel members continue to play a significant role in the organisation in terms of helping us shape user and carer involvement processes and we are now into the fifth year of the PPI Panel. They have been involved in consultations on the Trust's plans, participating in a number of Trust meetings and a range of regional groups. They continue to play a significant role in the development of our PPI resources and were pivotal in helping with the planning and delivery of our first PPI Roadshow Event in April 2014, funded by the PHA.

Lastly, we appreciate the commitment shown by our staff, service users, carers and members of the local community in helping us to improve our decision making and service delivery for the benefit of patients and the wider population. I would therefore like to thank all those who have worked alongside us over the past year and look forward to their continued support in the coming year.

Angela McVeigh
Director of Older People & Primary Care and
Lead Director for PPI

Introduction

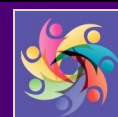
The SHSCT's approach to involvement is underpinned by a number of PPI principles and values, namely:

- **Dignity and respect**
- **Inclusivity, equity and diversity**
- **Collaboration and partnership**
- **Transparency and openness**



The following sections in the report describe the work we have undertaken to evidence that we are meeting these principles and values. We welcome the development of the regional standards and have used these as the framework for our corporate PPI Action Plan and the development of this report

Setting the standards



Standard One - Leadership

Standard Two - Governance

Standard Three - Opportunities & support for involvement

Standard Four - Knowledge and skills

Standard Five - Measuring outcomes

Standard One - PPI Leadership

HSC Organisations will have in place, clear leadership arrangements to provide assurances that PPI is embedded into policy and practice

The Southern Trust has signalled at the highest level both through its Corporate Values and Strategic Priorities its commitment to the meaningful involvement of service users, patients, carers, communities and the wider public in the development, evaluation and delivery of health and social care within the Southern area. The Trust has used a top down bottom up approach to ensure that PPI is part of the working practice of all its staff and that service users, carers and other stakeholders are involved in the development of the mechanisms, processes, training and resources to embed this.

While PPI is the responsibility of all staff there are a number of key staff within the Trust with responsibility to drive, monitor and develop PPI across the Trust.



Angela McVeigh,
Director of Older
People & Primary
Care & Lead
Director for PPI



Edwin Graham,
Non-Executive
Director with
responsibility for
PPI, Community
Development &
carers



Sharon Doherty,
Service User,
Carer and Co
Chair of PPI
Panel



Gerard Rocks,
Assistant
Director Promoting
Well being



Carolyn Agnew,
Head of User
Involvement
&Community
Development &
Co-Chair of the
PPI Panel



**Sinead
Hughes,**
PPI Officer



Francis Rice, Director of
Mental Health & Disability
Services, Executive Director
of Nursing & Lead Director for
Patient Client Experience

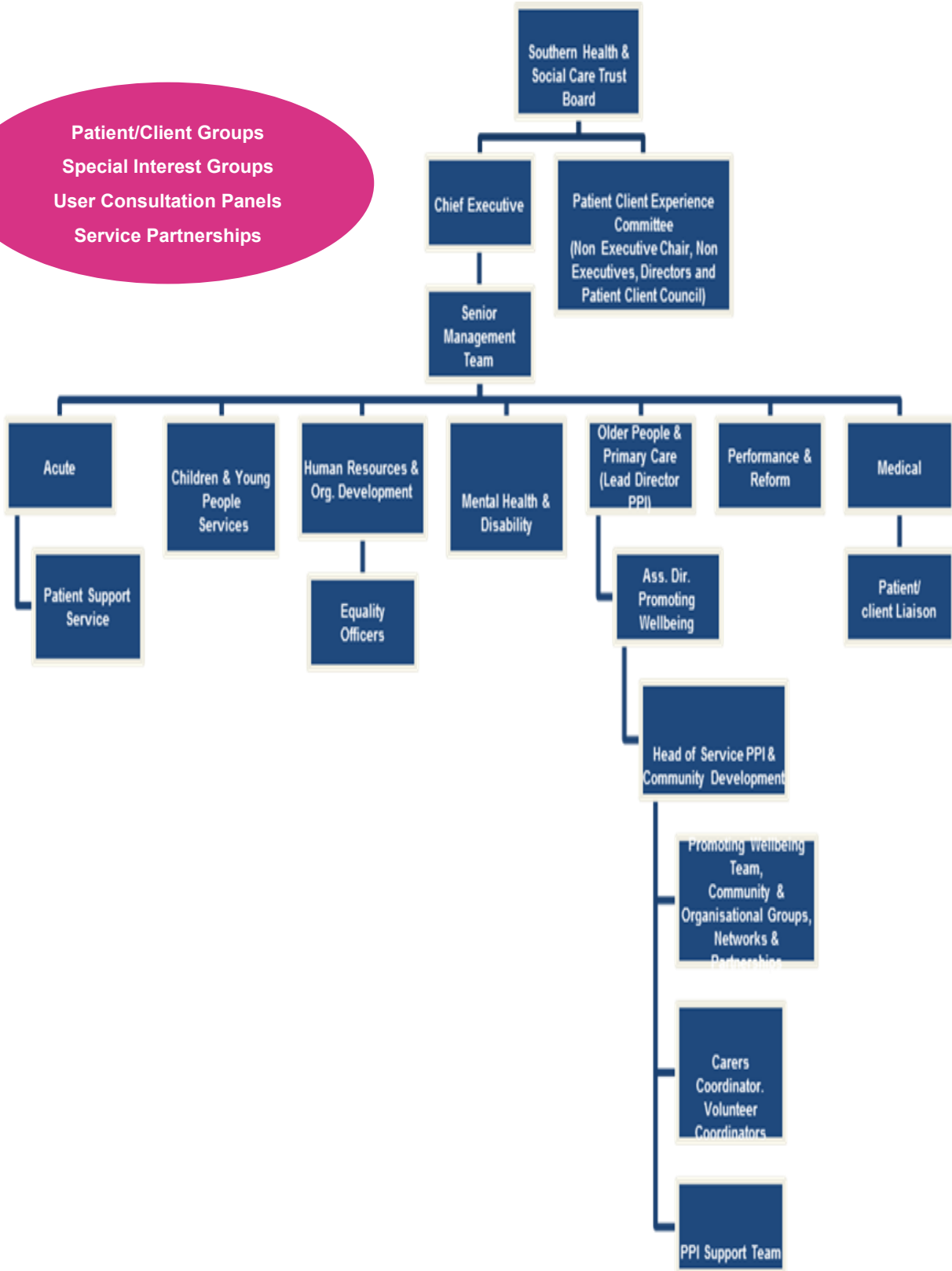


Fiona Wright, Assistant
Director of Nursing
Governance with
responsibility for Patient
Client Experience

In addition there are a number of other support posts that facilitate the development of key aspects of the PPI agenda including a Carers Coordinator, Equality Manager, Patient Advocates, Patient Support and Volunteer Coordinators;

Southern Trust PPI Structures

Patient/Client Groups
 Special Interest Groups
 User Consultation Panels
 Service Partnerships



Standard Two - Governance

HSC Organisations will have in place, clear corporate governance arrangements to provide assurances that PPI is embedded into policy and practice.

The Southern Trust has signalled at the highest level both through its Corporate Values and Strategic Priorities its commitment to the meaningful involvement of service users, patients, carers, communities and the wider public in the development, evaluation and delivery of health and social care within the Southern area. The Trust has prioritised Personal and Public Involvement (PPI) within all aspects of its business agenda and has established a range of governance, management and reporting mechanisms that reflect this.



These include:

The Patient Client Experience Committee (PCEC)

The PCEC is a subcommittee of Trust Board. This group is responsible for leading the coordination, development, implementation and monitoring of the Trust's PPI Action Plan across the organisation. During 2014/15 the terms of reference have been amended to include PPI Panel representatives as full voting members of the committee.

The Trust's Service User and Carer PPI Panel

This panel provides feedback on how the Trust is progressing its PPI agenda and works with the Trust to enhance PPI across all of its services. They were pivotal in the planning and facilitation of the Trusts first PPI Roadshow in April 2014. Information on the roadshow can be found on page 26.

The Race Equality Forum

The Race Equality Forum provides opportunities for consultation that enables Black, Minority and Ethnic (BME) Communities in the Southern Area to enter into dialogue and influence policies of the Trust on issues that are identified by the Race Equality Forum participants and others as being of fundamental importance.

The Trust Carers' Reference Group

This group provides an opportunity for carers to influence the development of the annual Trust Carers Action Plan including the development of a range of Carer Information resources.

(For further information on all above please go to page 16—17)

HAVE YOUR SAY!

Standard Two - Governance cont...

The **Trust's Traveller Action Group** meets on a quarterly basis comprising representation from Travellers and local Traveller Support Groups to ensure that the needs of Travellers are taken into account in the planning and delivery of services across all programmes of care. A Traveller Action Group progress report 2014 –2015 has been developed and is available to download from the Trust website.

The Trust Traveller Action Group is invaluable as it has provided us with access to training and development opportunities for our staff that ultimately benefit the Travellers we work with.

Manager, Armagh Traveller Support Group

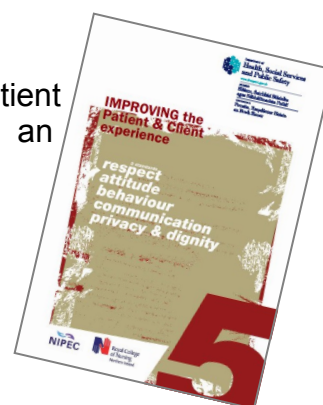
For further information contact Carolyn Agnew carolyn.agnew@southerntrust.hscni.net or telephone 028 3741 2519.

Patient Client Experience Standards Programme

During 2014/2015, the Trust reviewed the feedback from the Patient Client Experience audit programme 2009—2014 and developed an improvement plan to address the areas of non-compliance highlighted.

These included:

- Timely identification of and response to pain
- Availability of information leaflets on relevant conditions
- Streamlining Admission and Discharge procedures
- Review of nursing care and nursing documentation
- Staff introductions



To support these improvements, the Trust, in response to patient feedback, launched the #hellomynameis... initiative at its Board meeting on 23rd October 2014 to remind staff of the need to introduce themselves to their patients. A range of posters have been developed and are on display throughout Trust facilities. A DVD has been completed and is played regularly on loop at key points.

#hello my name is...

10,000 Voices

This regional programme, funded by the Public Health Agency, uses the SenseMaker computer software to gather patient views on the services they have received to inform future commissioning priorities. Launched in September 2013, the first phase focusing on Emergency Care and the second phase on Care in the Home have been completed. Feedback from patients has been largely positive and any areas for improvement identified have been shared with the relevant ward and staff. Funding for this programme has now been made available on a recurrent basis and planning for 2015/16 has commenced.



Further details of progress made during this year are available in the PPI Annual Report 14/15 and the PPI Newsletters which can be downloaded from the *Involving You* Section on the Trust website.

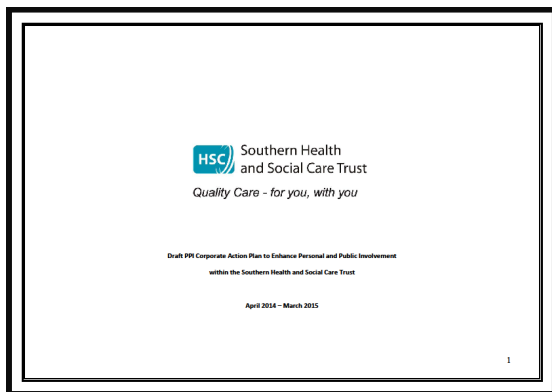
The Trust's **PPI Strategic Action Plan 2010 - 2013**, details the Goals, Values and Principles for PPI, a summary of the current position regarding the implementation of PPI across the organisation and the key priorities for action. The Trust's **PPI Strategic Action Plan** is currently being reviewed and up-dated.

As part of this individual Directorates develop annual **Directorate Specific PPI Action Plans** as part of the business agenda of the Directorate.

These action plans focus on four key themes:

- **Information**
- **Levels of Service User / Carer Involvement**
- **Training**
- **Monitoring and Evaluation**

PPI indicators have been developed for each of the five key themes.



At the end of each year, the Trust develops a **Corporate PPI Action Plan and Progress report** that is then made available on its website. The SHSCT Corporate Action Plan from 14/15 has been amended to report against the new draft PPI standards that recently launched the DHSSPS.

The Trust also develops annual **mid-year and end of year Accountability reports** to the Department.

External monitoring and verification

Trust staff and three members of the PPI Panel worked with the PHA through the Regional PPI Forum to develop the new standards for PPI. Also, two members of the PPI Panel have been working with the PHA to develop the Performance Management Framework and the Trust submitted its self audit report to the PHA on 31st January 2015.

A verification visit was carried out in March 2015 and as well as reviewing PPI generally across the Trust the PHA and service user and carers from the Regional PPI Forum also asked for a specific focus on cancer services. The feedback report is due in May 2015 and this will also inform the review of our strategy.

PPI Research Project:

Personal and Public Involvement and its Impact: Monitoring, Measuring and Evaluating the Impact of Personal and Public

Involvement in Health and Social Care in Northern Ireland

In addition, the Trust has been involved with Willowbank Community Resource Centre, and a peer service user researcher in a PPI Research Project funded by the HSC Research and Development Division of the PHA led by Queen's University and the University of Ulster. An online survey will be made available during April 2015 and a series of focus groups with staff, service users and carers will take place in May. The recommendations from this research will also inform the review of our strategy.

Have Your Say!

Standard Three - Opportunities and Support for Involvement

HSC 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.

A **registration form** template has been developed so that each service area can maintain its own list of interested people and circulate opportunities for involvement as they arise. There is also an **on line registration facility** and the details of those who register are forwarded to the relevant service team. [Click here](#) to view the on line registration facility. Service teams contact their own service users and carers when consulting and making changes to services, policies etc. This is also a requirement of the Equality Screening process.

An example of this in practice is when the Macmillan Cancer Information Manager and Head of Cancer Services were recruiting service users and carers for the establishment of the Cancer Service User Group they first looked at the cancer service register of interest and contacted those on the list. Three service users who had expressed an interest in helping plan and develop cancer services are now members of the group.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

As part of the PPI Action Plan framework, a template **for opportunities for involvement** has been developed for completion and is displayed in service areas alongside the “Have Your Say” poster.

An example of a completed template which is currently in use in Cancer Services

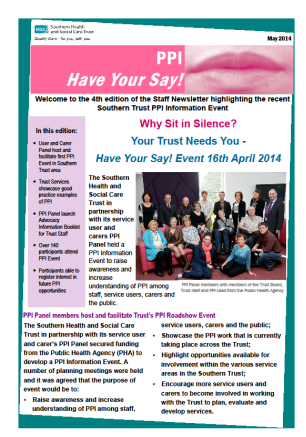
‘just a quick note to say a massive thank you for your email circulation. People may not acknowledge the important service you provide and I wanted to say thank you for this. I get updates from you all the time which I can use and forward to others. They are a great resource. Keep up the good work and thank you for circulating our information so promptly’

Director Rural Community Network

The Promoting Wellbeing Team has a community and voluntary sector mailing list and **mailing list** of service user / carer groups and interested people. Information on opportunities for involvement are circulated on a regular basis. →

The Trust’s **Consultation Scheme** outlines a number of opportunities for involvement across the programmes of care. PPI activity at each of the 5 levels is detailed in the annual directorate and corporate PPI Action Plans. The PPI Consultation Scheme and Corporate PPI Action Plan together with details of current consultations and a section to promote opportunities for involvement are available on the **Involving You section** of Trust’s website. →

Trust Consultation Schemes are now due to be reviewed and up-dated. This will be completed through the Regional PPI Forum to ensure consistency across all HSC organisations.



Click on newsletter for further information on the PPI Roadshow Event

and highlighted opportunities available for future involvement across the Trust.

In April 2014 the Trust in partnership with its service user and carer PPI Panel held a **PPI Information Event** to raise awareness about how staff, service users, carers and the public can get more involved in evaluating and developing services. This event which was funded by the PHA through the Regional PPI Forum event showcased the PPI work in each programme of care that is currently taking place

The Trust has recently acquired a **Facebook** page and **Twitter** account and **opportunities for involvement** are also circulated via these. The Trust also uses **YouTube** as a platform to provide service users, carers and the public with a variety of information including videos, audio interviews. You can follow us on [Facebook](#) and [Twitter](#)



Facilitating and supporting the involvement of service users, carers and the public (in particular marginalised/excluded/Section 75 groups) in the planning, delivery and evaluation of services.

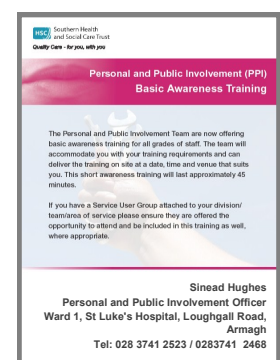
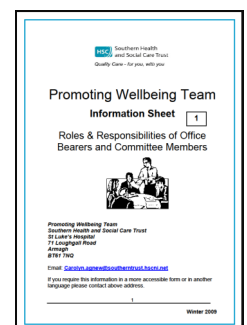
Provision of clarity on roles/responsibilities for those who are participating:

- Development of PPI Fact Sheet -Roles and Responsibilities of Office Bearers and Committee Members
- Promoting Wellbeing CD Workers provide additional support to service user/carers groups on request
- PPI Team provide support, advice and guidance to service teams on induction for service users, carers and the public on request

Provision of training/support and advocacy if required:

This is a requirement under the PPI Operational Action Plan under the Training Section -*Training is provided to support staff, service users, carers and other stakeholders to develop skills and knowledge to enhance service user involvement at all levels across the Trust.* Specifically:

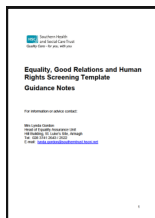
- Staff receive training to develop skills and knowledge to enhance service user involvement within their area of work
- Service Users, Carers and the public have access to training to develop skills and knowledge to participate effectively in the planning, delivery, monitoring and evaluation of services
- Service Users, Carers and the public are involved in staff training
- The Promoting Wellbeing Team regularly disseminate information about relevant training courses to voluntary/community sector and service user and carer groups within the Trust



HAVE YOUR SAY!

Training for staff includes:

- Cultural Diversity Training for staff



- Equality, Human Rights and Good Relations Screening Master Class

Training for service users and carers includes:

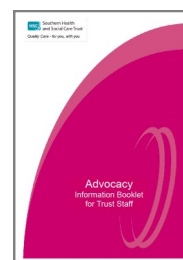
- PPI Panel Induction and Refresher
- Carers Reference Group Induction
- Volunteer Induction and role specific training
- WRAP Training
- Advocacy Training (NIAMH)
- Programme of Care specific e.g. VOICES (Maternity Services Liaison Committee)

Support Resources includes:

- Cultural Diversity and Etiquette Booklet
- Multi-Cultural and Beliefs Handbook
- Traveller Information Booklet
- What is Disability
- Disability Discrimination Act 1995- What Service Providers Need to Know
- Disability Etiquette Guide



- Sexual Orientation Health Guide
- Short Guide to Discrimination Law
- Who's Who? Who's Here?
- Ethnic Monitoring Poster
- Ethnic Monitoring Leaflet
- Ethnic Monitoring Tips
- Hear Me, See Me, Know Me: Guidelines to Support the Needs of Older LGBT People
- Advocacy Information Booklet (SHSCT & PPI Panel)
- Equality, Human Rights and Good Relations Screening Tool
- Equality, Human Rights and Good Relations Screening Guidance Notes
- Service team staff directories



Support Staff include:

- Patient Advocates - Mental Health, Learning Disability
- Patient/Client Liaison Staff e.g. Alcohol Liaison Nurse
- Patient Support Manager and Officer
- Equality Manager and Officer
- Carer's Coordinator
- Volunteer Coordinators



The Southern Trust continues to use accessible and user friendly communications, mechanisms and procedures to encourage and support the involvement of service users, carers and the public.

This is also a requirement of the PPI Operational Action Plan under the information section:

- *Information that explains the service/s provided and how it can be accessed is available for Service Users, Carers and the Public in a variety of formats to meet identified need*
- *Information on the standards service users and carers can expect from your service*
- *Information on conditions or issues relating to the service/s provided is available for Service Users, Carers and the Public in a variety of formats to meet identified need*
- *Information that explains how Service Users, Carers and the Public can make a complaint or comment on the service provided is available in a variety of formats to meet identified need*
- *Information that explains how Service Users, Carers and the Public can become involved in the planning, delivery and evaluation of the service/s provided is available in a variety of formats to meet identified need. Have Your Say Poster and Leaflet (in English and in Polish following request)*
- *Information that explains the areas of service and the key service development areas Service Users, Carers and the Public can become involved in is available in a variety of formats to meet identified need. Opportunities for Involvement Template*

The following guidance is available on the Trust intranet:

- Accessible Information - an introduction
- Little Guide to Easy Information
- Making Communication Accessible for All (HSC Staff Guidance)
- Making written information easier to understand for people with learning disabilities
- Tips on Visual Information
- Using Words, Photos and Symbols (A Practical Guide to Communication)
- Visual Information and Symbolic Development
- Websites - for advice and further reading
- Examples of accessible/easy read documents
- Written Style Guide
- Procedure for booking Interpreters

In addition to the PPI Toolkit, a number of fact sheets have been developed to support effective PPI:

- What is PPI?
- Methods of Involvement
- Facilitating a Focus Group
- Developing a Service User Group
- Working with Hard to Reach Groups
- Roles and Responsibilities of Office Bearers and Committee Members

Good Meeting Etiquette

In partnership with the PPI Panel a Good Meeting Etiquette checklist has been developed. This has been shared widely among staff for displaying in meeting room venues.

HSC Southern Health and Social Care Trust
Quality Care - for you, with you

Good Meeting Etiquette

MEETINGS are for the benefit of all - no person has the right to dominate or be disruptive

EVERYONE should be addressed courteously and feel welcome and comfortable to make their contributions. No one should feel bullied, insulted or be verbally attacked by another member

ENSURE that meeting times, agenda items and contributions are managed well so that the meeting runs on time

TAKE time to prepare- read minutes, follow up on things you have agreed to do; check agenda, make notes on what you want say

IMPROVE everyone's understanding - do not use jargon

NEVER end a meeting without agreeing a decision or an action to progress for each agenda item

GAIN - Remember meetings are an opportunity to **GAIN** information as well as **GIVE** feedback

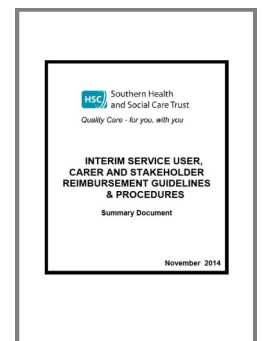
SUPPORT the Chair Person - whilst the Chair is ultimately responsible for managing the meeting, it is everyone's responsibility to make their job as smooth as possible.

Developed by the Southern Health and Social Care Trust PPI Panel
February 2015

Reimbursing service users, carers and the public

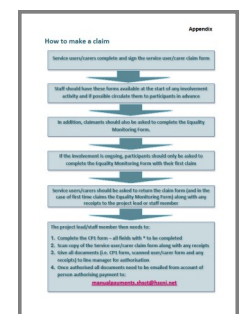
The Southern Trust believes that where service users, carers and stakeholders are involved in supporting the ongoing development of services they should not be left 'out of pocket' or financially worse off as a result.

The **Interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures for Health and Social Care Organisations** guidelines and procedures were developed by the Southern Trust and adapted for regional HSC use by the PHA. The guidelines and procedures were reviewed in November 2014 and made available on the Trust website and intranet.



Trust Directors, Assistant Directors, Heads of Services and Senior Managers have responsibility for the effective implementation of these guidelines and procedures.

There is no central or additional budget for reimbursement. Each Directorate is responsible for meeting the reimbursement costs of its own service users and carers from existing budgets.



A Guide to Reimbursement and Flow Chart on how to process claim forms is included in section 10 of the PPI Toolkit (you can also click on above image to access).

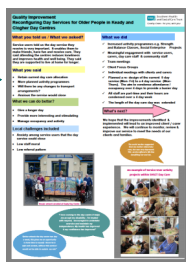
HAVE YOUR SAY!

Feedback

As part of any PPI project there is a named point of contact. This is also requested on the PPI Impact templates that are sent out to staff twice a year (June and December).

Staff continue to be encouraged to feedback on all PPI activity to service users, carer and the public within an agreed timescale. Section 8 of the PPI toolkit provides guidance to staff on dealing with feedback.

An example of a service using the **PPI Feedback Template**.

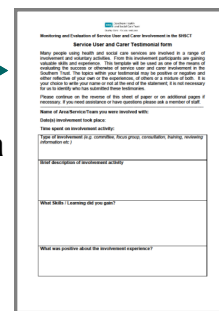


A standard feedback template poster has been developed and shared with staff. It is also available on the Trust intranet and website.

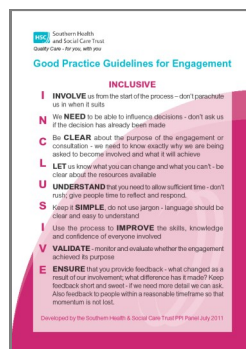
A standard service user/carer testimonial template has been developed and shared with

staff. It is also available on the Trust intranet and website. ➡

The PPI Panel has developed a good practice guidance poster on engagement – **INCLUSIVE** that highlights the importance of feedback. This poster was designed to complement the PPI Toolkit, launched, promoted in E-Brief and displayed on desktops and circulated to staff teams for display in their offices.



The poster has also been developed as a pop-up stand and is available for display at PPI and other Trust events. It is also available on the Trust intranet and website.



Barriers to Involvement

While the Trust is committed to and has prioritised Personal and Public Involvement it does so within existing resources. And recognises a number of barriers that limit development and progress. These include:

- **Capacity** within PPI Team- one fifth of a Head of Service and a full-time PPI Officer are limited in what they can provide to **support** all of the Directorates.
- The PPI Team does not have the **resources** to provide anything more than a brief awareness of PPI **and** what staff are required to do. Similarly Teams do not have the **capacity** to release staff **for training** or to accommodate longer slots at their team meetings.
- The PPI Team rely on the Directorate Teams to provide six- monthly and annual progress reports against the actions identified to improve PPI in their day to day work however this is not comprehensive and there is limited capacity within the PPI Team to provide support requested to ensure equity across programmes of care.

- While we are able to determine the number of PPI activities at each level through completed PPI Impact Templates and directorate PPI Action Plans, we are not able to ensure that we have captured all of the activity and we are not able to determine the total number of opportunities there are in a directorate that could have had involvement but did not.

Further barriers that the PPI team have noted through consultation with staff:

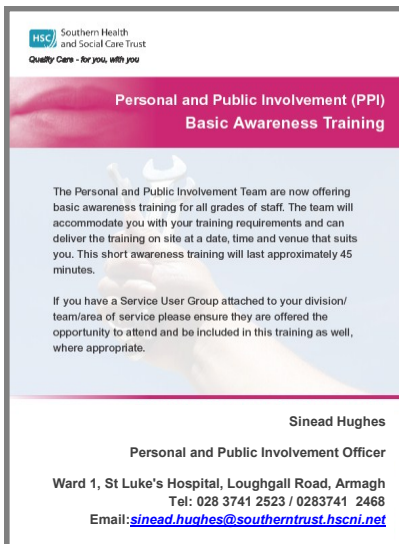
- Staff require additional skills such as: group work, facilitation skills, questionnaire design, and questionnaire analysis
- Pressures on staff to respond to tight timescales, deliver quality service and ensure good PPI process in their day-to-day work
- Limitations with recording systems and mechanisms for report development
- The ability to gather this information comprehensively on an on-going basis without putting staff under additional pressures

Standard Four - Knowledge and Skills

HSC organisations will provide PPI awareness raising and training opportunities as appropriate to need, to enable all staff to deliver on their statutory PPI obligations.

PPI Training

The Southern Trust have ensured that PPI awareness raising is built into its induction arrangements for all new staff. The Trust's Corporate Induction Programme makes reference to PPI/PCE and User Views. (click on the image opposite to view the Trust Corporate Induction Programme)



The PPI Team provide PPI Awareness training to staff and teams on request. Over the past year the majority of this training has been during Team meetings which suits teams best.

The PPI Awareness training is promoted in the PWB Training Directory which is up-dated and circulated each quarter.

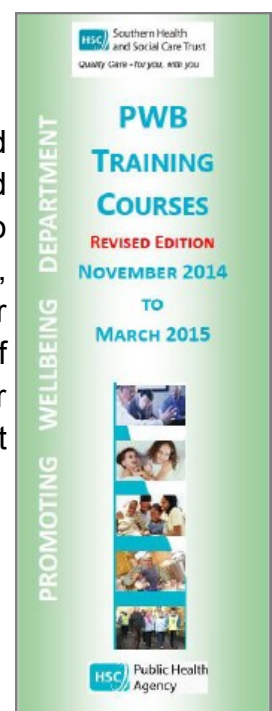
The PPI Team provide a PPI Awareness presentation at the core induction programme for student social workers and new social care staff twice a year.

Since the establishment of the PPI Team 865 staff and 310 students have been trained. In addition the training has been provided to 13 volunteers and 12 service users.

Promoting Wellbeing Training

Training is an invaluable resource in relation to community development and health and wellbeing, underpinning principles such as individual and collective empowerment, and offering knowledge and understanding to enable change, whether that be in developing or maintaining healthy, preventative lifestyles, supporting people to better manage their own or others' chronic or long term conditions, facilitating the contributions of service users to the design and delivery of new and innovative services or supporting Trust staff to work more effectively / differently with their client group.

Full details of training provided by the PWB Department can be found in the training brochure which is available on the Trust website or [click here](#) to view. [PWB Training Brochure April - Sept 2014](#)



HAVE YOUR SAY!

Training available for staff

The PPI Team also contribute to the Professional Development Programme for Registered Staff Nurses and Registered Midwives SHSCT and QCF and the Lean Practitioner Master Class Programmes. Lean Training packs include all of our PPI resources.

PPI has also been one of the business issues in the Breaking Through management programme.

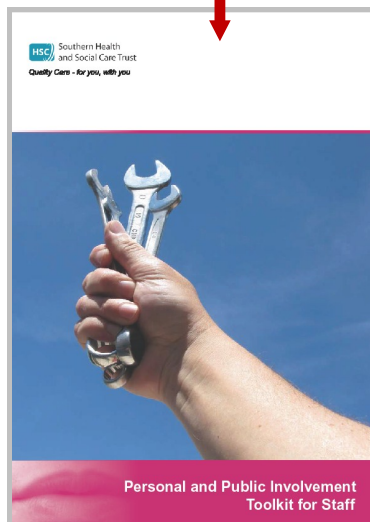
The PPI Team and members of the PPI Panel have also contributed to the QUB Post Graduate PPI Module: Personal and Public Involvement in Health and Social Care NI and the development of the regional PPI Training Programme funded by the PHA. This programme consists of :

- PPI in Practice (6 modules)
- PPI Team Briefing
- PPI Coaching
- PPI Training for Trainers

The programme was piloted during the autumn of 2014 and materials including a revised E Learning PPI Awareness module should be available from June 2015

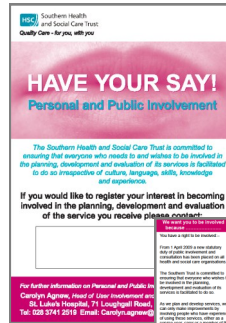
A **PPI Toolkit** to provide staff and managers with information and good practice guidance to enhance personal and public involvement within their area of service. The Toolkit brings together a range of resources to support the delivery of the PPI Operational Action Plan. Hard copies of the Toolkit which was funded through the Regional PPI Forum have been dispatched to all managers across the Trust, made available

Don't forget to access your PPI Toolkit when planning your PPI project!



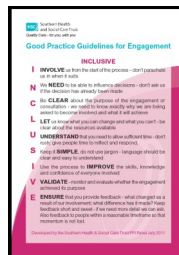
on the Trusts Intranet and under the 'Involving You' section of the Trust Website and shared with other HSC organisations through the Regional PPI Forum. This has also been used as a resource in the PHA PPI Training Programme.

Have Your Say posters and leaflets are available so that staff, service users and carers are aware of the right to involvement



Registration form so that service teams can develop their own local lists of interested people.

Opportunities for Involvement template so that service teams can let their service users and carers know what opportunities are available.



Good practice guidelines for engagement **"INCLUSIVE" poster** for staff to complement the PPI Toolkit.

A range of factsheets to complement the Toolkit

- **Facilitating Focus Groups**
- **How to set up a Service User Group**
- **Methods of Involvement**
- **What is PPI? Questionnaire design (including standard questionnaire template)**
- **Working with Hard to Reach Groups**
- **Advocacy Information Booklet so that staff and service users and carers are aware of the benefits of advocacy**

Currently the PPI Team keeps a manual record of staff receiving PPI Awareness Training on an Excel spreadsheet and has linked with the Social Services Training Unit for details of staff who have completed the PPI module of the Advanced Social Work qualification.

Service Users and Carers are also involved in the delivery of other related staff training e.g. Carers Assessment training, Student Social Worker Induction and in facilitating peer training programmes such as WRAP with other service users.

Did You Know?

The PPI Panel were involved in the design of the PPI Awareness Training. This is delivered at Team meetings in the format of a Team briefing.

Launch of Advocacy Information Booklet for Trust Staff

The PPI Panel launched an **Advocacy Information Booklet for Trust Staff** at the PPI Roadshow event in April 2014.



The guide has been designed to help improve staff understanding of what advocacy is, its role in the health and social care context and to provide a list of advocacy services currently available within the Southern Trust area. It will also be of interest to existing advocacy service providers, service users and their carers as well as advocates themselves.

The booklet has been developed by a sub-group of the Trusts PPI Panel and the Mental Health User and Carer Service Improvement Group (UCSIG) supported by the PPI Team to complement the regional *Policy Guide for Commissioners: Developing Advocacy Services*.

Please [Click here](#) to download a copy.

HAVE YOUR SAY!


Standard Five -

HSC organisations will measure the impact and evaluate the outcome of PPI activity

The following are examples of how service users and carers are involved in PPI monitoring and evaluation in the Southern Trust .

The **PPI Panel** consists of 18 service users and carers across all programmes of care, Trust localities and section 75 groupings and provides feedback on how the Trust is progressing its PPI agenda. It also works with the Trust to enhance PPI across all of its services. Trust staff from across the programmes of care have attended PPI Panel meetings to provide progress updates on PPI within their area of responsibility. All PPI action plans, progress reports, resources and training are discussed with and approved by the PPI Panel.

Two service users and one carer nominated by the PPI Panel are members of the **Patient Client Experience Committee** that is responsible for leading the coordination, development, implementation and monitoring of the Trust's PPI Action Plan across the organisation as well as the Patient Client Experience Standards and Complaints and Compliments.



Southern Health and Social Care Trust
Quality Care - for you, with you

Establishing a Personal and Public Involvement (PPI) Service User and Carer Panel within the Southern Health and Social Care Trust

Background

In response to Department of Health guidance on PPI and in keeping with the Trust's core values, the Southern Trust developed and consulted on a Draft Action Plan Framework to enhance **Personal and Public Involvement (PPI)** within the Trust. One of the consultation recommendations was to establish a PPI Service User and Carer Panel.

What is a PPI Panel?


It is a group of volunteers who may be service users, carers, members of the public living in the Southern Trust area or potential users of Trust services who work with the Trust to enhance personal and public involvement across all of its services.

Setting up the PPI Panel

How did we get started?

- ✓ Feedback from the consultation process
- ✓ Information pack and recruitment process developed
- ✓ Advertised widely throughout Trust area
- ✓ Expressions of interest sought
- ✓ Initial meeting held in Sept 2010
- ✓ Training Needs Analysis completed
- ✓ Induction training October 2010
- ✓ Terms of Reference developed
- ✓ Action Plan agreed

The Panel has been successfully established since September 2010



Above: PPI Panel members at a meeting

How often does the Panel meet?

- The meetings are held once every 3 months mostly on a Friday
- They start at 10.30am and finish at 1.30pm
- They take place alternately in the Quaker Buildings in Lurgan and St Luke's Hospital Armagh
- Travel expenses are paid
- Light refreshments are provided

"My involvement in the PPI Panel has certainly given me a deeper understanding of the whole of the Trust activities and encouraged me to continue to ensure that the ordinary person's perspective is heard"

What has the PPI Panel done?

- Reviewed and commented on existing Trust PPI training and resources - including development of Reimbursement Guidelines (adopted regionally)
- Contributed to development of PPI Toolkit, new Trust website, PPI Newsletters, PPI Annual Report and PCC PPI E learning module
- Elected a service user and carer member as co-chair of the Panel
- Commented on range of Trust information leaflets
- Commented on ENGAGE website, Trust PPI Action Plan and progress reports
- Developed Good Practice Guidance for Engagement
- Developed information booklet on Advocacy
- Reviews membership and Action Plan annually
- Involvement in other relevant groups and fora e.g. PPI Regional Forum, PCEG, Carers Reference Group, Race Equality Forum, Mental Health Forum, 10,000 Voices project
- Hosted first PPI Information Roadshow Event

Getting Involved

Should you wish to become actively involved in helping the Trust plan, shape and develop health and social care services please contact the PPI Team Tel: 028 37 412519/2523 Email: Carolyn.arnow@southerntrust.hscni.net sinead.hurthes@southerntrust.hscni.net

Downloaded by the Southern Health and Social Care Trust PPI Panel Jan 2011

Good Practice Guidelines for Engagement

INCLUSIVE

I **INVOLVE** in the decisions that affect people's lives. I ensure that all those affected have a say in what is done.

N **WE NEED** to take time to ensure that all those affected have a say in what is done. I ensure that all those affected have a say in what is done.

C **BE CLEAR** about the purpose of the engagement or consultation - we need to know exactly why we are being asked to engage and what we are trying to achieve.

L **LET** us know what you can offer and what you need - the more we know about the resources available to us, the better we can plan and respond.

U **UNDERSTAND** that you need to be able to make a difference - don't just say you will, but show us how you will.

S **HOW I SIMPLY** do you see things - language should be clear and easy to understand.

I **USE** the resources to **IMPROVE** the skills, knowledge and confidence of everyone involved.

V **VALIDATE** what we are doing together - how do we know we are doing it right?

E **ENSURE** that you provide feedback - your input should be used to improve what we do. We need to know what you think and what you need - we will make sure that your views are heard and that your input is used to improve what we do.

The **Mental Health User and Carer Service Improvement Group (UCSIG)** consists of service users, carers, and independent mental health user and carer advocates (NIAMH, CAUSE) and mental health staff. Together this group seeks to shape and improve the quality and delivery of mental health services within the Southern Trust. UCSIG has representation on a range of strategic fora including: Trust Carers Reference Group, Recovery Steering Group, Support and Recovery Governance Forum and ImROC x 3 Sub-Groups, PPI Panel and the Mental Health Senior Management Group. Divisional PPI Action Plan is signed off by the group and progress monitored at each meeting.



Southern Health and Social Care Trust
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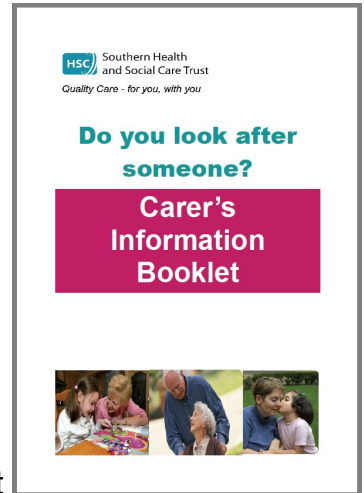
User & Carer Service Improvement Group (UCSIG)

Mental Health Services

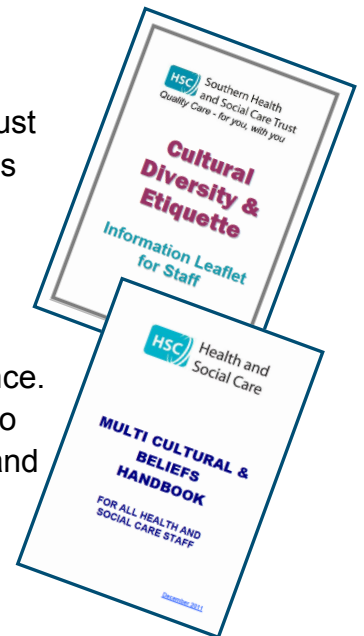


Information Leaflet
May 2015

The **Trust Carers' Reference** Group provides an opportunity for carers to influence the development of the annual Trust Carers Action Plan including the development of a range of Carer Information resources. The group was involved in developing the consultation process which will shape the new tender specification for generic carer support across the Trust area. The Trust Carers' Reference Group recently carried out a review of its membership to ensure there is equitable representation from carers across the localities and programmes of care. The Trust Carers' Reference Group has 6 carer members. Quarterly progress reports on the up-take of Carers Assessments, the Trust Carers Action Plan including PPI involvement of carers and monitoring reports from the contracted provider of generic carer support services are tabled at the meetings. For more information please contact Patricia McCrink, Carer's Coordinator, on 30834252 Patricia.mccrink@southerntrust.hscni.net or [Click here](#) for the Carer's section of the Trust website.

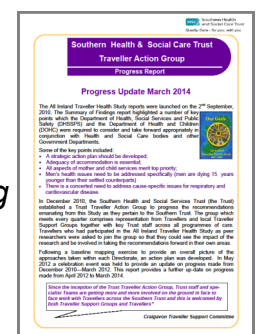


The **Race Equality Forum** has representation from all the main BME Communities in the Southern Trust. Quarterly progress reports on the Trust Race Equality Action Plan including PPI involvement of BME communities are tabled at the meetings. The **Race Equality Forum** provides opportunities for consultation that enables Black, Minority and Ethnic (BME) Communities in the Southern Area to enter into dialogue and influence policies of the Trust on issues that are identified by the Race Equality Forum participants and others as being of fundamental importance. Notable achievements include the development of a range of resources to raise awareness of the needs of the main cultures within the Trust area and the submission of an inclusive response to the Race Equality Strategy consultation. The Forum has also been instrumental in improving partnership working and strengthening networks between the voluntary/ community and statutory sectors.



The **Carers Forum within Learning Disability** has been established to provide an opportunity for carers of adults with a learning disability to influence the shaping and development of the learning disability services. A recruitment process was developed to help recruit carers to sit on this forum. Terms of Reference have been agreed and the forum are meeting on a regular basis. Recently two Sub- groups were established to look at developing respite criteria and day time opportunities for those with complex needs.

The work of the **Trust Traveller Action Group** has enhanced staff understanding of Traveller culture and needs and also the understanding of Travellers and Traveller Support Workers about Trust services and referral pathways. One of the Traveller Support Workers told us: *“Since the inception of the Trust Traveller Action Group, Trust staff and specialist teams are getting more and more involved on the ground in face to face work with Travellers across the southern Trust and this is welcomed by both Traveller Support Groups and Travellers”*



HAVE YOUR SAY!

The Southern Trust ensures that the needs and values of individuals and their families are taken into account in the planning and delivery of care.

This is inherent in our Trust's vision *To deliver safe, high quality health and social care services, respecting the dignity and individuality of all those who use them*, the Trust's core values and priorities, the professional standards of all of our staff groups and in many of our strategies and policies including our PPI Action Plan framework and Section 75 Equality based Action Plan.



It is also a requirement under the PPI Operational Action Plan under **section 2 – Levels of involvement: Service Users, Carers and the public are directly involved in the planning, delivery and monitoring of Trust services at each of the 5 levels identified in the Trust's Strategic PPI Action Plan Framework.**

It is also broken down in our PPI Indicators for staff:

- Do you involve service users in the development of their care and/or treatment plan?
- Do you involve service users and their carers/ family in the evaluation of the service you deliver?
- Do you involve service users, carers and the public in the development of new services or in planning service improvements for the service you deliver?
- Do you involve service users, carers and the public in the planning and development of services/projects that influence the way your Directorate carries out its business?
- Do you involve service users, carers and the public in the planning and development of services/projects that influence the future direction of the Trust?

Other mechanisms to support the implementation of this include:

Person Centred Approaches

These are integral to all health and social care professions and widely used across all programmes of care in working with service users and carers to ensure that the needs and values of individuals and their families are taken into account in the planning and delivery of care.

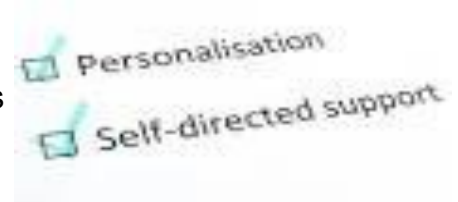
Direct Payments

The Trust continues to promote the up-take of Direct Payments. This option enables service users to arrange support in a way that best suits their needs in relation to support at home, daytime activities and respite. Service Users can also choose to have a combination of Direct Payments and services from the Trust. The Trust works in partnership with the Centre for Independent Living to ensure that service users who chose this option receive the support they require to manage their services.

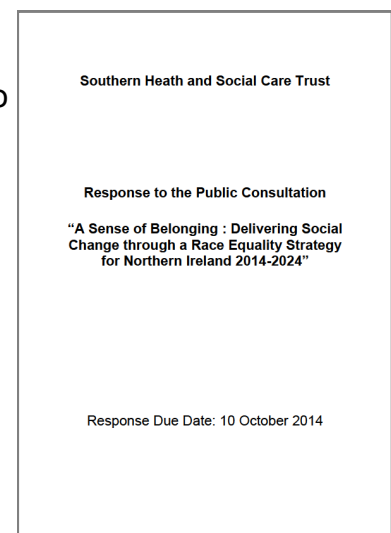


Self-Directed Support

Self-directed support is part of the concept of personalisation and is designed to empower disabled people and place the principles of independent living at the core of the care and support service delivery system. The keys to self-directed support are: *flexibility*, *choice*, *control* and *quality-of-life*. 26 service users are using Self -Directed Support from the Southern Trust's initial phase of implementation. It is hoped this will change significantly over the next year as part of the regional implementation of Self Directed Support across all HSC Trusts.



The **Equality Assurance** agenda underpins that of PPI as the Trust seeks to identify and address the needs of individuals and groups who are often most marginalised. A range of mechanisms and processes are in place to ensure that the policies, practices and services of the Trust are developed and delivered in a way which actively involves, engages and addresses the needs of those who do or could experience particular disadvantage or marginalisation. In developing its priorities for consultation the Trust and its Directorates undertake initial screening to assess the equality impact of all areas of service change. Where a major impact on equality of opportunity is identified a full consultation and impact assessment is completed.



There is currently work ongoing in relation to Human Rights and capacity for people living in Trust residential facilities including supported living and day care and also for those living the community in receipt of Trust services.

HAVE YOUR SAY!

Below are examples of how PPI has influenced and/or informed policy, investments, decisions and service delivery across the Southern Trust. Please note these examples are not exhaustive and if you wish for further information please contact the PPI Team.

Acute Directorate

Macmillan Information Project: The Cancer Service User Group, service users, carers and charities views provided evidence that fed into the business proposal for the Cancer Information Hub in Craigavon Area Hospital and the roll out to Daisy Hill, Lurgan and other community settings in the Southern Trust. The Cancer Service User Group have already given their feedback on draft questionnaires, leaflets and have helped plan and deliver the cancer services speed networking event for staff to help raise awareness of all the services available in the community voluntary sector for cancer patients, their carer's and families.

Maternity Services liaison Committee (MLSC): The committee contributed to the review of the Trust's Reimbursement Guidelines, the consultation on the Regional Strategy for Maternity Services, contributed to the development of the Maternity Section on the Trust website. The committee also influenced and shaped the development of the Integrated Maternity and Women's Health PPI Action Plan; members sit on regional GAIN

Older People and Primary Care Directorate

The Trust continues to engage with local elected representatives, including councils and key stakeholders as part of our consultation process on: **Modernising stroke services, Relocation of the Dementia Assessment Inpatient Unit** and the Non-acute inpatient hospital services. Members of the Senior Management Team will be attending a series of meetings with local councils before consultation finishes at the end of October.

Following an engagement process with service users and carers, Keady and Clogher Day Centres have been restructured from a five to four day service. The length of day has been extended to 4.00pm each day. Service users report an improved experience. The longer day is popular with a more varied choice of

Guidelines group and NICE Guidelines group.

Organisation of Care: in all wards across both hospital sites. This project determined priorities for care based on need, acuity and optimal time for intervention. In phase 1, 764 staff attended Customer Care Training and this is will be further embedded on a continual basis at ward/departmental level. Ongoing links with the Patient Client Experience Standards Programme

Leaflets translated into 5 different languages (top 5 languages in line with regional interpreting service). Feedback gained from service users and carers and changes made.

Inflammatory Bowel Disease (IBD) Patient Panel: Panel have commented on NICE Ulcerative colitis reviews - infliximab (review TA140), adalimumab (review TA262) & golimumab (2nd line). They have also been involved in the design of the New IBD Website, commented on the IBD Audit and get regular information regarding Treatment updates, MDM meetings, and staff /Nurse post.

activities to meet increased numbers of service users attending each day.

Opposite is a feedback template that Keady and Clougher day developed to feedback the results of user feedback to both clients and carers

Quality Improvement Reconfiguring Day Services for Older People in Keady and Clougher Day Centres

What you told us / What we asked?

Service users told us the day service they receive is very important. It enables them to make friends, have fun and receive care. They said attending the centres reduces loneliness and improves health and well being. They said they are supported to live at home for longer.

What you said

- Retain current day care allocation
- More planned activity programmes
- Will there be any changes to transport arrangements?
- Revision the service would close

What we can do better?

- Give a longer day
- Provide more interesting and stimulating
- Manage occupancy and activity

Local challenges included

- Anxiety among service users that the day service would close
- Low staff moral
- Low referral pattern

What's next?

We hope that the improvements identified & implemented will lead to an improved client / carer experience. We will continue to monitor, review & improve our service to meet the needs of our clients and families.

An example of service user activity projects within SARC Day Care

Trust Traveller Action Group: Travellers and Traveller Support Workers are involved in this group and continue to be involved in the planning, development and monitoring of Trust services for the Traveller community in line with the AITHS recommendations. There is improved understanding of Traveller culture by Trust staff, an improved understanding of signs and symptoms and referral pathways for a range of Trust services for Traveller Support Workers and Travellers. Progress has been made in terms of raising awareness of the benefits of breastfeeding, screening, immunisation and making healthy lifestyle choices with Travellers more open to these topics most of which were hither to taboo.

Rapid Improvement Discharge project: Meeting took place 15th August with service users who gave feedback on the draft discharge

pathway.

Service user, carer and stakeholder involvement in the **Domiciliary Care Tendering Procurement project**. The exercise indicated areas that service users want to see continue into the procurement. It has given the opportunity to see what is important for those experiencing the service and those commissioning it to be more responsive to needs.


Carers were consulted on the **new tender specification for generic carer support services**. This consultation process consisting of a questionnaire and series of consultation focus groups builds on the process previously undertaken when the current tender specification was developed.

Mental Health and Disability Directorate

User and Carer Service Improvement Group (UCSIG): Views of both service users and their carers are represented in seeking to improve the quality and delivery of mental health services. The group has representation on a range of strategic fora, senior management group and recently were involved in the planning of the new Psychiatric Intensive Care Unit.

Improving Recovery through Organisational Change (ImROC):

The Trust is committed to supporting people with mental health conditions and the people who love and care for them. Over the past two years the recovery agenda has gathered momentum through the structure and guidance of experts of the ImROC project. The trust took on key challenges to establish a recovery college, to develop opportunities for co-working in the shaping and delivery of mental health services



ImROC in Northern Ireland
A Regional Approach

IMPLEMENTING RECOVERY THROUGH ORGANISATIONAL CHANGE

About ImROC

- The Implementing Recovery through Organisational Change (ImROC) programme is a new approach to helping people with mental health problems.
- In mental health, 'recovery' means the process through which people find ways to live meaningful lives, with or without the on-going symptoms of their condition.
- ImROC aims to change how the NHS and its partners operate so that they can focus more on helping those people with their recovery.

Aims to answer 2 key questions:

- How to change the attitudes and behaviour of staff and teams so as to make them more supportive of recovery for people using these services?
- How to change organisations such that these changes in staff behaviour are supported and maintained? (Changing the 'culture')

3 Key Organisational Challenges for SHSCT

- Delivering comprehensive, 'top production' learning programmes & Establishing a 'Recovery Education Centre' (Recovery College) to drive the programme forward using a co-produced, educational model
- Redefining user 'involvement' to create genuine 'partnership' - Voting members on interview panels/ PSM panels/ Telling the Recovery story
- Increasing opportunities for building 'in life' beyond 'disease' - Volunteering/ Employment opportunities/ WRAP Peer support groups

Bringing 11 Trusts together to learn & deliver feedback. Best practice in UK used as benchmark

Learning

1. Risk Safety & Recovery
2. From Therapy to Education: Developing a Recovery College
3. Redefining 'user involvement': co-production & partnership between expert
4. Transforming the workforce: Developing PSM support Worker positions

and redesigning the workforce through employment of peer support workers.

Each service area also chose challenges, for example, the addiction service and its service users initiated a service user group (SoHope). In addition to attendance at regional service user network groups, the group have been involved in the set-up and running of harm reduction cafes in community settings.

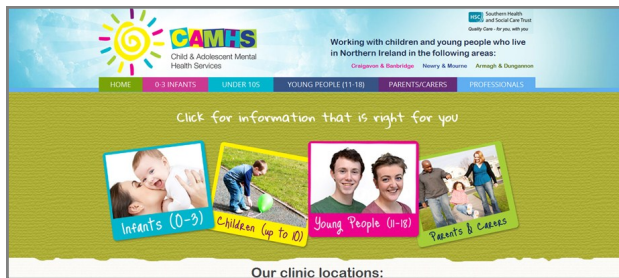
To date substantial co-working has been achieved. An initial pilot course for the recovery college has been delivered, materials and a local newsletter printed, service users, with full voting membership, on panels for recruitment of peer support workers, service user involvement in planning of the PICU on Bluestone site and involvement with the PPI Panel, to name but a few. It is hoped that in the next few months a recovery co-ordinator will be appointed so that this work and the drive for recovery will continue.

Appointment of 4 x Mental Health Peer Support Workers. Greater perceived empathy and respect that peer supporters are seen to have for the individuals they support. Peer-support workers will hopefully experience an increase in their own ability to cope with their mental health problems.

Children and Young Peoples Directorate

Development of Child and Adolescent Mental Health Services (CAMHS) Website: Young people and parents were involved in helping design what the website would look like. User friendly accessible format and based on what young people and parents.

Click on following link to access the website:



www.younghealthymindsni.co.uk/

LAC 16 Plus Service User Group: Group gained OCN Disability Awareness Training which was delivered in partnership with SELB Youth Service. Young people representing others within 16 plus have a better understanding of people with disabilities. Enabled the Trust to identify gaps in training needs for the group.

Family Support Hubs: the FSH is made up of a group of people from a range of organisations across statutory, community and voluntary sectors including representatives from Education and Health and Social Care Trusts. They look at the needs of families and work to match their needs to the best possible service or services that can help. By offering families support services at the earliest opportunities it can help prevent the need for referral on to statutory social work services.



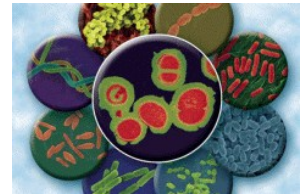
Care-experienced young people influence service planning: In partnership with other Trusts, involvement of trained care-experienced young people as peer educators help shape service development regarding fostering & residential care and they help develop a process around reviewing and developing action plans from feedback currently gathered from young people.

Medical Directorate

Research Governance Committee: The benefits have been enormous with the PPI assessment of applications. There have been no drawbacks and the two PPI representatives appeared to adapt easily to this very new role commenting on how amazed they were at the variety and range of research undertaken within all disciplines.

Infection Prevention and Control PPI Forum: PPI representatives have actively participated and contributed to in to date including:

Development of Trust guidance on CJD, Refocus of Infection Prevention and Control Audit Processes, Antibiotic Stewardship, Aseptic Non-Touch Technique Training for Clinical Staff, PPI Role feedback of HCAI Root Cause Analysis Outcomes and the PPI representatives have assisted with developing a Trust Guideline for Urinary Catheter management and developing a patient leaflet for patients with a urinary catheter inserted.



Emergency Planning and Business

Continuity: Members of the public who are from areas prone to flooding participated in a Regional Community Resilience Group. Working together in communities is key to mitigating risks of homes flooding. SHSCT is part of the group promoting communicating to and communication between communities about action which can be taken.

Community feedback is that any and all information which is shared is beneficial. Initiatives which are ongoing in the community were shared. A keener awareness and understanding of what other agencies are doing which impacts our service helps SHSCT's comprehension of the whole situation.



FLOOD WARNING

Snap shot of feedback from Southern Trust's PPI operational action plan

1) Do you have information explaining who you are, what you do and how you can be contacted?

Yes! The Promoting Wellbeing Department has developed a **Promoting Wellbeing Directory of services**. This directory gives information on the services offered within the department and how you contact staff.

2) Do you provide information on the standards service users and carers can expect from your service?

Yes! The Community Dental Service revised their information leaflets in February 2015 and the leaflet now include information on **what to expect** from their service.

3) Do you provide information to help service users or carers understand more about their health and/or social care needs?

Yes! As part of the Gillis Modernisation Group work plan the Service User and Carer Communication Working Group has developed a **Pre Admission Information Leaflet** for Patients, Carers and Families of people who are being admitted to Gillis Memory Centre. The development of this information leaflet was also a recommendation from RQIA

4) Do you signpost and /or provide information of other sources of support available locally?

Yes! There is now a great range of mental health and wellbeing **self help leaflets** and booklets available on hard copy and on the Trust website for the public. Information on support available in the community is available in these resources.

5) Do people who use your services and their carers know how to make a complaint?

Yes! **All service teams display (regionally agreed) posters and leaflets** and staff have received training on the complaints procedure.

6) Do people who use your service know that they have a right to be involved in the planning, development and evaluation of your service?

Yes! We have **re-launched our PPI Have Your Say leaflet** and have distributed our **PPI posters** across all Trust facilities. We have developed a template for an Information Pack and Expression of Interest form which is tailored to suit the needs of different PPI projects. This has been used to recruit service users and carers for a number of opportunities for involvement including the PPI Panel, Carers Reference Group, HCAI Forum, Autism Forum and has also been shared with and used by other HSC organisations, the most recent being the HSCB for the Implementation of the New Social Work Strategy.

7) Do you provide a list of opportunities for involvement?

Yes! The PWB Team has a **community and voluntary sector mailing list** and a mailing list of service user/carer groups and interested people. Information on **opportunities for involvement** are circulated on a regular basis.

SHSCT Service User / Carer Groups / Panels / Committees

Did you know?

Often, much of the work connected to service user and carer involvement centres on service user groups and committees with user and carer representation on them.

The PPI team continue to offer support and guidance to Trust services when establishing these groups or committees. It's important that these groups are arranged flexibly to meet the needs of the people who attend them; that they are a safe space for people to come and share their thoughts and experiences, and that they are [Reimbursed](#) out of pocket expenses to attend the meetings.

It's also important that the people attending these groups are able to see the changes that they are making/contributing to local services and that they know they are being listened to and taken seriously.

Throughout the Trust there are many service user / carer groups and panels. Also many Trust groups, forums and committees have service user / carer representation on them. These vary from short term working groups to more long term operational groups.

Below are some examples of groups, panels and committees that Trust staff are currently supporting:

- PPI Service User and Carer Panel
- Cancer Service User and Carer Group
- Inflammatory Bowel Disease (IBD) Patient Panel
- Infection Prevention and Control Strategic Forum
- User and Carer Service Improvement Group (UCSIG)
- Mental Health Fora

- Protect Life Stakeholder Group
- Service User sits on Mental Health Division Management Group
- Looked After Children Service User Group
- Emergency Department Patient Feedback Group
- Palliative Care Reference Group
- Vision Forum
- Hearing Forum
- Fit 4 U Steering Group
- Trust Carer's Reference Group
- Learning Disability Carer's Forum
- Trust Traveller Action Group
- Woodlawn Parent and Carer Group
- Carrickore Parent and Carer Group
- Acorns for Autism
- Maternity Services Liaison Committee
- Organ Donation Group
- Patient Client Experience Committee
- Patient Client Experience Working Group
- Renal Patient Support Group (DHH)
- CAMHS Parent / Carer Group
- Breast Feeding Support Groups (throughout Trust area)
- SoHope Group (Armagh)

If you would like any information on any of the above please contact the PPI team.

Have a look at our [PPI Toolkit for Staff](#) to help you plan / establish service user and carer groups / panels or committees.

Service User and Carer Testimonials

“A very worthwhile visit to the group. The staff are extremely helpful and answered all questions to my satisfaction. All aspects were well covered and I feel much more comfortable and happy about my forthcoming surgery which I feel I had a say in”

“They have visited at convenient times, always been extremely professional and most importantly always made time to involve, listen and support us. This means so much to us”

“The reception area is now lovely and welcoming for visitors/service users entering the warm homely reception area. Its great that staff are listening to us when they are developing their services. Its reassuring”

“... by this true working together, partnership, co-production etc I now honestly believe service user and carers can help improve their health service”

“Initially I felt a little overwhelmed sitting in this meeting but was made feel very welcome. I was able to explain service users and carers’ issues/concerns to these Trust managers. I think I do it better now than I did at the beginning as my confidence has grown and I really feel that we are genuinely listened to”

“this is a great opportunity to discuss all issues relevant to the MSLC and how we can move forward and improve services for women and their families in this area”

“being able to talk about a way forward is always helpful, I feel this is the way to ensure we can help professionals plan the best service possible”

“I really enjoy the discussions and feel like everyone is working towards the same aim”

“having this forum is an excellent way to involve everyone and obtain opinions”

“It’s good to be involved. I hope it produces lasting results”

“It was great to get clarification on the needs of the group, also to highlight the achievements of the current group is very important. You forget what you have actually helped so its good to reflect back on things”

“I feel its great to talk open and honest and that we are being listened to. The staff are very good at sharing what has changed or improved from the information that we give”

“It’s good for patients to have someone - it’s someone who wants to be there and that can make a real difference to someone”

Poster which was developed to showcase the PPI Event April 2014

Southern Trust PPI Event

Hosted by the Southern Trust PPI Service User and Carer Panel

100% stated that the event was worthwhile!

Why Sit in Silence?

Your Trust Needs You – Have Your Say!

The Southern Health and Social Care Trust in partnership with its Personal and Public Involvement (PPI) Panel held a PPI Information Event to raise awareness and increase understanding of PPI among staff, service users, carers and the public.

Key Speakers

There was a range of information on display from the Trust Directorates and participants were able to speak to staff about opportunities for involvement. Trust service representatives:

- Acute
- Children and Young People
- Older People and Primary Care
- Mental Health and Disability, Equality Unit
- Continuous Improvement
- Volunteering
- Patient Client Experience and 10,000 Voices
- PPI Team
- Carers
- Macmillan Cancer Information
- Promoting Wellbeing and to speak to staff about opportunities for future involvement.

Number of voluntary and community organisations also provided display stands including:

- Carers Matter
- NIAMH
- CAUSE
- Willowbank
- Acorns for Autism
- Mencap

Evaluation forms, the design of which was agreed with the PPI Panel, were included in participant packs.

There was also a Feedback Wall - see below!

The PPI Team received 14 emails and numerous verbal comments throughout and following the event.



Sharon Doherty, service user, carer and co-chair of the PPI Panel chaired the event. Sharon has been co-chair of the PPI Panel since March 2013 and has been a member since its inception.



Fiona Rowan, PPI Panel member, outlined the official definition of PPI and explained what that meant to her as a member of the PPI Panel.



Mrs Roberta Brownlee, Trust Chair, endorsed the Trust's commitment to PPI explaining why it was important and why the Trust wanted people to become involved.



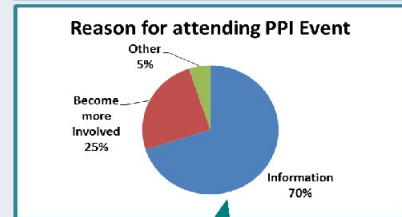
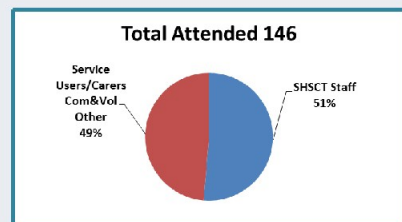
Ray Hamilton, PPI Panel member, through his Support Worker Ruth, shared his experience of health and social care services.



Carolyn Agnew, Head of User Involvement and Community Development, then outlined how people could register to become involved and the support available.



Martin Quinn, PPI Lead for the PHA, closed the event. He congratulated the Southern Trust on the success of the morning and commended it and the PPI Panel for their efforts to advance the concept and practice of PPI.



100% said the format for presenting information was excellent!

PPI Participant Feedback Wall

Congratulations great event, loved the speakers

As a speaker for the 1st time I enjoyed it. The other speakers had some great stuff to say.

Excellent event, can't think of anything I haven't found out so much.

Small morning, very informative. A lot of very relevant information available.

A brilliant event, well done to all the speakers. There is a series of pride for the service user stories. Well done in having your say!

Excellent and well organised. Great to see users doing the talking!

How do we spread+++ the good news? How do we share all relevant information

Great to hear the voice of the service user.

Question and answer section might be beneficial?

Fantastic day and credit to you Carolyn.

The venue is fantastic, should be used more often.

Peter was very good. He didn't rush from "Trust speak".

Fantastic Event! I feel so much more knowledgeable in PPI. Well done to all involved. Service user stories are a master stroke!

Can this be replicated in Henry and Mourmel?

The service users stories had a massive impact - refreshed my ideas in PPI. Well done.

"Fantastic, excellent event, well organised. User voices were good, well done Carolyn, Sinead and Esme, thanks for your support"

"Very enjoyable morning with great information & listening to personal stories. Well done to PPI team for organising such a successful event!"

"Well done to the organisers, it was very informative and I liked the informal set-up and getting time to browse around the stands"



Above: PPI Panel members with members of the Trust Board, Trust staff and PPI Lead from the Public Health Agency



Above: Members of the LARG Group from Willowbank who attended the event



Above: Ray Hamilton delivering his presentation



Above: A view of some of the participants and stands



Above: Peter Donnelly delivering his presentation



Above: Carolyn Agnew, Head of User Involvement setting the scene at the PPI Roadshow Event

Thanks

This report has highlighted only some of the progress we have made over the past year, yet it also shows the great potential for making improvements to the experience of patients, carers and the wider public through involving and working in partnership with them to make our services more person-centred.

We would like to thank all those who have contributed to this report and to all involved in any of the PPI activity. These include service users, carers, volunteers, the PPI Panel, Trust staff, community and voluntary organisations etc. For further information or support please contact the PPI Team at:

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Carolyn Agnew Tel: 02837412519 **Sinead Hughes** Tel: 02837412523
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Email: *firstname.surname@southerntrust.hscni.net*

Tell us what you think...

If you would like to comment on any issues raised by this report, please complete this form and return it to:

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You can also email us at: carolyn.agnew@southerntrust.hscni.net or sinead.hughes@southerntrust.hscni.net. If you provide your contact details, we will acknowledge your comments and pass them to the appropriate departments for a response if need be.

Name _____

Address

Comment:



Southern Health
and Social Care Trust

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