



Southern Health
and Social Care Trust

Quality Care - for you, with you

**Personal and Public
Involvement (PPI)**



**Involving you,
improving care**

Sharing Our Stories

**Personal and Public Involvement (PPI)
Annual Progress Report 2015/16**

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 sixth Annual Report outlining progress made during 2015/16 to further promote and embed personal and public involvement in the planning, development and delivery of our services.

The PPI Panel continues to play a significant role in terms of helping us shape user and carer involvement processes and during the year members worked closely with the PPI Team to design a PPI self-audit checklist process to improve how the Trust measures compliance with its PPI indicators to enable it to meet the Regional PPI Standards. PPI Panel members also continue to be involved in consultations on the Trust's plans, participate in a range of Trust meetings and regional groups including the Regional PPI Forum. 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 a PPI Workshop at the Trust's Quality Event in October 2015.

Effective PPI requires time and dedication and 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 future.

Angela McVeigh

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

Introduction

The Health and Social Services (Reform) Act (Northern Ireland) Order 2009 places a requirement on all health and social care (HSC) bodies to effectively involve local people in plans and decisions about service provision in their area.

Working through the Regional PPI Forum, the Public Health Agency (PHA) launched the regionally agreed PPI Standards on 4th March 2015. These standards set out the minimum levels expected of HSC organisations in terms of:

- Leadership
- Governance
- Opportunities and support for involvement
- Knowledge and skills
- Measuring outcomes

In addition, a PPI Performance Management Framework has been developed and Trusts are required to complete annual self assessment monitoring returns. Following assessment including a verification visit, the PHA publishes a PPI Monitoring report for each Trust. These reports are available to download from the PHA website.

This PPI Annual Report provides a summary of progress made within Southern Trust during 2015/16 against each of the regional PPI standards, with some examples of the work that has been carried out across directorates as the Trust continues to promote and embed PPI.



New developments this year include.....

- Completion of **PPI Checklist Self Audit** – *The Trust is making significant progress in promoting and embedding PPI across its programmes of care within existing resources*
- PHA **PPI Monitoring Report 14/15** concludes: *“SHSCT are the most advanced Trust in relation to complying with the Statutory Duty of Involvement and Consultation”*
- Appointment of an **additional PPI Panel member** with full voting rights on the Patient Client Experience Committee (PCEC), a subcommittee of Trust Board
- **Trust Leadership Walkabout Tool** now includes a section to specifically ask how staff involve service users and carers
- A further **Quality Improvement Event** was held in October 2015 to promote PPI approaches and demonstrate the impact of user and carer involvement. PPI Panel involved in design and delivery of a PPI Workshop on *Practical Hints and Tips for engaging service users and carers*
- **Development of a leaflet** to clarify the relationship between PPI and Patient Client Experience - *this was shared with the PHA to develop as a regional resource*
- Completion of **PPI Research Project** – *regional action plan being developed to progress the 10 recommendations. Easy Read Summary being developed*
- Development of **‘Welcome Boards’** and **‘Compliment Posters’** for all hospital wards
- **Irritable Bowel Disease Roadshows** held across Trust hospital sites
- Further development of the **10,000 Voices Project** with a focus on improving the use of patient experience data to help commission services
- **Service User Group established** for looked after young children (12-15 years)
- **Service users involved** in developing and delivering Core Care Pathway awareness training to Mental Health Staff
- **Self-directed Support** extended to carers
- **Review of PPI** within Children with Disability services and a number of **well attended public information events** on short breaks for children with disabilities
- Service user involvement in the development of **‘Re:MIND Programme’**; a resource to support service users to explore their emotional well-being
- The development of our **‘Palliative Care Reference Group’**
- Progression of the **Community Health Champion and Health Trainer** model
- **Volunteers** presented at Trust Board
- Our **Day Centres** creating exciting initiatives for client and carer involvement
- The **Macmillan Award for Rethinking the Patient Pathway** and over all Award Winner for the redesign of the diagnoses and treatment of fertility problems in women
- Regional **E-Learning PPI Awareness module** uploaded on Trust E-Learning Platform
- Development of a **central register of opportunities for involvement**

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. In line with the regional PPI Standards key performance indicators, the Trust has a PPI Leadership structure in place that includes:

- ✓ Named executive and non-executive PPI Lead at board level; with clear role descriptions and objectives
- ✓ PPI operational lead
- ✓ PPI leadership structure throughout the organisation

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,
No-Executive
Director with
responsibility for
PPI, Community
Development &
Carers. Chair of
PCEC



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



Gerard Rocks,
Assistant Director
Promoting
Wellbeing



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



Sinead Hughes,
User
Involvement
Officer



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



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

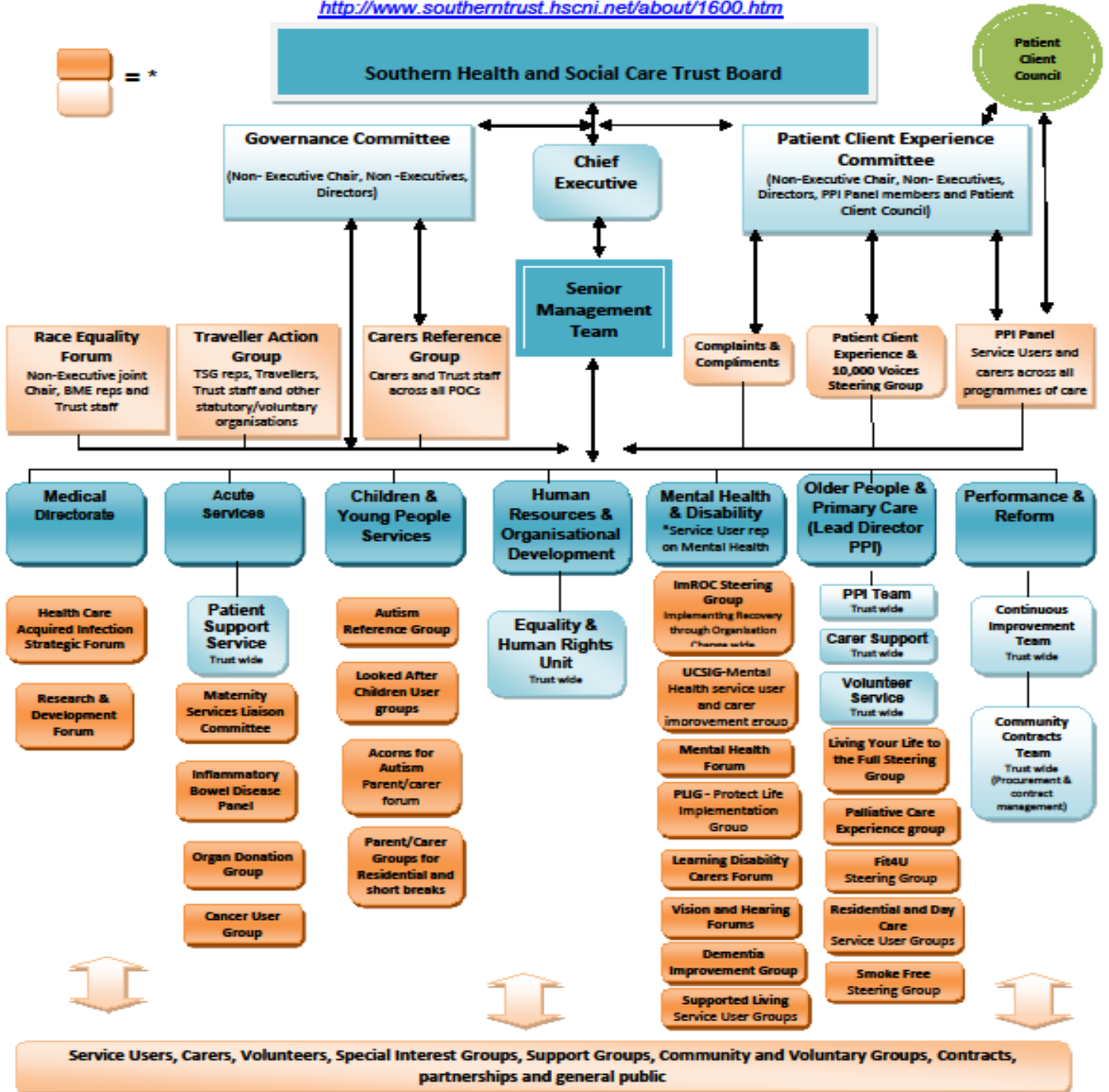
The Trust continues to use a top down; bottom up approach to ensure that PPI is part of the working practice of all its staff and that service users, carers and other stakeholders are involved in the development of the mechanisms, processes, training and resources to embed this. Further progress this year includes:

- Appointment of 4 PPI Panel members with full voting rights on the Patient Client Experience Committee (PCEC) a subcommittee of Trust Board
- Trust Leadership Walkabout Tool now includes section to specifically ask how staff involve service users and carers
- A further Quality Improvement Event was held in October 2015 to promote PPI approaches and demonstrate the impact of user and carer involvement

Southern Trust PPI Structures

SHSCT PPI Structures & Accountability Flow Chart

Information on the Trust's opportunities for involvement is available on the Trust website
<http://www.southerntrust.hscni.net/about/1600.htm>



Standard Two - Governance

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

In line with the regional PPI Standards key performance indicators, the Trust has:

- ✓ Governance and corporate reporting structures in place for PPI
- ✓ A corporate and directorate action plans with defined outcomes developed to demonstrate the impact of PPI
- ✓ An annual report demonstrating evidence of compliance with PPI responsibilities and the work undertaken to address challenges in this area

Governance and corporate reporting structures in place for PPI

These are outlined on the flow chart on page 5 and include:

Trust Board

The Trust Board functions as a corporate decision-making body and comprises a Chairman and **seven Non-Executive Directors appointed by the Minister of Health via the Public Appointments Unit**, and **five Executive Directors** who include the Chief Executive and Directors representing:

- Directorate of Children and Young People's Services
- Directorate of Mental Health and Disability Services
- Medical Directorate
- Directorate of Finance

The Chair of the Board has certain delegated Executive powers and is responsible for the operation of the Board and for chairing all Board meetings when present. The Chair works closely with the Chief Executive to ensure that key and appropriate issues are discussed by the Trust Board in a timely manner with all the necessary information and advice being made available to the Board.

The Trust Board holds approximately seven meetings in public each year. Each Trust Board meeting has an agenda item that focuses on a patient/client centred service which includes feedback and learning from PPI activity.

The Patient Client Experience Committee (PCEC)

The PCEC is a sub-committee of Trust Board. This group is responsible for leading the coordination, development, implementation and monitoring of the Trust's PPI Action Plans across the organisation. The PCEC have four PPI Panel representatives as full voting members and PPI is a standing agenda item together with Complaints and Compliments and the Patient Client Experience.

Governance Committee

This is also a sub-committee of Trust Board providing assurance to the Board on all aspects of governance except financial control.

Senior Management Team (SMT)

The Senior Management Team, chaired by the Chief Executive, brings together senior Executives including the Executive Directors to the Trust Board. It is responsible for the implementation of Trust's strategies and policies and for key operational matters.

Standard Two - Governance cont...

The Trust's Service User and Carer PPI Panel

The PPI Panel is now in its sixth year. It is jointly chaired by a service user/carer and the Head of User Involvement and Community Development and membership comprises service users and carers with the aim of having representation from across all programmes of care and Section 75 groupings. The 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.

During 2015/16 the PPI Panel worked with Trust staff to:

- Design and deliver a PPI Workshop on *Practical Hints and Tips for engaging service users and carers* as part of the Trust's Quality Improvement Event in October 2015. The workshop was attended by 43 staff at all levels
- Complete the PHA's PPI Performance Management Process for 15/16
- Comment on the Trust Guidelines - *Care of the Dying Patient*
- Develop the PPI Checklist monitoring process and summary report, the PPI Annual Report, PPI Corporate Action Plan
- Up-date the Trust's in-house PPI Awareness training
- Participate in the PHA's PPI Awareness E-Learning pilot
- Contribute to the development of the PHA's Engage and Involve PPI training programme and PPI Performance Management Framework through the Regional PPI Forum
- Develop a leaflet to clarify the relationship between PPI and Patient Client Experience - this was shared with the PHA to develop as a regional resource

"Really enjoyed the PPI Panel member's reflections and how service user and carer input has made a difference to Service Development"

Patient Client Experience and 10,000 Voices Steering Group

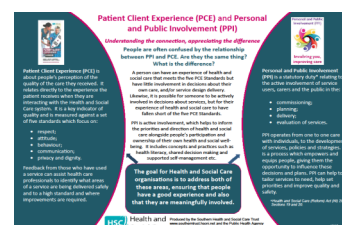
This group chaired by the Executive Director for Nursing drives a work programme in the directorates in line with the Regional PCE Steering Group Action Plan. The regional priorities for 15/16 were to:

- **Develop a process to reduce noise at night in hospital**
- **Raise the Profile of 'Hello my name is' in community and primary care settings**
- **Monitor the availability of meals/drinks in ED**
- **Work with HSC Trusts to implement and sustain improvements in relation to mixed gender accommodation**

The group approves and monitors an annual work plan to address the regional priorities, progress directorate specific initiatives and prioritises elements for reporting to the Trust's PCE Committee at its quarterly meetings.

Two members of the PPI Panel are involved in the group and the Trust is currently recruiting for a 10,000 Voices Coordinator.

For further information please contact Fiona Wright, Assistant Director Nursing Governance. E: Fiona.wright@southerntrust.hscni.net Tel: 028 38 833348



HAVE YOUR SAY!

Standard Two - Governance cont...

Complaints and Compliments

The Trust is committed to providing a high quality service to everyone that uses them. Your views can help us to improve our services. They are very much appreciated and are treated in confidence. You may want to:

- Make a comment or suggestion
- Tell us what was good about your experience by making a compliment, or
- Make a complaint about our services

All comments, suggestions, compliments or complaints should be made initially to the Corporate Complaints Officer based at Trust Headquarters, Craigavon Area Hospital, Portadown, BT63 5QQ
Tel: 028 3861 4150 Email: complaints@southerntrust.hscni.net

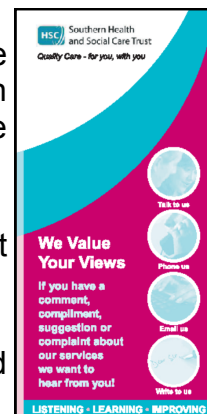
Initially you may wish to express your concerns to the person who is providing the care or service. If you do this and are still not satisfied you may express your concerns in writing, by email, by telephone or by arranging an appointment with the Corporate Complaints Officer.

Our 'We Value Your Views' leaflet provides more detail - this is available at Trust facilities and on the Trust website <http://www.southerntrust.hscni.net/contact/1614.htm>

Quarterly reports on complaints and compliments are presented and trends discussed at the PCEC.

During 2015/16 members of the PPI Panel were involved in workshops and meetings to review and improve the complaints process.

The PPI Team supported staff on hospital wards to develop posters to showcase compliments received about care and treatment. This not only provides reassurance for others using the service but it improves staff morale to know that the service they provide is of a high quality and is appreciated.

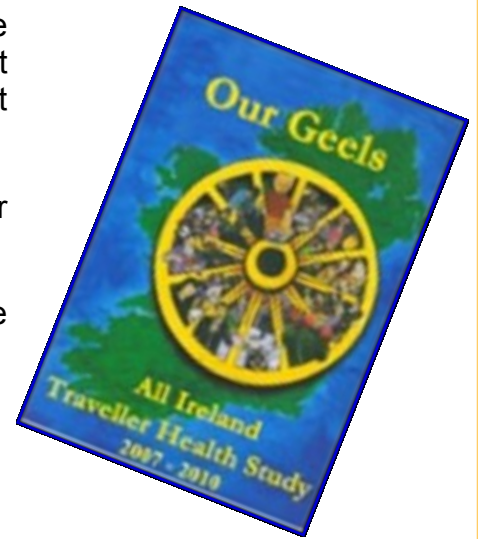


Standard Two - Governance cont...

The Traveller Action Group (TAG) meets every 3 months to share information on support services for Travellers and to make sure that these services are suitable to meet Traveller needs and that Travellers are aware how to access them.

The Traveller Action Group is chaired by the Assistant Director Promoting Wellbeing and there is representation from:

- Other departments within the Southern Health and Social Care Trust
- Local Traveller Support Groups
- Safe and Well
- Early Years Toybox
- Traveller Education Support Service (TESS)
- Housing Executive
- Public Health Agency



Travellers did attend for a number of years when the group was established in 2010, however during 15/16 there has been no direct Traveller involvement. Traveller Support Group workers feedback to Travellers on the progress being made by the group and bring issues from the Travellers they work with to the meetings for discussion.

Progress during 2015/16 includes:

- ◆ The appointment of new staff within the Trust provide additional services for Travellers including an Early Intervention Coordinator, a Public Health Nurse and a Health Training Coordinator
- ◆ Membership of the group extended beyond health and wellbeing
- ◆ Implementation of action plan under 8 key areas covering: Housing and accommodation; Early years support and Educational attainment; Employment and Skills; Reducing stigma; Traveller friendly HSC services; Targeted health and wellbeing programmes; Monitoring Evaluation and Research and Collaboration and joint working
- ◆ Celebration of Transforming Learning Communities - **101** courses to **616** Travellers
- ◆ Celebration of Safe and Well Project – Travellers benefitted from a range of programmes to improve health and wellbeing, safety in own environment, knowledge of local community opportunities, citizenship and active learning. In total **7,181** participants were recorded, however participants would have attended a range of programmes. **530** settled people attended Traveller Cultural Awareness Workshops co-delivered by Travellers
- ◆ Celebration of Hearty Lives Craigavon Project – **181** Travellers received cardiovascular risk factor screening, **18** referred to GP, **120** attended lifestyle change programmes
- ◆ **17** Travellers completed Community Health Champion and Health Trainer programmes

Further details can be found in the Traveller Action Group Progress Report 2015/16 available to download on the Trust website.

Standard Two - Governance cont...

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. **For further information please contact Lynda Gordon, Head of Equality, E: Lynda.gordon@southerntrust.hscni.net T: 028 37 412522**

The Trust Carers' Reference Group

The Carers' Reference Group continues to address the on-going needs and issues relating to carers in the Southern Trust area. Chaired by the Assistant Director for Older People's Services, membership comprises Trust senior managers who have been nominated as Carers' Champions for their programme of care, the Trust's Carers' Coordinator and carers from across each of the Trust's three localities. This group develops an annual Carers' Action Plan and meets on a quarterly basis to discuss and monitor progress on the implementation of the Carers' Strategy and the Trust Carers' Action Plan. Quarterly reports detailing the performance of the Trust in relation to the objectives laid out by the Health and Social Care Board Carers' Strategy Implementation group are scrutinised by the Trust's Governance Committee, Senior Management Team and Trust Board before submission to the Health and Social Care Board. The main aim of the group is to support carers to engage in the planning and review of services and to champion the rights of carers within the Trust.

Further details can be found in the Carers' Annual Progress Report 2015/16 available to download on the Trust website.

Action plan with defined outcomes developed to demonstrate the impact of PPI

The Trust's **PPI Strategic Action Plan 2010 - 2013** and **Consultation Scheme** are currently being reviewed and up-dated in line with the new PPI Standards.

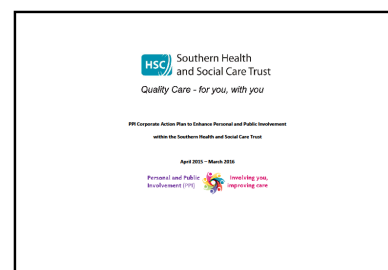
The Trust's Corporate PPI Action Plan 15/16 has been amended to report against the new PPI standards.

Individual Directorates develop annual Directorate Specific PPI Action Plans as part of the business agenda of the Directorate. These inform the progress the Trust is making against the regional PPI standards.

These Directorate PPI Action Plans focus on four key themes:

- **Information**
- **Levels of Involvement**
- **Training**
- **Monitoring and Evaluation**

Revised PPI Indicators have been developed for each of the four key themes and the PPI Team collate information from the directorate PPI impact template returns twice a year to provide directorate progress monitoring reports. This enables the Trust to highlight areas of good practice and identify areas for further and/or targeted development.



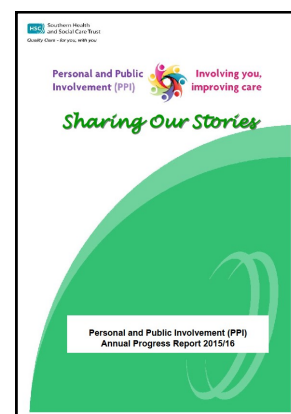
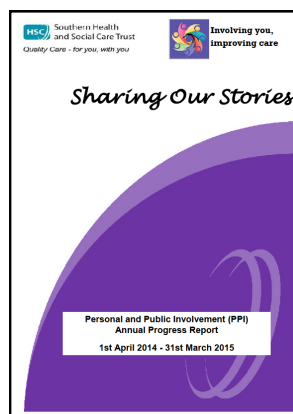
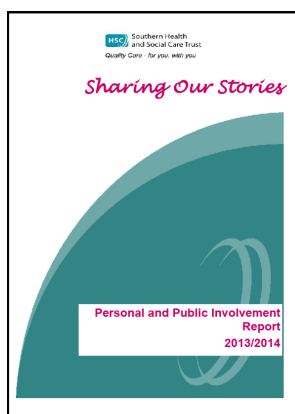
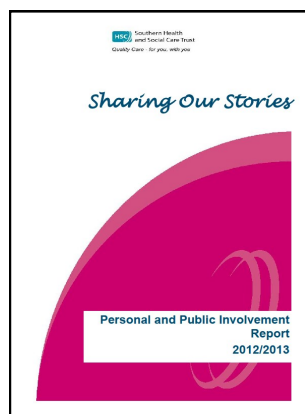
Standard Two - Governance cont...

PPI INDICATORS	
<p>1 Information</p> <ul style="list-style-type: none"> Do you have information explaining who you are, what you do and how you can be contacted? Do you provide information on the standards service users and carers can expect from your service Do you provide information to help service users or carers to understand more about their health and/or social care needs? Do you signpost and/or provide information to service users / carers of other sources of support available locally? Do people who use your service and their carers know how to make a complaint? Do people who use your service and their carers know that they have a right to be involved in the planning, development and evaluation of the service you provide? Do you provide a list of opportunities for involvement? Do you maintain a database of interested people? Do you provide feedback to those who have been involved? <p>2 Levels of involvement</p> <ol style="list-style-type: none"> Do you involve service users in the development of their care and/or treatment plan and have mechanisms in place to monitor and evaluate how staff in your area of responsibility uphold the 5 Patient Client Experience standards : <ol style="list-style-type: none"> Respect Attitude Behaviour Communication Privacy and Dignity? Do you involve service users and their carers/ family in the evaluation of the service you deliver? 	<ol style="list-style-type: none"> 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? <p>3 Training</p> <ul style="list-style-type: none"> What mechanisms do you have in place to assess the training and development needs of your staff to enhance their skills in personal and public involvement? What mechanisms do you have in place to assess the training and development needs of your service users, their carers and the public need to enable them to participate in involvement activities? What training and support do you provide for staff, service users and carers? What opportunities can you identify for service users and carers to become involved in the training of your staff? <p>4 Monitoring and Evaluation</p> <ul style="list-style-type: none"> How do you measure/assess the impact and outcome of your involvement activities? What has been the impact of your PPI activities on services? Has PPI improved the patient client experience/quality of care? What did those involved think about the process of involvement?

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.

Annual report demonstrating evidence of compliance with PPI responsibilities and work undertaken to address challenges in this area.

Copies of the Trust's PPI Annual Reports entitled "*Sharing Our Stories*" are available at: <http://www.southerntrust.hscni.net/about/1600.htm>



Standard Two - Governance cont...

SHSCT PPI Self-audit Checklist

During 2015/16, the Trust carried out a self-audit checklist exercise to determine compliance with its PPI Indicators across all Directorates and results of this exercise were made available at the end of March 2016.



Personal and Public Involvement (PPI) Checklist				
Information available to public	How	When	Lead?	What?
Information about service e.g. leaflet				
Information on the standards that can be expected from service				
Information on conditions or issues relating to the service/s provided				
Information on the complaints process				
Information on how to become involved				
Provide a list of opportunities for involvement				
Maintain database of interested people				
Provide feedback to service users/carers involved and generally?				
Provide feedback on impact and learning?				
RAG Rating by Directorate/Division				
Levels of involvement				
Key service changes and/or improvements planned within service (has area identified)				
Evidence of involvement/planned involvement				
Promotion of 5 Patient & Client Experience Standards in the planning, delivery and development of service/s				

The report indicates areas where teams are compliant and identifies where additional support is required. It does not, however assess the quality of compliance.

Personal and Public Involvement (PPI) Checklist – Corporate Summary

This checklist summary completed March 2016 is based on information provided by Teams and Divisions across service Directorates to indicate whether or not staff are compliant with the PPI indicators. It does not reflect the quality of the compliance.

Information available to public	Acute	CYP	OPPC	MBD	RAG Rating
Information about service e.g. leaflet	Y	Y	Y	Y	Fully achieved
Information on the standards that can be expected from service	Y	Y	Y	Y	Fully achieved
Information on conditions or issues relating to the service/s provided	Y	Y	Y	Y	Fully achieved
Information on the complaints process	Y	Y	Y	Y	Fully achieved
Information on how to become involved	Y	Y	Y	Y	Fully achieved
Provide a list of opportunities for involvement	Y	Y	Y	Y	Fully achieved
Maintain database of interested people	Y	Y	Y	Y	Fully achieved
Provide feedback to service users/carers involved and generally?	Y	Y	Y	Y	Fully achieved
Provide feedback on impact and learning?	Y	Y	Y	Y	Fully achieved
RAG Rating by Directorate/Division	Acute	CYP	OPPC	MBD	RAG Rating
Levels of involvement	Acute	CYP	OPPC	MBD	RAG Rating
Key service changes and/or improvements planned within service (has area identified)	Y	Y	Y	Y	Fully achieved
Evidence of involvement/planned involvement	Y	Y	Y	Y	Fully achieved
Promotion of 5 Patient & Client Experience Standards in the planning, delivery and development of service/s	Y	Y	Y	Y	Fully achieved

Not achieved
 Partially achieved
 Significantly achieved
 Fully achieved

Southern Health and Social Care Trust

PPI Checklist Summary Report

March 2016

The checklist exercise demonstrated that there has been an improvement in consistency and coordination and that the Southern Trust has made significant progress in promoting and embedding PPI across its programmes of care within existing resources. This has also been recognised by the Public Health Agency in its PPI Monitoring Report 2014/15 as detailed overleaf.

The Southern Trust will continue to build on the very solid foundations laid and further enhance personal and public involvement in the planning, delivery and evaluation of its services. The recommendations from this PPI Checklist report will be used to inform the review of the Trust's PPI Strategy and the development of its corporate PPI Action Plan and Directorate PPI Action plans 2016/17.

PPI Research Project:

Personal and Public Involvement and its Impact: Monitoring, Measuring and Evaluating the Impact of Personal and Public Involvement (PPI) in Health and Social Care in Northern Ireland

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. Members of the PPI Panel were also involved in the Research Advisory Group.

The report makes 10 recommendations to improve PPI within HSC in Northern Ireland. A Regional Action Plan is being developed to progress the recommendations and the Trust will also use them to inform the review of its PPI Strategy and the development of its corporate PPI Action Plan and Directorate PPI Action plans 2016/17.

Personal and Public Involvement and its impact: Monitoring, measuring and evaluating the impact of Personal and Public Involvement (PPI) in Health and Social Care in Northern Ireland.

This research has been commissioned by the Public Health Agency and the Patient Client Council. The report authors and researchers are grateful to both the PHA and PCC for their financial support and guidance throughout the time of this project.

Report Authors:

- Joe Duffy
- Patricia Gillen
- Carolyn Agnew
- Karen Casson
- Gavin Davidson
- Ann McGlone
- Brendan McKeever

January 2016



Standard Two - Governance cont...

External monitoring and verification

The Public Health Agency (PHA) has responsibility for leading implementation of policy on PPI across the HSC and for ensuring that HSC Trusts meet their PPI statutory and policy responsibilities/obligations. The PHA in turn provides assurances to the Department in this regard through the established accountability arrangements.

In April 2015, PHA produced a Monitoring Report on the mechanisms and processes the Southern Trust has in place for embedding PPI and progress made.

This report was based on evidence gathered through:

1. The Trust PPI self-assessment monitoring return (approved by the PPI Panel)
2. Information collated during the verification monitoring visit (March 2015)
3. Additional evidence supplied by the Trust (Annual report, Action Plans, PPI resources developed)



Progress was measured against the regional PPI Standards that were officially launched on 4th March 2015. There were a number of recommendations for improvement. The Trust has actioned all of the recommendations as existing resources permit and has written to the PHA requesting additional resources for the areas that cannot be progressed as below:

- Assign further resources to fulfil PPI responsibilities and the Statutory Duty of Involvement
- Develop a central register of opportunities for involvement which is updated across all Directorates and readily accessible by the public
- Disseminate and roll-out of the Regional PPI Training Programme

The Public Health Agency report concluded that:

“On the basis of the evidence provided, the SHSCT are the most advanced Trust in relation to complying with the Statutory Duty of Involvement and Consultation. PPI is clearly on the agenda of the senior management team and widely embedded within policy and practice in the organisation.”

“The (Southern) Trust has demonstrated leadership and has regularly shared good practice in this field across the HSC system. The strength of their commitment to service user and carer involvement has been demonstrated through its structures, through its monitoring and reporting arrangements and through the production of a wide range of support and guidance materials for staff and service users.”

A copy of the PHA report can be downloaded at: http://www.southerntrust.hscni.net/images/SHSCT_Final_PPI_Report_2015.pdf

Further monitoring will take place in 16/17 with a focus on hospital services for people with a learning disability.



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.

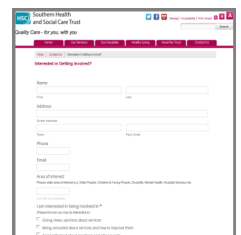
In line with the regional PPI Standards key performance indicators, the Trust :

- ✓ Maintains an up-to-date register of existing and future opportunities for involvement at all levels across the organisation, which is accessible by the public
- ✓ Supports the involvement of service users, carers and the public to include:
 1. Clarity on roles/responsibilities for those participating
 2. Training, support and advocacy if required
 3. Use of accessible communication mechanisms and procedures
 4. Good Meeting Etiquette
 5. Application of interim service user, carer and stakeholder reimbursement guidelines and procedures for HC organisations
- ✓ Provides named points of contact for each individual engagement exercise
- ✓ Provides feedback to those involved in each engagement as standard practice
- ✓ Identifies barriers to involvement and develop action to overcome these

Up-to-date register of existing and future opportunities for involvement at all levels across the organisation, which is accessible by the public.

The Trust has developed a register of its existing on-going opportunities for involvement highlighted in the flow chart on page 7. This is being circulated for up-date and amendment and will be made available on the Trust website: <http://www.southerntrust.hscni.net/about/1600.htm>

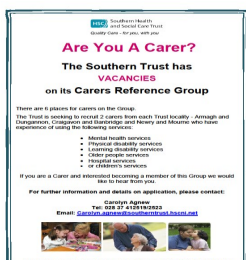
A **registration form** template has been developed so that each service area can maintain its own list of interested people and circulate opportunities for involvement as they arise. There is also an **on line registration facility** and the details of those who register are forwarded to the relevant 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.

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.

Teams and services are using the Opportunities for Involvement template in a flyer format to promote focus groups, meetings etc. Below are examples of flyers that services have used in the past year to highlight opportunities for involvement.



Standard Three - Opportunities & Support for Involvement cont..

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. **Please contact the PPI Team if you would like to circulate information via the mailing lists.**

The Trust also has a **Facebook** page and **Twitter** account and **opportunities for involvement** are 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. In 2015-16 there has been a steady increase in staff availing of these avenues to share information and promote opportunities for involvement. Social Media can provide services with an interactive platform to engage with their target audiences and receive feedback directly from staff and service users .



The Trust has developed a social media policy to ensure that staff are aware of their responsibilities for the appropriate use of the social media they may access in a personal or professional context. **Please contact Trust Communication Department to have information uploaded on to social media platforms.**



Front page of the Trust Facebook page

You can follow the Trust on [Facebook](#) and [Twitter](#)



Standard Three - Opportunities & Support for Involvement cont..

Supports the involvement of service users, carers and the public

1. Clarity on roles/responsibilities for those participating
2. Training, support and advocacy if required
3. Use of accessible communication mechanisms and procedures
4. Good Meeting Etiquette
5. Application of interim service user, carer and stakeholder reimbursement guidelines and procedures for HC organisations

Below are examples of additional practical steps the Trust has undertaken in the last 12 months to facilitate and support the involvement of service users, carers and the public (in particular marginalised/excluded/Section 75 groups) in the planning, delivery and evaluation of its services.

- Development of a **template Information Pack** for those interested in being involved in specific opportunities providing background information, outlining what to expect and the commitment required;
- **Recruitment drive** for PPI Panel and Carers' Reference Group
- Commenced review and up-date of **PPI Toolkit**
- In 15/16 Learning Disability **increased funding for Advocacy Services by 50%**
- **Translation** of information and leaflets as required
- **Use of interpreter services** - SHSCT is the highest user of Regional Interpreting Service
- **Have Your Say pop-up stands** ordered for display in foyer of main hospitals
- **PPI flow chart** revised as part of up-dated Consultation scheme (see page 5)
- **Opportunities for involvement template** developed for longstanding service user/carers groups forums for inclusion in up-dated Consultation scheme and Trust website
- **Self-Directed Support extended to carers**
- Each ward/unit in CAH has a **'Welcome Board'** with an information leaflet rack beside it
- **Butterfly scheme** - allows people with dementia to make this clear to hospital staff and provides a simple, practical strategy for meeting their needs
- **PACE** - promotes a person-centred approach to care supporting nurses to improve their record keeping practices
- **This is Me!** - simple/practical communication tool for people with dementia and learning disability
- **Good Meeting Etiquette checklist** developed in partnership with the PPI Panel. Good Meeting Etiquette posters have been developed and forwarded to Support Services for display in Trust meeting rooms. Good Meeting Etiquette pop-up stand purchased
- **Continued application of interim service user, carer and stakeholder reimbursement guidelines and procedures** which were developed by the Trust and adapted by PHA for regional use

Standard Three - Opportunities & Support for Involvement cont..

Provide feedback to those involved in each engagement as standard practice



Feedback is a crucial element of PPI. It is really good practice to let participants know what has been achieved as a result of their involvement otherwise they may be reluctant to become involved again. Feedback to service users, carers and the public can be made in different formats. The following are mechanisms that the Trust has in place, to ensure feedback is standard practice:

- The PPI Annual Report gives summary feedback of overall Trust PPI Activity
- PPI Newssheet provides information and feedback on key themes
- PPI Carers' Summary flyer - available on website
- PPI Traveller Summary and Traveller Progress Newsletter
- Variety of service newsletters e.g. ICT Newsletter, Recovery Newsletter



The PPI self-audit checklist indicated that the provision of feedback to service users/carers - involved and generally and on impact and learning was standard practice across all programmes of care with the exception of School Nursing and Health Visiting and Family Support and Safeguarding. In regard to School Nursing and Health Visiting recent changes have been internal restructuring that have had no adverse impact on the quantity or quality of the service provided and therefore service user and carer involvement was not considered appropriate.

Identification of barriers to involvement and develop actions to overcome these

While the Trust continues to prioritise and remains committed to PPI it continues to do so within existing resources. It has identified a number of barriers that limit development and progress and has been working throughout the year to progress actions to overcome these.

Resources to support PPI

- The Trust has participated in the regional PPI research project funded by the PHA and PCC that highlighted the need for additional resource for PPI as one of its ten recommendations.

Capacity within the PPI Team

- Negotiations continue regarding the employment of an additional User Involvement Officer. This will enable the Trust to provide additional support to directorate staff identified in the PPI Checklist Summary Report (March 2016) and commence roll out of the regional Engage and Involve PPI Training programme, which includes modules on the additional skills staff require such as: group work, facilitation skills, questionnaire design and analysis.

Ability to capture comprehensive information on PPI activity across the Trust

- The PPI self-audit checklist exercise completed in year has enabled the Trust to develop an up-to-date baseline on compliance with its PPI Indicators and the further promotion of the PPI Impact template has resulted in increased returns across programmes of care.
- The User Involvement Officer has commenced an accredited quality improvement programme to explore better ways to connect with staff in hospitals to provide PPI guidance and support and to capture the range of PPI activity that is currently on-going across Acute settings without putting staff under additional pressures. This is due to be completed in September 2016.

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

In line with the regional PPI Standards key performance indicators, the Trust:

- ✓ Integrates basic PPI awareness training into induction arrangements for all new staff
- ✓ Evidences compliance with any annually agreed regional targets for the provision of and access to PPI training
- ✓ Ensures a mechanism is in place to capture information on the up-take of PPI training
- ✓ Demonstrates service user and carer involvement in the design, delivery or evaluation of PPI training

Basic PPI Awareness Training

The Trust's Corporate Induction Programme makes reference to PPI/PCE and User Views. In addition a PPI Information leaflet for staff outlining support available was developed, circulated and made available on the Trust website and is currently being used as a hand-out at training and events. The PPI Team also 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 suit teams best. The PPI Awareness training is also promoted in the PWB Training Directory which is up-dated and circulated each quarter.



PPI Awareness is also presented at the core induction programme for student social workers and new social care staff twice a year.

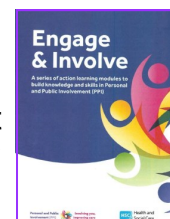
PPI training is also included in the Trust's Continuous Improvement Quality Improvement Leader (Level 5 Diploma) programme.

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.



The new Personal and Public Involvement Awareness E-Learning Programme is now available on the Southern Trust E-Learning Platform.

This programme, developed by the PHA through the Regional PPI Forum, is aimed at all staff. It provides an introduction to PPI which includes an overview of the statutory duty and case studies to showcase PPI in practice.



To access this Programme via E-Learning please contact Education, Learning and Development via elearning.support@southerntrust.hscni.net with your name and staff number and confirming the programme you wish to complete.

If you already have access to the platform you can add the programme to your Learning via the Catalogues section. You can access further information on how to do this via the User Guide by clicking: <http://vsrintranet.southerntrust.local/SHSCT/HTML/HR/InfoandGuidance.htm>



Standard Four - Knowledge and Skills cont...

Regional Engage & Involve PPI training programme

The Trust and the PPI Panel were involved in the planning and design of the Engage & Involve PPI training programme. The PHA **acknowledges the support and information provided** which has contributed to the development of the materials from each of the HSC organisations and **specifically references the Southern Health and Social Care Trust and service users and carers.**



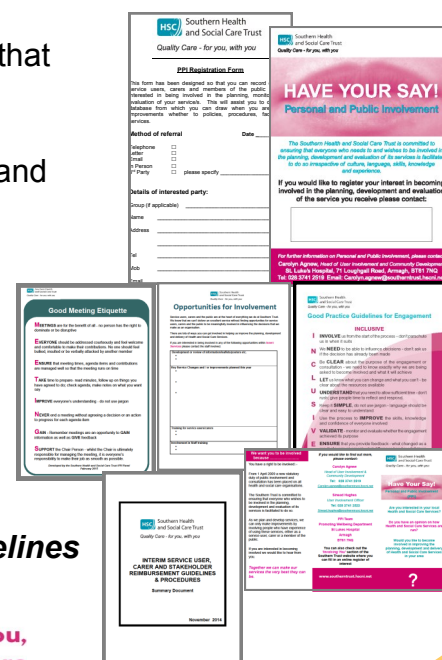
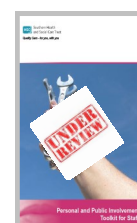
The Engage & Involve programme provides a range of training options to support HSC staff to build knowledge and skills in PPI. In addition to the PPI Awareness E-Learning module the programme includes 8 modular based taught programmes. These standalone modules can be chosen according to need and include:

- **Introduction to PPI** - general introduction
- **Practical PPI** - an overview of the following in-depth modules:
 - **Communication and PPI** - to help you choose and plan a communication strategy to increase levels of involvement
 - **Facilitation skills for PPI** - to help you plan and facilitate involvement
 - **Getting people to participate in PPI** - providing guidance on dealing with vulnerable and hard to reach groups
 - **Measuring PPI** - suggestions for monitoring PPI activity including the development and analysis of questionnaires
- **PPI Team Briefing** - developing skills to support participants to deliver a team brief on PPI
- **PPI Coaching** - developing skills to support participants to coach on PPI

A training needs analysis has been developed as part of the training pack and this will be made available once delivery mechanisms have been agreed.

Other SHSCT PPI Resources

- A **PPI Toolkit** to provide staff and managers with information and good practice guidance to enhance service PPI within their area of service (currently under review)
- **Have Your Say posters and leaflets** so that staff, service users and carers are aware of the right to involvement
- **The PPI Registration form** so that service teams can develop their own local lists of interested people
- **Opportunities for Involvement template** is still being used so that service teams can let their service users and carers know what opportunities are available
- Good practice guidelines for engagement **'INCLUSIVE' poster** and **Good Meeting Etiquette checklist** 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
 - * Working with Hard to Reach Groups
 - * Advocacy Information Booklet
- **Service User, Carer and Stakeholder Reimbursement Guidelines Procedures**



Standard Four - Knowledge and Skills cont...

Recording uptake of PPI training

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.

We also link with the Continuous Improvement Team to access the numbers undertaking the Introduction to Quality Improvement e-Learning module.

Education, Learning and Development will now be able to capture the numbers of staff undertaking the new PPI Awareness e-Learning Programme.



Involvement in designing, delivering and evaluating PPI training

The Trust continues to ensure that service users and carers are involved in the design, delivery or evaluation of PPI / Service User and Carer Involvement training. The following are various areas in which this has taken place:

- ✓ **PPI Panel members** involved in up-dating **in-house PPI Awareness**
- ✓ **PPI Panel members** involved in **PHA PPI Awareness e-Learning pilot**
- ✓ **PPI Panel members** involved in Regional PPI Forum training sub-group and development of **Engage and Involve programme**
- ✓ **PPI Panel members** involved in Quality Event Workshop Oct 15 on how to involve service users and carers in design and delivery of **PPI Workshop**
- ✓ **PPI Panel members** involved in delivering workshops to Student Social Workers at South West Regional College and Queen's University.
- ✓ **Mental Health Core Care Pathway** staff awareness sessions co-developed with **the User, Carer Service Improvement Group (UCSIG)**
- ✓ **Recovery College T4T** - co-produce and co-deliver educational programmes at the Recovery College based on patient, carer and staff expertise by experience



Standard Five -

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

In line with the regional PPI Standards key performance indicators, the Trust:

- ✓ Evidences service user and carer involvement in the monitoring and evaluation of PPI activity
- ✓ Demonstrates through its annual report:
 1. How the needs and values of individuals and their families have been taken into account in the development and delivery of care
 2. The outcomes and impact achieved by using PPI approaches in respect of policy, investments, decisions and service delivery across the organisation

Service user and carer involvement in PPI monitoring and evaluation

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 up-dates 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. The PPI Panel is also involved in the annual PHA PPI monitoring process; overseeing the completion of the self-audit questionnaire and participating in the verification visit.

Four PPI Panel members are full voting members of the **Patient Client Experience Committee (PCEC)** 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.

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. 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.

There are 6 places available for carers on the Trust's **Carers Reference Group**. This group oversees the development and implementation of the Trust's Carer's Action Plan and influences how the Trust plans, delivers, monitors and evaluates carer support.

Equality Screening - In addition to involvement in developing, all completed Equality Screening forms are available to view on the Trust's website at: <http://www.southerntrust.hscni.net/about/Publications.htm>

Further examples of service user and carer involvement in PPI monitoring and evaluation are contained within other sections of this report.



Standard Five - cont ...

Taking the needs and values of individuals and their families into account in the development and delivery of care

Patient Information Boards - *Patients have information on who you are, what you do and how you can be contacted (SHSCT PPI Indicator).*

Each ward/unit in Craigavon Area Hospital has a 'Welcome Board' with an information leaflet rack beside it. The board has information on:

- o Who we are
- o Ward Sister's Charter
- o Images and names of all nurses
- o How we are doing
- o Hand Hygiene Audit
- o Environment
- o Patient Experience
- o Patient Support services
- o Chaplin service
- o Visiting times
- o We value your views

Ward Sisters' Charter – *Patients have information so that they know what to expect when they use Health and Social Care services (SHSCT PPI Indicator).*

All Health and Social Care Trusts in Northern Ireland have been tasked to develop a commitment charter for patients, and the Southern Trust is currently implementing this as part of their overall patient information board's initiative. These are the 7 commitments:

- You will receive individual, safe, uninterrupted and high-quality care that meets your personal needs and is given by competent members of staff
- We will treat you with dignity, respect and compassion on a ward that is clean and safe
- We will behave with courtesy and consideration to your visitors
- You will know who you are speaking to
- You will feel respected and listened to. You will have the opportunity to share your opinions about the care we provide
- Our decisions about your care will be made with you and the people you wish to include. You will receive the information you need to make informed choices about your care
- You will be cared for by a team who are inspired by these commitments and have the authority to fulfil them



'This is Me' communication tool - Simple and practical tool that people with dementia and learning disability can use to tell staff about their needs, preferences, likes, dislikes and interests.

No unauthorised Photography or Filming poster - to ensure respect for patients, visitors and staff privacy and dignity.



Self-Directed Support - In addition to the 26 service users using Self - Directed Support from the Southern Trust's initial phase of implementation a further 3 are in operation with 15 in process. SDS is now available to carers and there are currently 4 carers using SDS with a further 12 in process.



Standard Five - cont ...



The Butterfly scheme - allows people whose memory is permanently affected by dementia to make this clear to hospital staff and provides a simple, practical strategy for meeting their needs. It also incorporates a system for offering that same response to people with temporary confusion. The patients receive more effective and appropriate care, reducing their stress levels and increasing their safety and well-being. Currently this scheme is being rolled out in acute and non-acute hospitals in the Southern Trust. In terms of staff training the hospitals have identified champions and the Butterfly Trainer and 2 carers will deliver rolling 45 min sessions for ALL grades of staff; staff will then confirm their learning by completing e-certification. To complement the hospitals are also delivering Patient Safety Briefing sessions, implementing Delirium Screening and are now Dementia Friendly Environments.

PACE Framework - A framework to promote a person-centred approach to care supporting nurses to improve their record keeping practices. There are 4 interrelating components:

Person-Centred, Assessment, Care planning and Evaluation

This person centred approach that respects and empowers, will promote partnerships and focus on prioritising people and their families/carers. Staff will be able to recognise and respect the contribution to care and ultimately it will promote the ethos of 'contract of care' with the patient - consent, understanding of care/treatment.

Carers

The Carers's Information Booklet and Carer's Assessment leaflet developed in partnership with local carers has been translated into 12 different languages and made available in hard copy to all POCs, BME support organisations and community outlets. Local carers were also consulted on the new tender specification for generic carer support services across the Trust area. The procurement process is in its final stages and a new provider is due to be appointed from April 2016. For more information please contact Patricia McCrink, Carers' Coordinator, on 30834252

Patricia.mccrink@southerntrust.hscni.net or [Click here](#) for the Carer's section of the Trust website.



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. All leaflets and information within **Learning Disability** are in Easy read format.

Advocacy- In 2015/2016 Learning Disability increased its funding for Advocacy Services by 50%.

Epilepsy Service extended by 0.66 WTE and offering clinics in local areas so service users and carers do not have to travel to Belfast. 6 completed in first year exceeding target of 3.

Forensic assessment for speech and language which is shared with PSNI to support service user understanding at police interviews and prevention to criminal justice system.

Standard Five - cont ...

How PPI has influenced and/or informed policy, investments, decisions and service delivery across the Southern Trust.

Acute Directorate



Bedside Entertainment (Mandeville Unit – Craigavon Hospital). Cancer services asked their patients what could be improved in terms of

service delivery. Feedback from patient satisfaction was key to this project to provide a personalised bedside alternative to spending very long hours in the department with little distraction other than ward based shared TV, reading or sleeping. Clinical access to Trust applications via the provision of virtual desktop infrastructure was also possible making the service more person centred. The pilot provided valuable insight into patient / staff interaction with new technology.

Inflammatory Bowel Disease (IBD) Patient Panel:

The Southern Trust set up an IBD Patient Panel in September 2013 to help plan and develop services for patients with Inflammatory



Bowel Disease. Since it was set up the Panel has been gathering momentum, meeting with senior management and healthcare staff to share their experiences, highlighting the need for improved services across the Trust and helping to develop information resources. This helps to improve their experience from investigation, through to diagnosis and treatment. To date the Panel has been involved in a number of awareness and information sharing initiatives within the Trust and beyond. The Panel has also been involved with the Department of Health and links with Crohns and Colitis UK who help shape IBD services across the UK. Recently the IBD

Patient Panel highlighted the need for improved emotional and psychological support. In partnership with the Promoting Wellbeing Mental Health Promotion Specialist a 6 week '5 Ways to Wellbeing' training course has been developed and will take place end of February 2016.

Cancer Service User Group – the group have been involved in helping plan/design the proposal for an information hub in Daisy Hill Hospital, similar to the Craigavon Area Hospital site hub. The group work closely with the Macmillan Health and Wellbeing Coordinator and the Cancer Service Improvement Lead and are currently helping with a Quality Improvement project within Cancer Services – 'Improving Patient Experience in Cancer Services'. This project will run over 7 months and the service user group have been asked to sit on the project group. The group have recently discussed the common themes arising from the Peer Reviews and the Cancer Patient Experience Survey and have suggested areas where improvement in communications could be made. The need for on-going information and support after treatments ends was prioritised and the group are currently working in partnership with cancer services to progress this.

Maternity Service Liaison Committee (MSLC) – the Southern Trust's MSLC service user members have worked with other MSLC service users and established a NI Maternity Forum (currently 276 members). The forum members consist of women who have used or may use maternity services and midwives. They have currently asked for a review of the regional MSLC Guidelines and have planned to establish a steering group to take this forward. The MSLC is also working towards the planned regional Home Birth Policy Review. In the meantime the group felt that the Trust information on Home Birth could be revised and have agreed to co-develop a leaflet and revise information on the Trust website.

Standard Five - cont ...

Older People and Primary Care Directorate

VERVE Network and Health Trainer Programme

- For the past 3 years the Trust funded by the Department for Social Development has through its Promoting Wellbeing Department worked in partnership with a range of Statutory, Community and Voluntary sector agencies to implement a health programme that meets the needs of those living and working in Portadown, Lurgan and Brownlow. 10 healthy living centres were established and activities were developed in response to community need "providing the right care in the right place at the right time". In total 20 local people were trained to a level where they have a focus on prevention and tackling inequalities. Health Trainers have also been able to access Trust training.



Outcome Based Domiciliary Care: Historically the domiciliary care budget within the Trust was overspent and struggled to meet the growing need for domiciliary care. The Older People's division was aware that there were a number of issues with the current model employed, including time for task, lack of timely review, creation of dependency, not flexible / responsive. Work began to identify a better service approach with a greater focus on a quality service model involving those who currently used the service, their carers, the staff who delivered the service, managers and staff side. This inclusive approach resulted in better responsive and timely assessments. There was also better collaboration across teams which resulted in no complaints and positive feedback. Pre-pilot questionnaires were completed and further post pilot information will continue to be sought. A planned phased roll out across all of Armagh and Dungannon will enable further testing of this model and will inform the procurement of independent sector Domiciliary care services.

Generic carer support services: The views of carers gathered through a consultation questionnaire and a series of focus groups were taken into account when developing the new

tender specification for generic carer support services. The procurement process is now in its final stages and a new provider is being appointed to deliver the service.

Implementation of Smoke Free sites across

Trust area: Following the decision to proceed with Smoke Free, service users and carers were invited to participate in 4 working groups to plan the implementation - Union reps were also included in the steering group and sub-groups. Letters were sent to all stakeholders including those renting or sharing Trust accommodation, GPs, Pharmacy, Dentists, MLA's. Press releases, Trust Facebook and website were used to communicate plans and promote smoking cessation support services.

Acute Care at Home (AC@H) - The Acute Care at Home Service involves a range of healthcare professionals working together to help older people manage conditions without attending hospital. A flyer and an information pack were developed and service users and carers were invited to sit on the working group. A number of methods were employed to ensure comprehensive involvement including regular focus groups to discuss on-going service provision and seek the views for future service developments. Questionnaires were developed for clients, GPs and Nursing Homes and were distributed through post, attendance at meetings, GP Forums and SALT training events. Feedback received has informed the development of the service.

Modernisation of Stroke Services in SHSCT

This included direct involvement of service users in Stroke Strategy Workshops to help develop standards for the Long Term Support for Stroke Sufferers/Carers and the gathering of feedback throughout the stroke care pathway (acute, non-acute, community & C&V phases) to inform the further development of the service. Progress to date includes the development of patient surveys, development of carers/stroke survivor feedback questionnaire and reconfiguration of stage 1 Stroke Association group to 12 weeks to increase engagement.



Standard Five - cont ...

Mental Health & Disability Directorate

Mental Health Forum Website: The Mental Health Forum engages directly with the Trust in the planning, delivering and monitoring of mental health services both locally and regionally. Feedback from the Forum identified the need for further information and the idea of developing a website was borne. The Forum established a sub-group that met for over a year to plan and develop the website. They linked with forum members, Southern Trust staff and community and voluntary groups throughout the planning period. The site was conceived, designed, built and is run by service users themselves. It offers support and information not just to service users but to professionals and carers.



Recovery Stories Book – ‘Recovery, My Life ... My Way Forward’

The Recovery Stories Book has been co-produced by people with lived experiences of mental health difficulties, those who support them and the people who work in Mental Health Services in the Southern Trust area. In preparation for the book a range of people were asked to contribute their stories or indeed any piece of work that demonstrated their own personal journey. An amazing amount of work was sent in which made it clear that this was something really important to people. The other stories, poems and works of art that were not included in the book are available to view on the Mental Health Forum website and it is hoped to continue to create other mediums of expression as the Recovery work continues over the years. A Recovery Story Booklet has been produced as an insight into the lived experience of recovery for those who use services and their carers.

The review and modernisation of bed based short break provision for individuals with a learning disability and their carers. Within Adult Learning Disability a robust consultation process was undertaken where the views of the 348 individual carers were sought. Five consultation workshops were held across the SHSCT area and additional

feedback was sought from any carer who had not been at the Information Sessions. An options appraisal was developed by a number of staff working in partnership with 4 carers nominated from the Learning Disability Carers' Forum. Following the selection of the preferred option, other carers from the Forum agreed to take part in the development of the preferred model for respite. This has included several meetings to examine the physical environment of a new facility, arrangements for day care, transport and more importantly governance for that facility.

Learning Disability Transition Service (18-21 years old) - A Reference Group involving service users, carers and the independent sector was established in Sept 2015 to develop a protocol for transition. The HSCB is now using the model as a basis for developing a regional protocol. Recruitment for the new Transition Team has been completed and a 2 year plan to embed the service is being developed.

Learning Disability Crisis Response - Following feedback from service users and carers a Home Treatment Service to support service users and carers at home for 48hrs preventing hospital admission and facilitating earlier discharge has been developed.

Future shape of Day Opportunities - To ensure the involvement of those most affected by the changing shape of day care the Disability Division invited service users, carers and local voluntary and community organisations to attend an engagement event where Trust staff outlined the strategic direction and proposed changes and sought the views of attendees on how the future of day opportunities should be shaped. A total of 4 engagement events were held with 284 attending. A letter was sent to all service users and carers providing an update on developments to date and inviting final comment. A total of 74 final written responses were received and this together with the feedback received from previous consultations was taken into account in the development of the specification for the Brokerage service which is tasked to identify and generate opportunities to suit a wide range of needs and interests.

Standard Five - cont ...

Children & Young Peoples Directorate

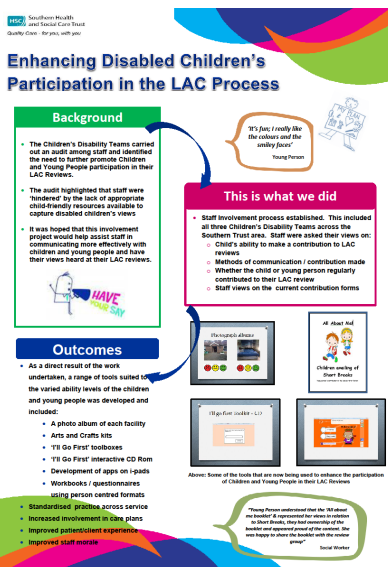
Enhancing Disabled Children's Participation in the LAC Process -

Feedback from children and young people, their parents and carers and staff identified the need to improve children and young people's participation in their Looked After Children's (LAC) Review. A review of

current practice was initiated and it became evident that the majority of views asked for change. The forms used to engage with children and young people were also reviewed and it was found that they were dated and no longer fit for purpose, necessitating the development of a new range of child-friendly resources. It proved difficult to create a single resource so a suite of resources evolved. A further challenge for social workers was providing children and young people with opportunities to participate directly in their review. As a direct result a range of tools suited to the varied ability levels of the children and young people were developed.

Our Lives, Our Voice (OLOV) - LAC 12-15 year Service User Group - established to provide young people with the opportunity to express their views, be involved in shaping services for young people in care and take responsibility for decisions that affect their lives.

Child Development Centre (CDC) – the CDC service undertook a survey of parents/carers who have attended the department. The results of this survey have helped the service to identify what they are doing well and they have identified aspects of the service that can be improved. One outcome of the survey has identified the need for a parent / carer group. The service advertised and 8 parents expressed an interest. The results of the overall survey will be shared with the group



and an action plan will be developed to take forward any actions needed. Learning from the survey will also be shared with relevant staff.

Development of Protocol for Transition – a new protocol for transitions was co-developed in partnership with the 19 Plus Lobby Group.


Review of Short Breaks for children with a disability -

The service wanted to ensure that developments of short break services in the Southern Trust area truly reflected what service users and their carers want and need. A questionnaire was developed and shared widely among all who avail of short breaks to find out more about the types of Short Breaks used and the overall experiences and views with regards to Short Breaks. The perception of Short Breaks is changing and it now refers to any organised meaningful activity for a child or young person that provides a break from caring for parents/carers. A parent information day was held in Gosford, Market Hill in September 2015 to continue to involve and share information with parent's and carers on the developments within Short Breaks.

Community Dental Services – the service has taken on board suggestions from service users who completed questionnaires on how programmes could be improved; this was achieved by providing more equipment to run the programmes more efficiently and smoothly. Service users were informed of this progress and thanked for their feedback. The Community Dental Leaflet (Dementia and Oral Health) has been revised using feedback from both health professionals and service users.

Short Breaks Questionnaire

Short Breaks Questionnaire



We would like to find out a bit more about the types of Short Breaks used by your child, how much your child uses these services, and our experiences and views with regards to these Short Breaks. Our perception of Short Breaks is changing and it now refers to any organised meaningful activity for a child or young person that also provides a break from caring for parents/carers.

We want to make sure that developments of our short break services in the Southern Trust area truly reflect what service users and their carers want and need.

We have developed a short questionnaire and would appreciate if you could take time to fill in and return to your key worker.



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:

PPI Team, Ward 1, St Luke's Hospital , Armagh BT61 8DW
 Carolyn Agnew Tel: 02837412519 Esme Brown Tel:02837412468
 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:

PPI Team
 St Luke's Hospital
 71 Loughgall Road
 ARMAGH
 BT61 7 NQ

You can also email us at: carolyn.agnew@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: