



Quality Care - for you, with you

Draft PPI Corporate Action Plan to Enhance Personal and Public Involvement

within the Southern Health and Social Care Trust

April 2015 – March 2016

Introduction

The Health and Social Services (Reform) (Northern Ireland) Order 2009 places a requirement on all health and social care bodies to effectively involve local people in plans and decisions about service provision in their area. The Public Health Agency through its regional PPI Forum has developed 5 PPI standards that were approved by the DHSSPS and launched on 4th March 2015:

1. PPI Leadership
2. PPI Governance
3. Opportunities and Support for Involvement
4. Knowledge and Skills
5. Measuring Outcomes

This corporate PPI strategic action plan details how the Southern Health and Social Care Trust complies with these standards building on the progress made previously to enhance Personal and Public Involvement (PPI) in the planning, delivery and evaluation of its services to support the Trust's new strategic direction in line with Transforming Your Care.

The leads for the development and implementation of the Trust's PPI Strategic Action Plan are:

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Standard One - PPI Leadership

Key Objective	Key Deliverables	Timescales & Leads	Progress Update @ 31/3/16
<p><i>HSC Organisations will have in place clear leadership arrangements for PPI to provide assurances that PPI is embedded into policy and practice.</i></p>	<p>Named Executive and Non -Executive PPI lead at Board Level with clear role descriptions and objectives, identified designated PPI Operational Lead and appropriate PPI leadership structure throughout the organisation</p>	<p>Completed</p>	<p>Completed</p>
	<p>Review and up-date PPI Strategy in line with regional guidance</p>	<p>HOS UI & CD March 2016</p>	<p>Awaiting final PPI Research report</p>
	<p>Review and up-date Consultation Scheme in line with regional guidance</p>	<p>HOS UI & CD March 2016</p>	<p>Attendance at regional PPI leads workshop August 2015 to agree standard format</p>
	<p>Consideration needs to be given to the resources that have been assigned to fulfil PPI responsibilities and the Statutory Duty of Involvement *</p>	<p>Trust Board March 2016</p>	<p>As noted in the findings of the report the SHSCT already has assigned from within existing resources:</p> <ul style="list-style-type: none"> • Named executive and non-executive PPI leads at Board level • A named PPI operational lead but this post is only partially allocated to PPI. • A full-time User Involvement Development Officer is in post. This was noted, as it is the only Trust which has made this investment. • Directorate leadership arrangements are clearly in place and evidenced. A PPI contact/lead is appointed in each Division/ Directorate. <p>The Trust is unable to commit any further resource to PPI to fulfil its responsibilities without additional resource from PHA.</p> <p>The SHSCT would welcome the PHA giving consideration to the resources required to fulfil the PPI statutory requirements.</p>

Standard Two – PPI Governance

Key Objective	Key Deliverables	Timescales & Leads	Progress Update @ 31/3/16
<i>HSC Organisations will have in place clear corporate governance arrangements for PPI to provide assurances that PPI is embedded into policy and practice.</i>	Develop an annual action plan with defined outcomes that demonstrate the positive impact of PPI.	Directors May 2015	PPI check lists being completed- CYP and OPPC almost completed.
	Explore development of single action plan and reporting template for PPI/PCE and Quality Improvement	PPI & PCE Leads March 2016	Progressing under NQI Steering Group
	Produce an Annual Report on PPI demonstrating evidence of compliance with Trust's PPI responsibility and work undertaken to address challenges in this area.	HOS UI & CD June 2015 Completed	Completed
	The Trust should consider how it can ensure that PPI is regularly placed on the agenda of Executive and Board meetings. Having PPI as a standing item on the agenda as it pertains to the on-going and daily business of the Trust, would help ensure that it is embedded into the culture and practice of the organisation. *	Trust Board March 2016 Completed	PPI is a standing agenda item on the Trust Patient Client Experience Committee which is a subcommittee of the Board and reports directly to the Trust Board. Each Trust Board meeting has an agenda item which focuses on a patient/client centred service which includes feedback and learning from PPI activity.

*Recommendation from PHA PPI Monitoring Report

Standard Three – Opportunities and Support for Involvement

Key Objective	Key Deliverables	Timescales & Leads	Progress Update @ 31/3/16
<p><i>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 evaluating of services.</i></p>	Maintain an up-to-date register of existing and future opportunities for involvement at all levels across the organisation that is accessible by the public	Directors March 2016	<ul style="list-style-type: none"> • Each Directorate has compiled a register to disseminate engagement opportunities and the Trust website also promotes opportunities. • The Trust has developed a mailing list which includes the community/ voluntary organisations that are contacted and disseminate opportunities on behalf of the Trust. • On line registration available on Trust website
	Support the involvement of service users carers and the public to include: <ul style="list-style-type: none"> • Provision of clarity on roles/ responsibilities for those participating • Provision of training/ support including advocacy if required • Use of accessible communications • Good meeting etiquette • Application of HSC reimbursement guidelines 	Completed	
	Named points of contact for each individual engagement exercise	Completed	
	Provision of feedback to those involved on each engagement as standard practice	Completed	
	Identify any barriers to involvement and develop actions to overcome these: <ul style="list-style-type: none"> • Participate in Research Team to carry out research on PPI and its Impact 	HO UI & CD Nursing Governance May 2015	Draft report completed Final report due autumn 2015

***Recommendation from PHA PPI Monitoring Report**

Key Objective	Key Deliverables	Timescales & Leads	Progress Update @ 31/3/16
<p><i>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 evaluating of services</i></p>	<p>The Trust should develop a central register of opportunities for involvement which is updated across all Directorates and readily accessible by the public. *</p>	<p>Directors March 2016</p>	<p>As noted in the findings of the report:</p> <ul style="list-style-type: none"> • Each Directorate has compiled a register to disseminate engagement opportunities and the Trust website also promotes opportunities. • The Trust has developed a mailing list which includes the community/ voluntary organisations that are contacted and disseminate opportunities on behalf of the Trust. <p>In order to maintain a formal central register of existing and future opportunities for involvement the SHSCT would require additional resource from PHA. SHSCT would welcome PHA giving consideration to resources required to fulfil this requirement</p>
	<p>Feedback must be embedded as standard practice at all levels across the organisation. The Trust needs to consider how it can embed feedback and also determine how this can be monitored. *</p>	<p>Directors March 2016</p>	<p>Completed</p>

***Recommendation from PHA PPI Monitoring Report**

Standard 4 Knowledge and Skills

Key Objective	Key Deliverables	Timescales & Leads	Progress Update @ 31/3/16
<p><i>HSC organisations will provide PPI Awareness and training opportunities as appropriate to need, to enable all staff to deliver on their statutory PPI obligations.ⁱ</i></p> <p>¹ <i>HSC Reform Act 2009, HSC Guidance on strengthening personal and public involvement in health and social care 09/2007, HSC Guidance for HSC organisations on arrangements for implementing effective personal and public involvement in the HSC 09/2012</i></p>	<p>Ensure basic PPI Awareness raising is built into induction arrangements for new staff</p> <ul style="list-style-type: none"> Continue to provide PPI Awareness training to staff teams on request Continue to provide PPI Awareness training to student social workers at core induction programme 	<p>Line Managers PPI Team HO UI & CD March 2016</p>	
	<p>Ensure compliance with any annually agreed regional targets for the provision of /access to PPI training</p>	<p>HO UI & CD March 2016</p>	
	<p>Ensure mechanism is in place to capture up-take of PPI training</p>	<p>Completed</p>	
	<p>Demonstrate service user and carer involvement in the design, delivery or evaluation of PPI training</p>	<p>HO UI & CD March 2016</p>	
	<p>The Trust should ensure that in individual job inductions, that staff are aware of what PPI is and what their responsibilities are at a general level. This will support and enhance the information provided at the Corporate Induction and also provide an opportunity to direct to further sources of information and training available. *</p>	<p>Trust Directors March 2016</p>	
	<p>The Trust should build PPI into future job descriptions as a key responsibility and also into staff development plans and appraisals as appropriate to their role. *</p>	<p>Trust Directors March 2016</p>	
	<p>The Trust should consider how it plans to take forward the dissemination and roll out of the Regional PPI training programme (once available) across its organisation and how it intends to record up-take. *</p>	<p>Lead Director PPI March 2016</p>	<p>In order to roll out the Regional PPI training programme across the organisation and record up-take SHSCT would require either:</p> <ul style="list-style-type: none"> additional resource from PHA, or PHA to provide or commission an organisation to deliver the programme regionally. The SHSCT could then promote and recruit staff to attend sessions organised in the ST area.

*Recommendation from PHA PPI Monitoring Report

Standard 5 - Measuring Outcomes

Key Objective	Key Deliverables	Timescales & Leads	Progress Update @ 31/3/16
<i>HSC organisations will measure the impact and evaluate the outcome of PPI activity.</i>	Ensure service user and carer involvement in the monitoring and evaluation of PPI activity	Managers March 2016	
	Demonstrate through the Annual Report: <ul style="list-style-type: none"> • How the needs and values of individuals and their families have been taken into account in the development and delivery of care. • The outcomes/impact (positive/neutral/negative) achieved by using PPI approaches in respect of policy, investments, decisions and service delivery across the organisation. 	Trust Board June 2015	Completed
	Comply with requirements of regional PPI Performance Management Framework	Trust Board March 2016	Completed
	The Trust should build on its on-going endeavours to address the need for earlier involvement of service users and carers and ensure that PPI is clearly built in as a formal key step in respect of the planning and delivery of care for individuals and also for changes to services, with appropriate checks and balances built in to ensure compliance with the statutory responsibility. *	Trust Board March 2016	
	The Trust has in place a PPI monitoring template. Consideration should be given to the mechanism to ensure this process includes a verification element from the recipients of services. This should help to make sure that the perspective of the service user / carer and public feedback is fully integrated. *	HO UI & CD March 2016	

*Recommendation from PHA PPI Monitoring Report
