



**Western Health
and Social Care Trust**

**Personal and Public
Involvement (PPI)**



**Involving you,
improving care**

Personal and Public Involvement (PPI) Annual Progress Report 1 April 2017 – 31 March 2018

**This document can be made available
in alternative formats on request**

Contents

	Page No
Foreword	5
What is Personal and Public Involvement (PPI)?	6
PPI Standards	7
Values Underpinning PPI	10
Supporting PPI in the Western Trust	11
PPI in Action	14
Western Trust Engage Event March 2018	26
Conclusion and Way Forward	30

Foreword

Welcome to the Western Trust's Personal and Public Involvement (PPI) Progress Report for 1 April 2017 to 31 March 2018. I introduce this, our fifth such report in my role as Director of Performance and Service Improvement and Executive Lead for PPI within the Trust. This report should be read alongside the Trust's Annual Report for 2017/2018.

PPI is a statutory duty; the Trust has a requirement to effectively involve local people in plans and decisions about services in their area. The Trust remains committed to a culture of openness and transparency. We have continued to strengthen the involvement of the public, patients and carers in our services. We recognise the importance and benefits that service user and carer involvement adds to our organisation. We hope that this report showcases some of the work and how we have listened, responded and worked in partnership with patients, service users and the public.

Within the Trust, PPI is a two way process and operates on a number of levels ranging from one to one discussions about care and treatment with service users, carers and their advocates through to involvement in policy development, service design, redesign and evaluation.

This Annual Report is the Trust's opportunity to provide information on the different ways service users/carers and the public have been involved in the planning, development and delivery of Health and Social Care Services in the Trust.

During 2017/18 staff from within Equality and Involvement Team, who have responsibility for PPI, have continued to actively seek additional membership for the Trust PPI Forum from Carers and Service Users and I am pleased that a number have now joined this Forum. A service user also co-Chairs the PPI Forum.

The PHA has responsibility for leading the implementation of PPI policy across HSC organisations. This is outlined in the Department of Health (DoH), PPI policy circular (2012). The PHA has a responsibility for monitoring PPI across the HSC system, but has particular responsibility for providing assurances to the DoH in relation to the compliance with and progress of PPI in HSC Trusts.

I look forward to continued progress in the area of PPI within the Western Trust, with real benefits for our service users, carers and staff.



Teresa Molloy
Director of Performance and Service Improvement
WHSC

What is Personal and Public Involvement (PPI)?

Personal and Public Involvement (PPI) is also known as service user involvement and can be described as:

“how service users; patients, clients and carers, including the public can have their say about care and treatment, and the way services are planned and delivered”.

PPI is the active and effective involvement of service users, carers and the public in Health and Social Care (HSC) services. It is a process whereby service users, carers and the public are empowered and enabled to inform and influence the commissioning, planning, delivery and evaluation of services in ways that are relevant and meaningful to them. People have a right to be involved and increasingly, they expect to be actively involved in decisions that affect them. We know that when people are meaningfully involved in decision making about their health and social wellbeing, or listened to when they complain or raise concerns, this leads to improved quality and safety.

Involvement can range from one-to-one clinical or social care interactions with service users and carers, through to larger engagements to assess needs, design services and influence commissioning priorities and policy development.

The Western Health and Social Care Trust (WHSCT) is committed to Personal and Public Involvement (PPI) as outlined in the PPI Strategy and Action Plan (WHSCT, April 2015), a copy of which is available via the Trust website under 'Publications' section.

The Trust recognises and values the needs and rights of all service users and stakeholders to be effectively and meaningfully involved in all aspects of Health and Social Care development.

PPI, done well, will lead to:

- more relevant and appropriate services and service delivery;
- enhancement of service quality;
- enhancement of service safety;
- increased cost effectiveness of service provision;
- improvements in the personal experience of services by patients/service users, carers and the public;
- improved mutual understanding and shared responsibility between services and the people who use them.

PPI Standards

In March 2015 the Public Health Agency (PHA) formally launched a set of Standards for engagement between people working within Health and Social Care (HSC) and service users, carer and members of the public. These were endorsed by the Department of Health.

The 5 Standards of Personal and Public Involvement (PPI) support the key principle of people being involved and consulted on decisions which affect their health and social care in accordance with our statutory duties regarding PPI in place since 2009. The Trust will be monitored by the PHA on these Standards, which are:

1. **Leadership**
2. **Governance**
3. **Opportunities and support for involvement**
4. **Knowledge and skills**
5. **Measuring outcomes**

As PPI is everyone's responsibility, each Directorate within the Trust is required to uphold these 5 new Standards and in doing so will need to consider the specific Key Performance Indicators (KPIs) associated with each Standard. It is expected that HSC organisations will work to achieve compliance with the approved Standards. This will:

- Support cultural change across HSC;
- Facilitate measurement of PPI;
- Highlight the expectations from HSC organisations;
- Give clarity to service users and carers.

Standard 1 - Leadership

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

To ensure effective leadership, coordination and on-going development of the PPI agenda the Trust has developed mechanisms to ensure that Directors and Senior Managers are accountable for the integration and development of the PPI agenda across all aspects of their business. Teresa Molloy is the Executive Lead for PPI and provides overall direction and drive for PPI within the organisation. The Non-Executive Director, Stella Cummings chairs the PPI Forum which has responsibility for the on-going coordination, development and implementation of the PPI Action Plan. Roy McCullough, service user, was appointed as co-Chair during 2016/2017. The Forum comprises senior staff from the Directorates, representatives from the community and voluntary sectors, service user and carer representation.

The Trust Equality & Involvement Team monitor PPI progress throughout the Trust and rely on the Directorate Teams to provide progress reports relating to PPI within their Directorate.

Standard 2 – Governance for PPI

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

We have prioritised PPI within all aspects of our business agenda and have established a range of governance, management and reporting mechanisms to reflect this. To demonstrate how lessons are being learnt and involvement activity is being integrated in to the work of the Trust, to continue to improve the quality and safety of services, a patient story is presented at most Trust Board meetings.

Our PPI Forum, chaired by Ms Stella Cummings with co-chair Roy McCullough, seeks assurance that the Trust is compliant with PPI statutory requirements. The PPI Forum reports to the Trust Governance Committee, which in turn reports to the Trust Board on PPI.

A PPI Strategy and Action Plan is in place and Annual PPI Reports are produced. The Strategy and Action Plan is currently being revised by members of the PPI Forum including service user and carer representatives.

Standard 3 - 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 public in planning, delivery and evaluation of services

An 'Interested in getting involved' form is available online and the details of those who register are then forwarded to the Equality and Involvement Team. The form is then forwarded to relevant Directorates who will contact the individual/organisation regarding opportunities for involvement within the Directorate. The form is also distributed at carers events, engage events etc.

The Trust continues to increase its social media presence and encourages staff to ensure that communication is accessible and user friendly. The Regional 'Making Communication Accessible Guide for Health and Social Care Staff' is available for all staff and provides practical tips advice and guidelines to ensure that people get the support with communication that they need.

The Trust has interim service user, carer and stakeholder reimbursement guidelines and procedures for HC organisations.

Standard 4 – 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

The Equality and Involvement team continues to provide support, advice and guidance to staff and service users, carers etc. Members of the PPI forum received an induction and induction pack that includes information on PPI, the Trust, Good Meeting Etiquette etc.

The Trust has mechanisms in place to capture information on the up-take, by WHSCT staff, of the Regional Engage and Involve e-learning programme. This programme was developed by the PHA through the Regional PPI Forum and provides an introduction to PPI which includes an overview of the statutory duty and case studies to showcase PPI in practice.

There are a range of resources relating to PPI available for staff on the Trust Intranet. PPI leaflets and posters are available so that staff, service users and carers are aware of the right to involvement. These are also available for staff to use to distribute to service users to highlight areas for involvement.

Staff and service users etc. also now have access to a Regional Engage Resource which includes information on PPI, resources and a link to the elearning training.

Standard 5 – Measuring Outcomes

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. PPI action plans, progress reports, resources and training are discussed with the PPI Forum. The PPI Forum is also involved in the annual PHA PPI monitoring process and services users/carers on the Forum participate in the verification visit.

We demonstrate through the annual report how the needs and values of individuals and their families have been taken into account in the development and delivery of care. The outcomes and impact achieved by using PPI approaches in respect of policy, investments, decisions and service delivery across the organisation is also detailed.

Values underpinning PPI

Dignity and respect

Each person is treated with dignity and respect.

Inclusivity, equity and diversity

The PPI process should facilitate the inclusion of all those who need to be involved and who chose to do so. It must be sensitive to the needs and abilities of each individual.

Collaboration and partnership

The PPI process is based on collaboration and partnership working. Each person has a responsibility to build constructive relationships with others involved in the process.

Transparency and openness

The PPI process should be open and transparent and each person has a responsibility to be open and honest in their interactions and relationships with others.

Supporting PPI in the Western Trust

Western Trust PPI Forum

The Trust has a PPI Forum which comprises senior staff from the Directorates, representatives from the community and voluntary sectors, service user and carer representation. The Forum is chaired by Mrs Stella Cummings, Non-Executive Director, Mr Roy McCullough, service user is co-chair.

This Forum ensures that patients, service users and carers have a central role in influencing the development and delivery of healthcare across the Trust.

Members of the PPI Forum

Maureen Andrew	Service User Representative
Tanya Boggs	Northern Ireland Rare Disease Partnership
Barry Boyle	Fermanagh Rural Community Network
Maeve Brown	Service Manager, Acute Directorate, WHSCT
Therese Brown	Head of Clinical Quality & Safety, WHSCT
Shaun Canny	Campaigners Active Network (CAN), RNIB
Pauline Casey	Head of Service & Lead Nurse for Mental Health, WHSCT
Tom Cassidy	Assistant Director, Corporate Parenting, WHSCT
Stella Cummings	Non-Executive Director, WHSCT, Chair of PPI Forum
Elizabeth England	Assistant Director of Nursing, South West Acute Hospital /Omagh Hospital and Primary Care Complex (OH&PCC)
Sorcha Forbes	PPI Officer, Patient Client Council
Sheena Funston	Acting Head of Health Improvement Department, WHSCT
Deirdre Gill	Clinical Risk Midwife, WHSCT
Vi Gray	Patient & Client Experience Lead/10,000 Voices Project Facilitator, WHSCT
Jimmy Hamill	Carer Representative
Laurence Harte	Service User Representative
Caroline Kelly	Carer Representative
Anne Love	Volunteer and Work Experience Manager, WHSCT
Cathy Magowan	Carers Co-ordinator, WHSCT
John McCosker	Assistant Director, Adult Physical and Sensory Disability and Autism, WHSCT
Roy McCullough	Service User Representative, Co-Chair of PPI Forum
Glena McDowell-Khan	Project Co-ordinator, The 'Way2Go' Project, First Housing Aid & Support Services
Pauline McHenry	Carer Representative
Fionnuala McKinney	Assistant Manager, Health Improvement Department, WHSCT
Joe McMonagle	Service User Representative/Chair of Altnagelvin Renal Support Group
Siobhan O'Donnell	Head of Equality & Involvement, WHSCT
Roisin O'Hagan	North West Community Network
Maire O'Kane	Carer Representative
Maura O'Neill	Assistant Director, Performance & Service Improvement Directorate, WHSCT

Gabrielle Quinn	Service User Representative
Paul Rafferty	Head of Allied Health Professionals, WHSCT
Vincent Ryan	Assistant Director, Primary & Community Care, WHSCT

What the Forum does

The Forum has an important role in leading and focusing on key actions including:

- establishing executive and corporate commitment for PPI across the Trust;
- ensuring effective leadership and support for involvement;
- assessing and evaluating current practice across Directorates in relation to involvement;
- working in partnership with local communities and key stakeholders;
- having active involvement from carers and service users in the work of the Trust.

Regional HSC PPI Forum

The Western Trust PPI Lead and a carer representative attend quarterly meetings of the Regional HSC PPI Forum. These meetings are chaired by the Public Health Authority (PHA) and comprise HSC and non-HSC partners to progress PPI regionally at a strategic level.

Members of the Trust PPI Forum also participate in subgroups which have been established to progress the priorities of the Forum. The Forum currently has four dedicated PPI working/subgroups:

- Training Subgroup;
- PPI Standards Subgroup;
- PPI Annual Report & Communications Subgroup;
- Performance Management Subgroup.

WHSCT PPI Strategy and Action Plan 2018 – 2021

The Western Trust PPI Strategy and Action Plan is currently being revised in partnership with the Trust, service users, carers and local community/voluntary groups.

The Action Plan will set out how the Trust will continue to work to enhance the involvement of service users, patients, communities, other stakeholders and partners in the planning, development, delivery and evaluation of its services. Its implementation will ensure service users, patients, communities and the wider public remain at the heart of everything we do and that our services are effective, innovative and centred on addressing the needs of all our service users and stakeholders within the Western Trust area.

There were 34 PPI actions in the previous Plan, covering a range of areas including:

- Identify any barriers to involvement and develop actions to overcome these.

- Consider how to most effectively communicate and make accessible the range of current training materials/resources which support the active involvement of service users/carers.
- Feedback to be embedded as standard practice at all levels across the organisation.
- Senior Management Staff will regularly reinforce the need for PPI considerations to be regarded as an integral element of the responsibilities of staff and the organisation, whether operating at the individual care or strategic planning level.

During the period 26% (9) of the actions contained within the PPI Strategy and Action Plan were fully achieved; 53% were partially achieved (18); 21% (7) were not achieved. Actions partially/not achieved are carried forward to the new Plan.

Regional PPI Training

Engage and Involve, an e-learning training package developed by the PHA with input from PPI teams throughout HSC is available for Trust Staff. This training provides an introduction to PPI and will support staff to understand the value and benefit of involving people and taking into account people's views in the planning, commissioning, delivery and evaluation of HSC services

PPI Forum 2017/2018

The Forum have had a number of workshops during 2017/18, facilitated by the Community Development Health Network. These workshops were arranged to build on the work already in place within the Trust and look at new opportunities for development of the Forum.

PPI in Action

The following sections highlight some key areas of on-going PPI work across the Trust Directorates from 1 April 2017 to 31 March 2018:

ACUTE DIRECTORATE

Quality Improvement for Renal Transplant Services

Renal Transplant is the fastest growing area within Nephrology. Northern Ireland (NI) has the highest number of renal transplants per head of population in Europe. In 2017 there were 125 renal transplants within NI, 30 of which were WHSCT service users. The Western Trust has 198 renal transplant patients in their care. This growth in services is directly related to the increase in the number of Transplant Surgeons in Belfast City Hospital. The increased number of transplant recipients led Belfast City Hospital to transfer patients back to their own centres for follow-up care. WHSCT saw the need for the introduction of Renal Transplant Nurses to help patients with their journey. Renal transplant is not a cure for kidney disease. Transplant is a treatment. Renal transplant and the immunosuppressant treatment/therapy bring their own difficulties.

Staff from Renal Services in Altnagelvin hospital worked with renal transplant recipients and Altnagelvin Renal Support Group to improve the patient journey following renal transplant. They also aimed to improve information provided to patients, standardise renal transplant services in WHSCT across all sites and provide an efficient and timely service to match demand. Staff relied heavily on patients willingness to open up and share their troubles and concerns, stating “The only way to truly know what difficulties there were was to listen to the patients.”

This initiative was represented at the Trust Engage Event in March 2018 by a Renal service user and staff member.

Herceptin Nurse Assessment Clinic & Hub

Delivery of the drug Herceptin changed across the Province in 2014. The drug (which is administered 3 weekly for 18 months or indefinitely) changed from being delivered as a 30 minute infusion with a two hour post infusion observation time to a 5 minute injection with a 30 minute post observation time. A few months after the change in delivery, a patient satisfaction survey, carried out in the chemotherapy unit at Altnagelvin Hospital, demonstrated that patients were still waiting very long times at the hospital, despite the reduction in infusion and observation time. They were also still not getting appointments until late morning. This was partly due to the fact that the patients were still being sent out appointment times amongst the chemotherapy appointment times.

Discussion following this led to a pilot study being conducted. During Herceptin treatment, patients did not have to be reviewed by the Consultant on every visit. Therefore on not to be seen visits the pre-assessment Nurses assessed this group of patients on a Tuesday, prior to treatment on Thursday and if fit for treatment the

patient was given an appointment time in the treatment unit from 0830 onwards. To facilitate this within the chemotherapy unit a hub was opened (a bay within the unit) manned by two nurses who would treat all Herceptin patients and other short treatments, facilitating a more efficient turn around patients requiring review by the Consultant came straight to the hub following review and were treated. This drastically reduced the time spent at hospital and a further satisfaction survey demonstrated how much better this approach worked for patients. The service continues to be managed in this way.

This initiative was represented at the Trust Engage Event in March 2018.

ADULT MENTAL HEALTH AND DISABILITY SERVICES DIRECTORATE

Adult Learning Disability Services – Learning Disability Advisory Group

In early 2017 the Department of Health commissioned an independent facilitator to work with parents and carers and the Trust to explore how new investment could be deployed and to develop and agree a model of involvement for service users and carers within Adult Mental Health and Disability Services. The report is currently with the Department of Health and awaiting endorsement by the Minister for Health when appointed. However in the interim the document has been shared with Carers and the Trust and both are working to the spirit of the document.

Through the independent facilitation process an Involvement Strategy was developed in partnership with the Public Health Agency (PHA), Trust and Western Learning Disability Action Group (WLDAG) and South West Carers Forum (SWCF); all representatives on the Learning Disability Advisory Group. This Strategy will involve people in service design and delivery and will help to build confidence for the public in light of historical under investment. It is acknowledged that PPI will evolve over time as each locality area will have differing needs.

The Trust progressed this work in partnership with PHA Regional PPI Lead and Trust PPI Lead, during summer 2017. A series of PPI Information Sessions were held (autumn 2017) across 5 localities with service users and carers, to test the proposed model of involvement and seek views on how best to communicate with people.

The PPI information sessions were developed and delivered jointly by the Trust and the Learning Disability Advisory Group. A feedback report was compiled from the sessions and an executive summary and easy read version were sent out to all service users and carers. The full report was made available on the Trust website.

The Trust has invested in resources to push forward with the work in relation to achieving a Communications Strategy for Adult Learning Disability Services, which can benefit everyone going forward, and also independent facilitation of the entire PPI process. A Communications Sub Group has been formed to look at all aspects of the communications processes. A newsletter has been forwarded to all service users and carers and work is already under way to develop a website. Work has also progressed on the development of an Involvement database.

The Speak Easy sessions held with carers and service users highlighted the urgency of putting arrangements in place to alleviate pressures on carers and increase the quality of life of adults with learning disability. A follow up set of PPI involvement sessions were held in February/March 2018 to gather experiences, views and suggestions of service users and carers on the local involvement and communication plans. A report is currently being compiled on the sessions. It is anticipated local involvement groups will be established in June 2018 (initial meetings).

A member representative of SWCF and the Assistant Director for Learning Disability presented information on the initiative at the Trust Engage Event in March 2018.

Review of Day Services for Adults with a Learning Disability

A review of day services for Adults with a Learning Disability commenced in 2015 with the aim of modernising and reforming the service and creating greater day opportunities to enable individuals with a learning disability to lead a full and purposeful life. A Draft Report was subsequently compiled including a five year Action Plan.

Work has continued into 2017/18 with the first Draft Report being shared with participants on the Local Implementation Group (LIG) which has carer and service user input. Comments were received which have been incorporated into the Final Report.

The Adult Learning Disability Service ensure that engagement remains ongoing. The Final Report and five year Action Plan was shared with the Trust Senior Management Team and Corporate Management Team in 2017. A further meeting of the Local Implementation Group was held in October 2017 to highlight the progress to date and discuss the way forward.

The Final Report and Action Plan was also shared with Trust staff including Day Care Managers and Community Teams in November and December 2017. An End of Year Report for Year 1 - 2017/18 of the Action Plan was drafted in March 2018 and shared with the Local Implementation Group (LIG) for comment.

New investment received within Adult Learning Disability was able to be applied to areas of need highlighted in the Report such as:-

- an extended range of choice in day opportunities for service users across the Trust area;
- reconfiguration of service provision in day care to meet the changing needs of clients;
- opportunities to create Social Enterprises;
- day opportunity taster sessions.

A map incorporating day care and day opportunities across the WHSCT area was developed which details the number of clients registered and attending day services. This map will be updated annually and placed on the webpage to inform people of services available.

Work will continue into Year 2 of the Action Plan (2018/19) and the Head of Service will also continue to highlight and report on the Plan at quarterly Regional Day Opportunities' Meetings.

PERFORMANCE AND SERVICE IMPROVEMENT DIRECTORATE

Health Improvement, Equality & Involvement Department

Equality & Involvement Team

The Team continues to provide administrative support and guidance to the Trust PPI Forum which is a sub-committee of the Western Trusts Governance Committee and comprises of Trust staff, service users, carers representatives and community and voluntary sector representatives. In addition they support staff to fulfil their obligations in relation to the implementation of PPI.

The PPI Forum meets quarterly and is tasked with supporting the development of meaningful and active Personal and Public Involvement across the delivery of health and social care within the Western Trust. The Forum supports learning and sharing of good practice to better promote and develop implementation of PPI practices.

During 2017/18 the Equality and Involvement Team developed the Forum further, their active promotion of the forum saw a number of new service users and carer representatives as well as voluntary and community sector representatives join the group. Forum members are provided with ongoing support, information and an induction regarding the role of the PPI Forum, their role on it and reimbursement of out of pocket expenses in line with Trust guidance. During the reporting period a number of PPI Forum workshops were held, these were facilitated by Jenny Hanna from Community Development Health Network (CDHN).

The Equality and Involvement Team also organised the Trust's fifth annual 'Engage Event' on 23 March 2018 – see page 26 - 29 for further details.

The Regional 'Engage and Involve' e-learning programme continues to be promoted to Trust staff and in addition the Regional Engage resource is available for staff, PPI Forum members and the public. Printed resources including leaflets and posters are also available for staff to advise of PPI opportunities in their area. The Equality and Involvement team continues to work with the PHA including on regional initiatives.

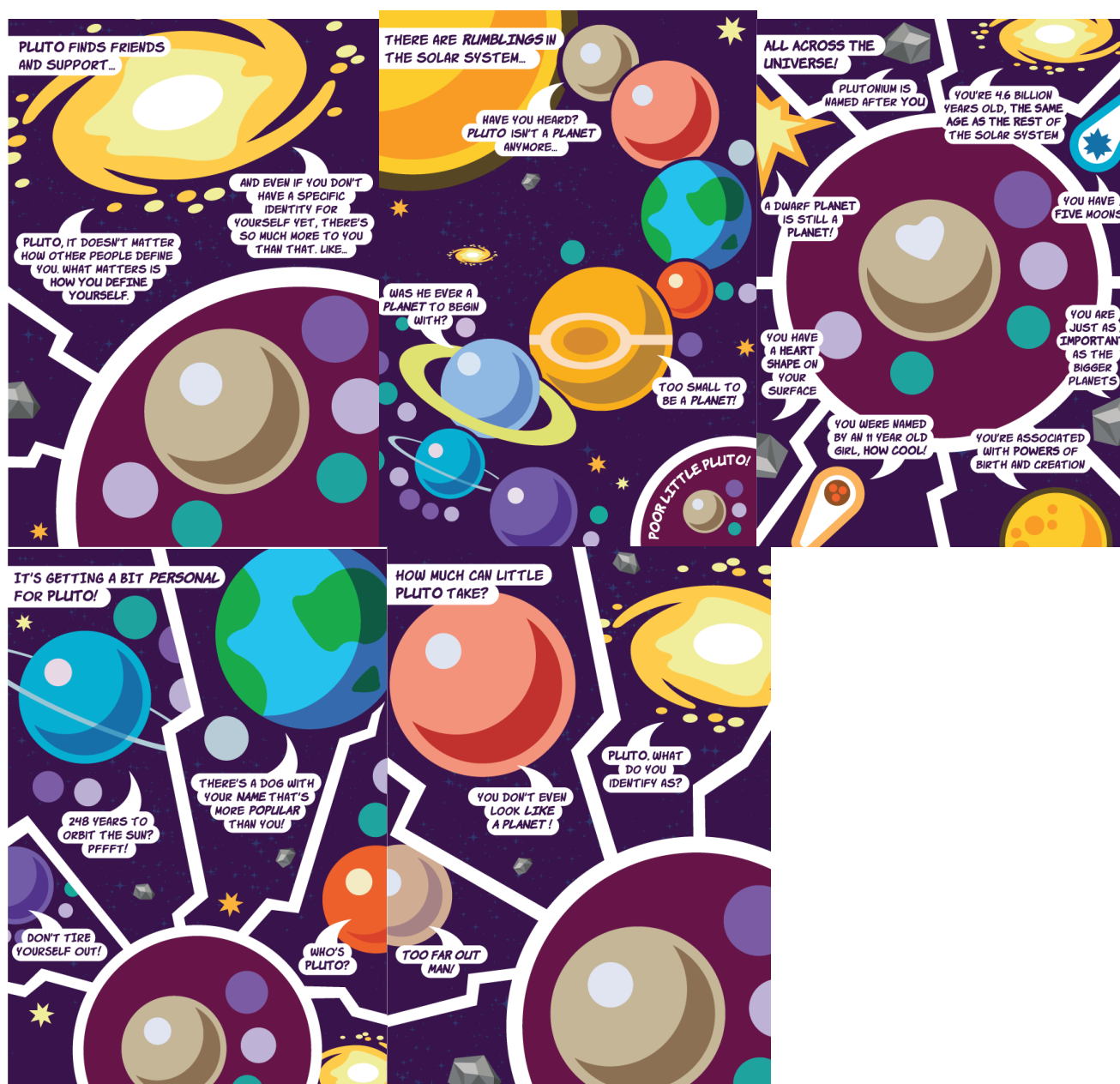
Health Improvement

Trans-Scribe: Transgender and Non-binary Media Resource

This interactive 'comic-strip' media resource uses Page Tiger technology and aims to provide support, comfort and insight to young people who may be struggling with their sexuality. It has been co-designed and co-produced by a group of 8 young people (aged between 16 and 25) who identify as trans-gender or non-binary and have previously suffered mental health issues and suicidal ideation.

From January 2018 – March 2018 the group worked with Health Improvement's graphic artist to story-board issues that they have faced, including hate, lack of understanding, being 'different' and exclusion. The resource will be available from the end of May 2018 on the Youth Action website and a launch event is planned. The resource includes signposting to relevant local sources of help and support including Lifeline and Rainbow.

Below is an example of the artwork from one of the stories called 'Somewhere in Space', which uses the analogy of Pluto being de-classified as a planet, and addresses the issues of identity and self-worth:



All the young people involved have expressed that the process has been cathartic, has increased their feelings of self-worth and has made them feel less isolated. The finished resource will include interactive feedback so people who access it can comment on how useful they found it.

The final piece will be launched in the near future and will be hosted on the Youth Action website. The group are keen that this resource should inform the development of a training and awareness programme for practitioners (teachers, youth workers etc) who work with young people who identify as Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ). This is currently being discussed

with PHA in terms of future funding. The project has been nominated for the Youth UK awards 2018.

Schools for Hope (now rebranded to Hopeful Minds)

Schools for Hope is a new curriculum project developed by iFred (the International Foundation for Research and Education on Depression). This initiative began within the Western Trust in March 2016 and is based on research that suggests hope is a teachable skill. Its aim is to equip students, educators, parents and the community with the tools they need to find and maintain Hope even during the most trying of times.

Service users, carers, and communities are actively involved in strategy development, including needs analysis, planning, commissioning, action and evaluation that will result in changes to significant areas of service development and provision. Young people have a voice in shaping the programme. Those involved also include: Health Improvement Department WHSCT, Outer West Neighbourhood Renewal Partnership, Community Adult Mental Health Team (CAMHT), University of Ulster (UU) and local Primary and Secondary Schools in the Outer West Neighbourhood Renewal Area and iFred (the International Foundation for Research and Education on Depression).



The research and work related to suicide prevention has meant a tendency to focus on hopelessness. Hopelessness has been shown to predict suicide, but very few have studied its opposite, i.e. the importance of hope. Hope should be considered as a central concept when working with preventive measures. Research also suggests that hope is teachable subject. Children who have been completing the programme within schools receive certificates and have a graduation/celebration event to acknowledge this.

There was an international conference hosted in Derry City in June 2017 to share findings and showcase models of good practice. The programme is also supported by the Children's Commissioner.

The Trust Health Improvement Department is currently delivering the facilitator training and supporting individuals who would like to become trainers. To date we have over 50 facilitators which includes; experts by experience, carers, teachers,

voluntary and community representatives and individuals who want to become involved to make a difference in the lives of our children and young people.

The strategic vision within the Hope team is to: Make Mental and Emotional Education (MEE) equal priority and status to Physical Education (PE). The team are working together to look to strengthen people's hope.

The programme has been evaluated by our partners within the University of Ulster and the findings to date have demonstrated that this approach to promoting mental health has had a significant impact on the young people, including areas of helplessness and hopelessness, self-esteem, emotional regulation and problem solving. The team hope to have additional evaluation findings this year which will be shared locally, nationally and internationally. The report on the findings from the UU is available.

PRIMARY CARE AND OLDER PEOPLE'S SERVICES DIRECTORATE

Evaluation of Dementia Friendly Altnagelvin Project

In 2015 the Western Trust, in cooperation with the Alzheimer's Society, commenced a project to improve the care people with dementia receive while in the general hospital. Initially, the project began in Altnagelvin Hospital with the intention to expand to other WHSCT hospitals including South West Acute Hospital and Omagh Hospital.

The number of people in Northern Ireland with dementia is steadily increasing. In recent years it has been estimated that 19,765 people are living with dementia in Northern Ireland, and with this figure set to increase to 60,000 by the year 2051, it is a priority that dementia care is optimised in all settings. About one quarter of our hospital beds are occupied by people with a dementia diagnosis. Staff play a pivotal role in recognising the needs of dementia patients and tailoring their care to meet such needs.

Work on the Dementia Friendly Altnagelvin Project to date includes:

- Hospital staff being trained in how to communicate with a person with dementia and how to respond to behavioural and psychological symptoms. The training programme underway includes dementia awareness workshops, virtual dementia training and best practice in dementia care.
- Physical improvements are currently being made in a number of service areas/wards across the hospital to ensure that the environment reduces confusion and distress of people with dementia. Any new builds and refurbishments within the hospitals are being designed in keeping with best practice in dementia design.
- The Western Trust joined the national 'Johns Campaign' in 2016 which supports the rights of carers to stay with patients with dementia in hospital. To ensure Johns campaign is implemented fully we have included Information on the Trust's new hospital visiting poster and policy. We have produced John's campaigns posters and flyers which are displayed in all wards. We have also purchased recliner chairs for all wards so that carers can sleep in them if they wish to stay overnight with their loved one with dementia.
- A number of volunteers have been and will continue to be recruited and trained to work with dementia patients admitted to the hospitals.
- The Western Trust identified the need for a dementia specialist nurse service for the general hospitals. Two new dementia specialist nurse posts therefore have been recruited, one to cover Omagh hospital and South West Acute Hospital in Enniskillen and the other for Altnagelvin and Waterside hospitals in L'Derry.

During 2017 an evaluation of the Project sought views from people with dementia and their carers who had either been an inpatient with dementia or a carer since the commencement of the project in 2015. The aim of the evaluation was to:

- Seek views from people with dementia and their carers about their experience of the care that was received while an inpatient in Altnagelvin Hospital

- Identify any gaps or potential areas for improvement in the care offered or where things need to be changed

The evaluation findings have helped to identify the gaps and potential areas for improvement in the care of people with dementia whilst in the acute hospital. It has also highlighted the key issues in relation to improving the carer's experience. A number of recommendations have been presented for potential systems strengthening which the Western Trust can now take forward.

“By putting the voice of the patient and carer at the centre of Trust services, we can make sure that the needs and wishes of the people who matter most are met.”

10,000 Voices - Experience of Hospital Eye Care Services, Altnagelvin

The aim of 10,000 voices is to develop a more person centred approach improving peoples experience by capturing both qualitative and quantitative information. There is a strong emphasis on people's stories, their lived experiences what they liked/ disliked about their health and social care journey within the Trust. Through the information received from 10,000 voices we can see and hear through the eyes and ears of patients, families and staff, listening to and learning from individual and collective experiences so we can improve locally and regionally to help influence future services.

Workshops were facilitated in Altnagelvin Hospital for key stake holders including service users of eye care services, patients, families, carers, RNIB (Royal National Institute for the Blind) and health care staff. Participants helped design the survey and assisted with the analysis and interpretation of the information. The survey was promoted throughout the Trust including outpatient areas, and eye clinics. Staff worked collaboratively with RNIB to ensure there were a variety of formats available including large print and braille. Paper copies were also available for completion, facilitated by the 10,000 voices lead and Trust volunteers, at the eye clinic.

STRATEGIC CAPITAL DEVELOPMENT DIRECTORATE

Macmillan Health and Well Being Campus

The Macmillan Health and Well Being Campus opened its doors to the public in October 2017 to meet the holistic needs of patients, carers and their families affected by cancer and long term conditions in a modern, non-clinical environment.

A project team comprising Western Trust staff as well as a range of professional staff from Macmillan Cancer Support worked in partnership with people who have had a cancer diagnosis, Cancer Focus NI, Service Users and the Cancer Locality Group, to implement the project.

In order to share plans and proposals 4 focus groups (with at least 6 people per time) were held. This provided an opportunity for the groups to inform the design/colour scheme of the facilities and furniture that would be installed in the Macmillan Support Centre. The focus groups comprised of patients affected by cancer, patients living with a long term condition and representatives from charities. The aim was to ensure that the Centre environment was calming and conducive for the delivery of supporting service such as clinical psychology, counselling, prosthesis, symptom management and information/signposting. Service users were also integral in the development of the art strategy for the campus, commissioned by Macmillan.

Altnagelvin North Wing Project – Wayfinding and Mock-Up Room Review

The North Wing building will provide replacement ward accommodation for inpatient services located in the Altnagelvin Tower Block. It will also provide a new main entrance to the hospital with street linkages to connect the main entrance to other key buildings on site.

The Trust's Wayfinding Group was established to review wayfinding and signage across the whole hospital site. The group includes input from RNIB, Derry Healthy Cities, Mighty Oaks and Age Friendly Group and Trust staff. Engagement was undertaken through the Wayfinding Group to ensure wayfinding, both within and to/from the new North Wing building, is effective for the benefit of patients and visitors. The process also incorporated a review of the mock up patient bedroom and ensuite design for the new ward accommodation, to test suitability for use by patients and visitors.

WOMEN'S AND CHILDREN'S SERVICES DIRECTORATE

Maternity & Gynaecology Services

The care parents and families receive following the death of their baby may have a lasting impact on their future wellbeing especially if they have had a bad experience within the hospital setting. The Stillbirth and Neonatal Death Society (SANDS) feel that one of the necessary cornerstones of good bereavement care is to provide a private and comfortable environment for parents to have time to create memories; time to say goodbye and time to just be with their baby. With this in mind SANDS, in partnership with the WHSCT, began the project of planning a bereavement suite within Altnagelvin.

After meetings with staff and architects an initial location and room plan was devised. Local parents, who themselves had previously experienced a pregnancy loss within Altnagelvin hospital, were then invited to join a focus group to view these plans and have an input in what they would like in the suite based on their own experiences. Working in partnership with this focus group the layout, colour scheme and name for the suite; the Lavender Suite, was developed. The project which was completed in November 2017 included new flooring, softer dimmer controlled lighting, etc. Feedback from the focus group meant a new bed sofa was also added to the room, bathroom layout was changed and a shaving point added as requested by partners. Other work included the installation of a mini-kitchen with seating area.

The parents who took part in the focus group were invited to the official opening in November 2017 to view the finalised suite. One parent said that she felt it was great for her as a parent to be involved and to change things for future parents who lose their baby. Another mother said 'The opening has been amazing and the suite looks great but I am filled with mixed emotions. I am happy and excited with all the work that has been done but also sad that the room will be used at all. It is great to see how far things have come since I lost my baby over a decade ago.'

Whilst it is recognised by both WHSCT and SANDS that no facilities can lessen the grief and anguish bereaved parents may feel, a well-designed bereavement suite such as the Lavender suite can ensure that appropriate care is delivered in the most sensitive environment possible and can make it possible for parents to manage their pain and grief better allowing families to focus their time on creating as many memories as possible in the short window of time that they have with their baby.

Community Dentistry Service

Following on from feedback from parents, the Community Dental Service has developed online walk through videos to prepare children who are coming to the Day Case units in the Trust. Children attend for extractions under general anaesthetic and for many this is their first experience of a hospital environment. These videos have been done in both Altnagelvin Day Case and South West Acute Hospital (SWAH) Day Procedure unit. Feedback from parents has been positive around the initiative and they report that it has been very helpful in the preparation of their child's visit. Dental staff are also continuing to work to improve the environment in Day Case to make it more child friendly.

Western Health and Social Care Trust 'Engage' Event 23 March 2018

The Western Trust's Equality and Involvement Team held their 5th annual café style 'Engage' Event on 23 March 2018. This year the event was held in the Mellon Country Inn Hotel, Omagh.

The event, which was again funded by the Public Health Agency, provided an opportunity for the Trust to highlight Personal and Public Involvement (PPI) work, share learning and celebrate and showcase good practice in relation to PPI within the Trust.



Photo shows: Mr Niall Birthistle, Chairman of Western Trust and Dr Anne Kilgallen, Chief Executive of the Western Trust with some of the service users and staff who facilitated at the Engage event.

During the event, service users/members of the public, community and voluntary representatives and Trust staff had the opportunity to speak informally to service users/clients and staff involved in the planning, development and delivery of Health and Social Care Services in the Western Trust. Attendees were also able to record their interest in particular service areas within the Trust; this information has been forwarded for action to relevant Directorates by Equality and Involvement staff.



Photo shows: Martin McCartney, service user and Michelle Kelly, Business Manager, Performance and Service Improvement discussing involvement in the Altnagelvin Wayfinding project.

The event was opened by Dr Anne Kilgallen, Chief Executive of the Western Trust. In her opening statement, Dr Kilgallen commented: “We know that there is a keen interest in the work of the Western Trust and we greatly appreciate you taking the time to come and celebrate Personal & Public Involvement within the Trust with us today.” The closing address was delivered by Mr Roy McCullough, service user and co-chair of the Western Trust PPI Forum.



Photo shows: Chloe Ferris, Service User (Young Person) and Brónach McMonagle, Youth Practitioner, Family Response Team, discussing TIDE (Teenage, Intervention, and Diversionary & Education) Programme

The 10 initiatives represented at the 2018 event were:

- Renal Transplant Improvement Project;
- Teenagers Effecting Change (TEC) Project;
- Learning Disability Advisory Group;
- Wayfinding within Altnagelvin Hospital;
- TIDE (Teenage, Intervention, and Diversionary & Education) Programme;
- Eye Care Services WHSCT (10,000 Voices);
- Breastfeeding Peer Support Link Worker Project;
- Herceptin Nurse Assessment Clinic & Hub;
- Recovery College;
- Schools for Hope.



Photo shows: Amanda Scott, Service User and Marie Dunne, Mental Health Promotion Specialist, WHSCT discussing the Schools for Hope Project.

Attendees had the opportunity, at their tables, to hear from 6 of the groups with the opportunity for further discussion during breaks. They were also able to highlight if they were interested in a group who were not scheduled to visit their table and were directed to them during breaks.

Post event evaluations have again been extremely positive with attendees commending the opportunities to learn about good practice. The chance to meet and network with representative of different organisations and groups was also praised.



Photo shows: Caroline Kelly, Chair South West Carers Forum and Rosaleen Harkin, Assistant Director Adult Learning Disability Services, discussing the Learning Disability Advisory Group.

Many of those in attendance stated how interesting and informative they found the event with several comments on how well organised the event was.



Photo shows: John Hegarty, Renal Service User and Caroline McCloskey Renal Transplant Nurse discussing the Renal Transplant Improvement Project.

Feedback also indicates that people would like to see more of the Engage Events held per year and consideration given to a full day event.

Conclusion and Way Forward

Progress continues to be made, with an improved awareness of, and a higher profile for PPI across the Western Trust. The Equality & Involvement Team together with the PPI Forum will continue to support PPI to ensure that everyone who wishes to be involved in the planning, development and evaluation of services is facilitated to do so.

The Trust is revising, in conjunction with the PPI Forum, the PPI Strategy and Action Plan for 2018 – 2021.

This report highlights only some of the PPI work ongoing throughout the Trust. Going forward, the Western Trust will continue to work to achieve compliance with the PPI Standards.

If you would like to find out more about PPI, or would like to become involved in the work of the Trust, please contact:

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Western Health & Social Care Trust

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You can also check the 'Involving You' section of the Western Trust website: www.westerntrust.hscni.net