

# Regional Health and Social Care Personal & Public Involvement Forum

Annual Report 2018/19



**Personal and Public Involvement (PPI)  
Involving you, improving care**

# Contents

## Contents

Foreword .....	3
Personal and Public Involvement .....	4
Background .....	4
Regional HSC PPI Forum .....	5
Membership of the Forum .....	5
Action Plan 2018-2020.....	5
Standards for PPI .....	6
Leadership .....	7
Governance .....	9
Opportunities and support for Involvement .....	10
Knowledge and skills .....	12
Measuring outcomes.....	15
Conclusion and way forward .....	30
Appendix 1: PPI Regional Forum members .....	31

# Foreword

Welcome to the ninth annual report of the Regional Health and Social Care Forum on Personal and Public Involvement (PPI). As co-chairs of the Forum, we have been working with the members to continue to provide leadership to Health and Social Care with the aim of driving involvement and embedding PPI into our culture and practice. This report outlines the work of the Forum for the 2018/19 period.

Working through sub-groups, the Forum has progressed a number of areas of work to continue to embed service user and carer involvement at a strategic level across HSC. The Forum continues to implement the 2018-2020 PPI Action plan which is structured in line with the PPI Standards.

Working closely with the HSC Trusts, the Forum has been instrumental in supporting the PHA in the role out of elements of the transformation funding. We have worked closely with the DoH to ensure that the funding has been used to support ongoing enhancement of Involvement and Co-Production at a regional and Trust level.

Real progress has been made in examining challenging issues around remuneration and the intricacies around reimbursement. A report on the matter will be submitted to the Department of Health in the summer of 2019.

The Engage website (a central resource for involvement in Health and Social Care) has been further developed. We have made updates to the site this year and will continue to ensure that it promotes best practice in Involvement across HSC.



**Co-chairs: Donald Harley**, service user and carer representative and **Mary Hinds** Executive Director of Nursing, Midwifery and Allied Health Professionals, Public Health Agency.

# Personal and Public Involvement

## Background

PPI is the active and effective involvement of services users, carers and the public in health and social care services. Involvement can range from one-to-one clinical or social care interactions with service users and carers, in regard to their own health, through to more strategic engagements. This may include assessing needs, undertaking partnership working to co-design and co-produce services and influencing commissioning priorities and policy development.

Under the HSC (Reform) Act (NI) 2009, PPI is a legislative requirement.

Key definitions in relation to PPI are illustrated below:

**Personal** refers to service users, patients, carers, clients, consumers, customers or any other term to describe people who use Health and Social Care Services as individuals or as part of a family.

**Service User/Carer** or **interest group** an individual or collection of people (or those who represent them) who use a service, the professionals who provide it and others who have particular knowledge and understanding of a service, including carers.

**Public** refers to the general population and includes locality, community and voluntary groups and other collective organisations. Individuals who use health and social care services are also members of the general public.

**Involvement** means more than consulting and informing. It includes engagement, active participation and partnership working.

**Co-production** refers to a highly centred approach where people are at the centre of the HSC and people are working together to achieve positive and agreed change. It involves partnership working with people from the start to the end of any change that affects them. Co-production combines peoples strengths, knowledge and expertise and resources to improve outcomes.

# Regional HSC PPI Forum

## Background to the Forum

The Regional HSC PPI Forum (the Forum) brings together HSC organisations, service users and carers to work collaboratively to progress HSC involvement in Northern Ireland. The Forum works to embed PPI into the culture and practice of HSC. This work is undertaken and progressed through an annual Action Plan, which outlines the PPI priorities for the incoming year.

Further information on the Regional PPI Forum can be found on the Engage website <http://engage.hscni.net>

## Membership of the Forum

The Forum has representation from all aspects of HSC. This includes the Department of Health, PHA, the Health and Social Care Board (HSCB), the HSC Trusts and the Special Agencies. Membership also includes a number of individual service users and carers from other HSC PPI panels/forums who give us their perspective on our work and help shape the way forward in this important area.



## Action Plan 2018-2020

The Forum has a PPI Action Plan for the period 2018-2020 and the progress is monitored through the Forum meetings. In 2018/19, the Forum has hosted:

Three  
Forum  
meetings

One strategic  
meeting for  
Directors  
responsible for  
PPI

One Workshop  
for  
Development  
of PPI Guides

Two  
workshops  
for  
Recognition  
Framework

Two Leadership  
and Governance  
sub-group  
meetings

One  
workshop of  
the Forum

# Standards for PPI

This report outlines the work of the Forum during 2018/19 and shows progress against each Standard.

The Standards for PPI are:

## **Standard one – Leadership**

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

## **Standard two - Governance**

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

## **Standard three - Opportunities and support for involvement**

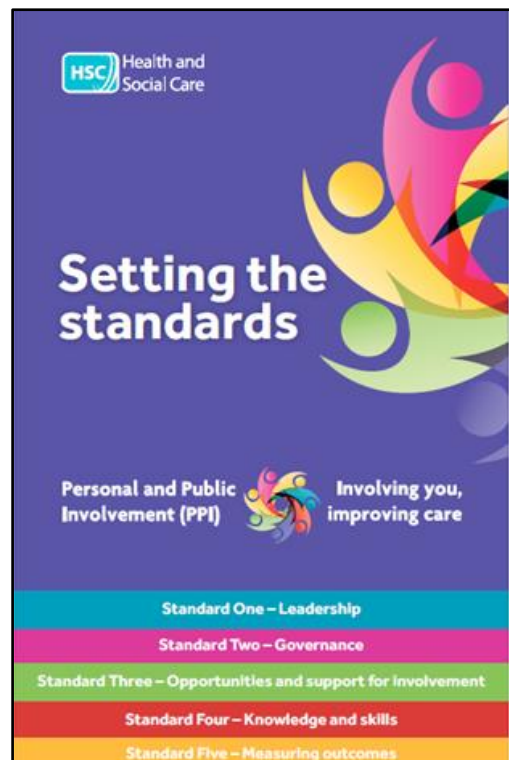
HSC organisations will provide clear and accessible opportunities for involvement at all levels, facilitating and supporting the involvement of service users, carers and the public in the planning, delivery and evaluation of services.

## **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.

## **Standard five - Measuring outcomes**

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



# Leadership

## ‘Leading in Partnership’ Programme

As part of its Leadership responsibilities, the PHA on behalf of the Forum, commissioned a further leadership Programme ‘Leading in Partnership’ for involvement.

The aim of this programme was to develop the necessary leadership skills to enable continuous and effective involvement of service users and carers across all levels of the HSC, whilst supporting the principles of Co-Production, Collective Leadership and Partnership Working.

The objectives of the programme were to:

- Identify areas for improved partnership working across the system,
- Enhance and improve communication between service users and service providers,
- Develop leadership capacity to lead in all areas of PPI from involvement to co-production
- Improve leadership skills to enhance PPI



The programme concluded on the 20 March 2019 with a Professional Networking Lunch and student presentations. The event was attended by 65 influential leaders from across HSC including the Permanent Secretary, Chief Nursing Officer (CNO), Deputy CNO, PHA Chair, Regional HSC PPI Forum Co-Chairs, service user and carer leaders and alumni of the programme.

## Evaluation of programme

Programme evaluations from participants were very positive and they reported that they are now proactively:

1. Seeking better ways to work in partnership with patients, clients, service users and family members
2. Understand the importance of engagement and innovation in bringing about the necessary service reforms
3. Using PPI to inform the necessary changes for our services, working in partnership to bring about continued service improvements.

“Enjoyed the interactive format”

“Wonderful event. So well represented”

“Really enjoyed learning from others”

## Supporting Transformation

The PHA has continued to lead on the management of the administration of 'Involvement, Co-Production and Partnership Working' Transformation funding for DoH. PHA in partnership with the forum has worked closely with the DoH to ensure that the funding has been used to support ongoing enhancement of Involvement and Co-Production at Regional and Trust level.

Transformation funding to support such partnership working of some £587,000 was allocated across HSC organisations, supporting a range of initiatives:

- Involvement, Co-production and Partnership officers in 5 HSC Trusts.
- Development of the concept of Peer Service User and Carer Consultants.
- Research into areas such as reimbursement/remuneration, Citizen Hubs and measurement and monitoring
- Pilot projects evidencing the impact of Involvement and Co-production
- Training, leadership and bespoke involvement programmes and courses, complimenting the Department of Health approved Engage and Involve

A number of projects funded as part of the Transformation Funding are outlined in the final section of this report.

## UK wide Standards for Involvement in Research

The PHA has been a key partner in this UK wide partnership. The standards developed through the Regional HSC PPI Forum acted as a 'pathfinder' in the development of involvement standards for research.



The Cerebral Palsy Register managed by the School of Nursing at Queen's University Belfast, were successfully selected as one of the ten projects to 'test' the standards within the research field. We look forward to working with the QUB team to progress this work which involves the establishment of a Cerebral Palsy Involvement Group across the province.

The involvement standards have been endorsed by the National Institute of Healthcare Research (NIHR) and were launched in April 2018 in London and Cardiff. The next stage of the roll out of the standards will be to test them in practice.



# Governance

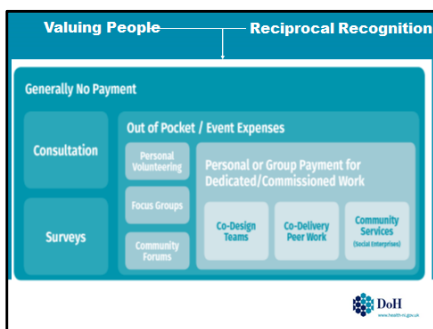
## Remuneration Framework for Service User and Carer Involvement in the HSC

In line with PPI Action Plan, the PHA has been leading the programme of work to develop a recognition framework for service user and carer involvement.

Work has been ongoing on the Regional Guidance on the Reimbursement of out of Pocket Expenses for service users and carers in health and social care. Primarily these are costs associated with travel, subsistence and caring responsibilities.



As part of this work we are also developing guidance for people who get involved and are also on benefits. A frequent concern from those who have been participating in involvement work has been how this will affect their benefits. The guide will identify the issues connected to this and provide information and advice on the related issues.



In line with the DoH Co-production Guide, the PHA, working through the Forum, are also giving consideration as to how payment or recompense for service user and carer time, input and expertise in certain circumstances may be recognised. The PHA commissioned the PCC to carry out research into this area so that we may consider any implications it may have for the remuneration model as set out in the co-production guide

Two workshops were held in 2018/19 to explore issues connected to this work and to advance our collective thinking on the matter. The draft findings of the PCC research were considered and we aim to bring this work to a conclusion in the latter half of 2019 through an overall report to the DoH for their attention.



## Consultation Scheme template

In line with the Health and Social Care (Reform) Act (Northern Ireland) 2009, specific HSC organisations are to prepare a consultation scheme. This outlines how the HSC organisation will undertake consultations as part of the involvement process in their organisation. The PHA working with the Regional HSC PPI Forum, has up-dated the consultation scheme template to reflect the introduction of the HSC standards and other guidance and legislation. Relevant HSC organisations have been asked by DoH to update their consultation scheme in line with the up-dated template during 2019/2020.

# Opportunities and support for Involvement

## Engage – a central resource for involvement in Health and Social Care

The Engage website is the central online repository of information, good practice and resources for involvement. It continues to support HSC staff, service users, carers and the general public, to build their knowledge and skills on involvement and co-production.

During 2018/19 there was a pro-active campaign to promote awareness of Engage, including the use of on-line promotion and the distribution of flyers. New changes to Engage this year included the inclusion of an Opportunities section which allows for individuals to upload and access current involvement opportunities.



4,202 users accessed the Engage webpage in 18/19 with an average of 4 pages viewed per visit. Of the 4,202 users, 4,169 were new users and average time spent by each user was 4 minutes.

We created a new hastag for the webpage 'engageHSC#' which we have begun to promote and utilise through social media channels such as twitter. We will be putting a more concentrated focus on this and the promotion of the page in 2019/20.

Check out Engage at <http://engage.hscni.net>

## Bursary Scheme for Service Users and Carers

The PHA working with the Forum service user and carer members, launched a bursary scheme to support service users and carers involved in strategic programmes of work in HSC. The bursary was designed to help develop service users and carers to advance their knowledge and skills to support their participation in HSC Involvement work.

The PHA and Forum are keen to run this bursary again to help larger numbers avail of the opportunities it offers. The aim is to open it again to applications in Summer 2019.

**“The learning from the course has been invaluable in comparing and contrasting the potential methodologies and applications that could be introduced to develop meaningful Personal Public Involvement into the HSC Co-Production process.”**

## PPI Guides workshop

In June we hosted a development workshop to support the development of a series of practical guides for the HSC on how to involve service users and carers in all aspects of HSC work.

The aim is to provide a consistent guidance for involvement at all levels. This, in turn, will create confidence to use PPI and co-production approaches, build strong relationships and foster involvement expertise across HSC.



The event was attended by over 50 colleagues from a range of sectors including:

- Regional HSC PPI Forum members
- Integrated Care Partnership members
- Service user and carer representatives
- HSC staff including social work, nursing, AHP's and business services.
- Community and voluntary sector representatives

The outcome of the workshop was identification of 12 practical guides that will be developed to support Involvement. The guides will focus on three areas:

- Planning
- Doing
- Reviewing

These guides will be developed and consulted on before launching in 2019/20.



# Knowledge and skills

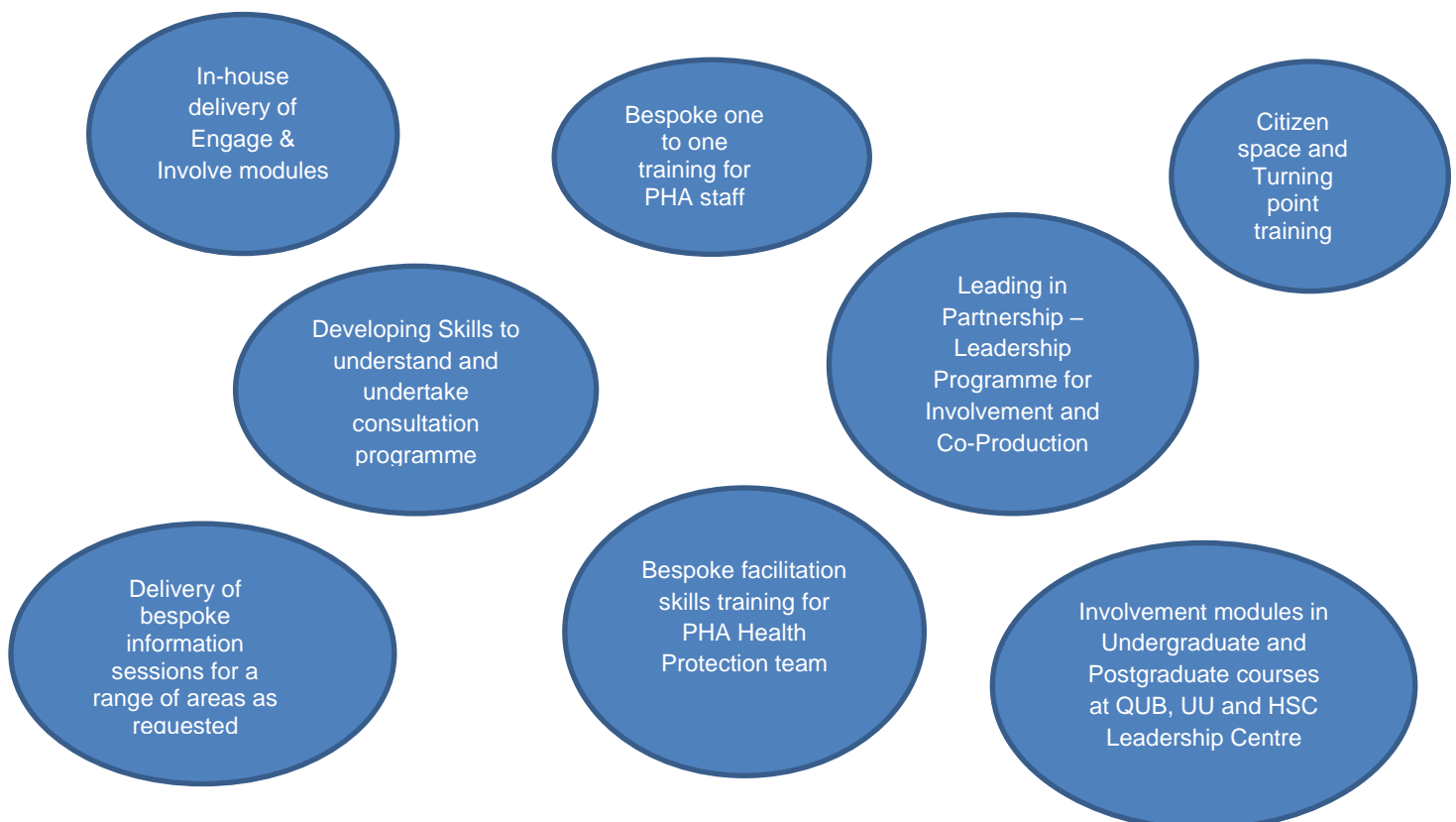
## Training Role

In line with our responsibilities as set out in the Departmental Circular of 2012, the PHA working through the Forum has been at the forefront of co-producing training programmes for Involvement.

In 2018/19 the PHA PPI team began work to progress the mapping, review and update of training, support programmes and materials associated with involvement. This work was undertaken to inform the Forum of the available training for Involvement and Co-production available across the HSC.

In addition to this, the DoH tasked the Clinical Education Centre (CEC), through the transformation programme, to undertake a programme of awareness raising about Co-production across the HSC. It was agreed that the CEC would work in close partnership with the Forum to progress this work. It is anticipated that this may result in the development of an agreed Co-production module.

The PHA continue to commission specialised training for specific involvement related areas. A significant programme of training was undertaken to support Involvement and Co-Production across the HSC with over 100 people benefitting from a range of training events and programmes in the last six months. Through this we are aiming to build a cohort of staff with knowledge, expertise and experience in involvement and co-production as we seek to build a critical mass of people to move the HSC culture towards a truly person centred service. The training included:



## Supporting Service User and Carer Involvement

The PHA commissioned Forum partners, the PCC to develop a programme of work with the aim of promoting and recruiting people to become actively involved with HSC. This commission also involved the development of a support programme for people interested in taking a pro-active partnership role with the HSC, especially at a strategic level. Good progress has been made on this during 2018/19 and we hope to see it come to fruition in 2019/20 with increased numbers of people working in partnership with HSC.

## Engage and Involve

The Engage and Involve resource, both the hard copy taught programme, materials and the e-learning components for staff, service users and carers have been endorsed by the DoH and are recognised as the core training and development tools for Involvement. These are being reviewed and updated and HSC partners are encouraged to make the most of this excellent resource.

## Developing skills to understand and undertake consultation

In order to support staff undertaking Involvement as part of formal consultation exercises, at the pre consultation and formal consultation stages a bespoke programme of training was commissioned from The Consultation Institute. This training was attended by 25 staff from across the HSC, including service users, Directors, Assistant Directors, Project managers and Public Health professionals. The training provided participants with the opportunity to explore a range of important topics, such as:

- Best Practice Consultation
- Choosing the best involvement methodology
- Understanding Social Media in Consultation
- Evaluating Public Events
- Consultation Before and After

The programme was well received and participants provided excellent feedback:

“Very useful course.  
Would recommend  
HSC use tCI to rubber  
stamp as best practice  
on all consultations”

Excellent. I have  
already  
recommended to  
other colleagues



Participants were awarded with the Certificate of Professional Development (CPD) following completion of the training. The CPD recognises an individual's commitment to enhancing his/her skills and knowledge in consultation services and techniques.

## Citizen space

As part of the suite of training to support the development of skills and knowledge, an introduction to Citizen Space was again offered to HSC staff. The on-line platform is designed to provide a structure for on-line consultations or surveys and is now being effectively utilised by PHA and other HSC organisations for various engagement needs. Examples include things such as the Diabetic Eye Screening consultation. Evidence to date has shown that using this resource is increasing the number of people expressing an interest in being involved.

## 'Leading in Partnership' – Alumni

An Alumni is being developed for those that have undertaken , the “Leading in Partnership” course.

The objectives of the Alumni include:

- Enhancing capability for improved engagement and involvement across the system, including sharing examples of good practice
- Learning from different perspectives to support involvement and engagement at a service design, planning and delivery stage
- Development of and promotion of collective leadership behaviours and skills to support involvement and engagement techniques
- Building improved collaborative relationships amongst professionals, patients/clients, carers and communities to enhance the patient experience
- Opportunity to share and hear about changes across the system and consider how the Alumni can support and influence these changes

# Measuring outcomes

## HSC Trust monitoring

As part of the 2012 Policy Circular, the PHA working through the Forum is required to provide the DoH with assurances that HSC bodies and in particular Trusts, meet their PPI Statutory and policy responsibilities.

This work is led by the PHA in conjunction with the Forum Performance and Monitoring sub-group.

Previous monitoring reports were based on evidence gathered through Trust self-assessment monitoring reports, improvement visits, and additional information requested from the Trusts. After discussions with the DoH it was agreed that in 2018/19, the Trusts would complete a self-assessment form outlining their progress against recommendations set out in the previous monitoring report. This would then be assessed by the PHA. This was done whilst consideration was given to what form monitoring might take going forward, given the need to most effectively capture and learn from whatever progress was being made in terms of co-production.

The PHA have engaged with a Community Evaluation N. Ireland (CENI) to help the HSC look at the monitoring we are conducting and to inform our collective thinking about how best to assess and evaluate the impact of involvement and co-production activity moving forward.

The DoH have tasked HSC organisations with developing a unified plan looking at Involvement, Co-production, Partnership Working and Patient Experience.

Further consideration as to the rationale for and potential methodologies for any future monitoring will be required as we seek to ensure that whatever we do in this regard supports our collective endeavours to improve and embed involvement, co-production and related areas in the HSC for the benefit of service users and carers.



# PPI projects through Transformation Funding

The following projects were funded as part of the Transformation Funding allocated to Partnership Working..

A number of case studies are also available on the Engage website to showcase Involvement in practice across HSC. This is available to view at <http://engage.hscni.net/what-is-ppi/testimonials/involvement-in-practice-case-studies/>

The projects over the next pages showcase the range of involvement and co-production taking place at different levels and within the different organisations across HSC.



# Belfast Health and Social Care Trust

## Project Title: Active Birth Centre (ABC)

### Project Overview

The project aimed to create a positive birth environment to support the philosophy of natural childbirth. This included the redesign and branding of the unit. Staff, women and families worked together and were actively involved in the design and branding of the unit, signage, logo design, purchase of birthing aids, and artwork for the Active Birth Centre birthing rooms.



Above: the Active Birth Centre logo, co-designed with service users

The project used the method of Appreciative Inquiry to connect, engage and inspire women and families and other stakeholders which involves one-to-one interviews, focus group discussions and survey questionnaires.



Appreciate Inquiry Workshop for service users and staff

The project is supported by the Maternity Service Liaison Committee (MSLC), a project steering group and a project operational group, each with service user representation.



Above: Art workshops with service users and staff

## Outcomes:

- Connecting with our communities and creation of promotional material to raise the profile of the Active Birth Centre.
- Service users have engaged in focus groups to achieve the desired birth environment, development of information leaflets and other promotional resources.
- Appreciative Inquiry has been used to connect, engage and inspire staff, women and families, linking the past, present and future to discover the positive core of the Active Birth Centre birthplace option.
- Service users were invited to participate in art workshops facilitated by our Artscare artist to explore ideas and create and design bespoke artwork for the Active Birth Centre birthing rooms.
- Development of midwifery skills, confidence and competence in spontaneous vaginal birth, preparing motivated and committed midwives and maternity support workers who champion the culture of 'normality' within the service.
- Participation in a national network of midwives and contribution to national studies of Alongside Midwifery Units by UK Midwifery Study System.
- Opportunity to spread and share learning, locally, regionally and nationally.
- Evolution of a model of care embedded in the current Maternity Service and transferrable into the new Maternity Build.



## Project Title: Strategy for PPI in Cancer Research

### Project Overview

The Trust worked with NI Cancer Trials Network (NICTN) and NI Cancer Research Forum (NICRF) to co-produce a new Strategy for PPI in Cancer Research. The initial strategy was developed using the results of the evaluation of cancer research survey PPI in Northern Ireland survey during 2017/18 and NICRCF focus group recommendations. After development work with the NICRCF membership, the strategy objectives and action plan were reviewed and agreed at a workshop. Service users have been involved from the beginning of the project, through the development of the strategy to the planning and facilitation of the launch event.

### Outcomes:

- “Thank you” event for NICRCF members in March 2019.
- NICRCF strategy review and feedback workshop.
- Co-design of the strategy.
- Public launch event for the consultation on the Strategy on 26 March 2019.



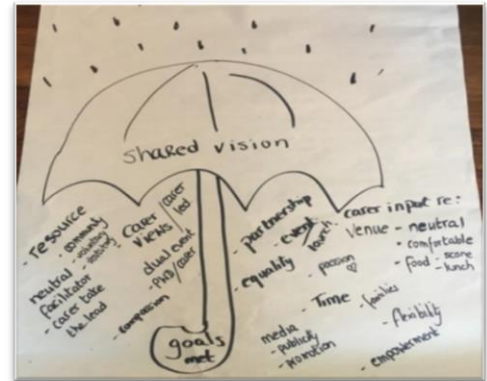
# Northern Health and Social Care Trust

## Project Title: Co-Production Divisional Workshops

### Project Overview

During the year the Trust held workshops with each Division to plan for the year ahead. The purpose for the co-production workshop centred on three themes:

1. Clarify – the ‘why’ of our co-production, being clear on our purpose
2. Connect – the ‘how’ of our co-production work, best ways to collaborate
3. Create – the ‘what’ of our co-production work, our collective objectives



The workshops were attended by staff, service users and carers and other stakeholder representatives and looked at the following three core areas:

- The work we do now and the work we want to do
- What we want for the future and why
- How we can work together to make it great for everyone

### Outcome:

We discussed existing collaborative projects to celebrate the great work we have already done. We also mapped our collective local stakeholders, partnerships and assets to develop robust co-production networks to support the work we have planned. To close the workshops, we identified key priorities for the year ahead and some practical next steps.



## Project Title: Acute Co-Production Partnership

### Project Overview



The Acute Co-Production Partnership continues to amplify the voices of our service users/carers and the community to enable effective and meaningful involvement in decision making which may affect our services now and in the future.

The Acute Divisions are passionate about making sure the views and preferences of service users shape how our services are developed. Members of the Acute Co-production Partnership, staff, service users and carers had a workshop in March 2019 to discuss some specific pieces of upcoming service development and improvement work relating to endoscopy services and discharge procedures for patients.

### Outcome:

The workshop enabled us to work in groups to identify starting points for co-production approaches and discuss the improvement projects in more detail. Members of the Partnership are now working with Trust staff on a range of improvement projects.



## Project Title: Carers Support Programme

### Project Overview



Back in 2018, we held a Carers Co-Production day to plan what support a carer would find valuable in their caring role. We used the Take 5 initiative as a guide to plan what this support would look like. This co-designed support programme started in November, with events and classes provided across the Trust area, many co-delivered by carers.

#### Outcome:

We have been in new areas and have met so many carers, some new and some friendly faces. By working with our carers, the community and voluntary sector and Trust staff, carers now have access to a co-designed and co-produced programme to support them in their caring role.

## Project Title: Identifying Hidden Carers in the Community – Pharmacy Project

### Project Overview



In November we commenced a project in partnership with local community pharmacies across the Northern Trust area. The aim of the project is to identify “hidden” carers in the community. Many carers have a good relationship with their local pharmacy and are in regularly collecting prescriptions on behalf of the person they care for. The Pharmacist can then initiate a conversation with the carer and sign-post them to the support in the Trust.

#### Outcome:

To date, across the Trust localities, 54 pharmacies have signed up and 49 carers have been identified.

# South Eastern Health and Social Care Trust

## Project Title: Local Engagement Partnership

### Project overview

Local Engagement Partnerships (LEPs) were introduced in 2016 and are intended to be a mechanism to enable social workers and people with lived experience to work together to improve social work across Trust areas. The South Eastern Trust LEP applied for Transformation funding to further develop the LEP model of involvement. Three engagement events were held across the Trust with an aim to explore and enhance recruitment to the LEP partnership working model. Prior to receiving the funding, membership of the group was predominately professionals, with only a small number of people with lived experience being involved.

Carers and service users were asked what would attract others to come to such events. It was agreed that some resources that gave the group an identity could be printed and also having tea, coffee and lunch would help people feel valued for attending. It was also decided to use community venues rather than Trust venues to make the events more accessible. A weekly planner was co-produced to give to all service users and carers who attended so that they would remember what the group was about (see image).



### Outcome:

Across the three engagement events, 40 service users and carers attended. 75% of those who attended asked for follow up information and were invited to the next meeting of the partnership. Five people with lived experience attended the meeting which was used to explore small things that could be done to make a difference. Communication was high on the agenda, and one of the new members of the group suggested running a new campaign called #askmyname, to highlight the importance of staff asking service users their name and how they wish to be addressed. A short video was co-produced with service users to promote #askmyname which was launched during National Co-production week. These outcomes have all contributed towards the development of the LEP model of involvement and have provided good learning for the Trust in terms of successful partnership working.

## Project Title: 'Involving Service Users and Carers in Trust Services' event

### Project overview

As part of the work to explore partnership working infrastructure, the South Eastern Trust used Transformation funding to host an 'Involving Service Users and Carers in Trust Services' event at Castle Espie on 22<sup>nd</sup> March 2019. A focus for the day was exploring good practice in partnership working and learning about innovative approaches to this. Attendees at the event included Service Users and Carers in the South Eastern Trust locality, Trust Personal and Public Involvement (PPI) Leads and members of the Trusts PPI Sub-committee. PPI Leads and Sub-committee members span a range of services across the Trust and all Directorates were represented. Representatives from the Department of Health, Public Health Agency and Patient Client Council also attended the event.

Attendees at the event heard from a range of speakers including Tim Hughes, Director of 'Involve' a leading Public Participation organisation; Maire Grattan, Director of 'FutureSpark Coaching' and Rodney Morton, Deputy Chief Nursing Officer and Policy Lead for PPI and Co-production at the Department of Health. A range of best practice 'working in partnership' examples from within the Trust were also showcased at the event.

Attendees were given the opportunity to have their say in what they felt were the best models of partnership working. A 'pop-up voting booth' was set up for attendees to identify priorities with regards to developing partnership working in the South Eastern Trust.



L to R: Naomi Dunbar, Claire Campbell and Roisin Coulter

### Outcome:

A key outcome from the event was the development of key priorities for PPI within the South Eastern Trust. These were decided upon by a mix of Trust staff, service users and carers and now form the focus of the development of PPI within the Trust. It was useful to receive feedback on different models of partnership working to shape further discussion and future decision making.





## Southern Health and Social Care Trust

### Project Title: Human Hospitals *Camerados*

#### Project Overview

The Acute Nursing Governance Team small grant Human Hospital project was to contribute to the development of a safe and welcoming place where patients, staff and visitors are able to see beyond their roles and connect with each other.

This safe space (see photograph below) has become one of the five *Camerados* innovators sites, aiming to improve the organisational culture by helping to make our hospitals a better place to work, a more supportive place to get better, and a more welcoming place to visit.

#### Outcome:

This innovative concept has created a social environment that enables human connections for people to be alongside as equals, supporting each other, and building human connections based on empathy and altruism, for staff, patients and visitors.



The Assessment panel identified as having the potential this small grant project was to test the concept of Citizen Hub.

## Project Title: Co-produced Information Booklet for young people leaving care

### Project Overview



The 14 Plus Service Team and Service User Group (SUG) consisting of 10 care experienced young people identified the need for a comprehensive range of information on issues which are relevant and helpful to young people leaving care and coming into this new service.

The service worked together with the young people on two evenings a month for the duration of the project Jan 2019 - April 2019 creating the concept and gathering and co-ordinating content with a focus on relevant information and images to enhance engagement with the reader.

### Outcome:

The young people organised and help put together the information and met with the graphic designer on a number of occasions. They were very vocal with their ideas, likes and dislikes, all which were taken on board and incorporated into the design of the leaflet.

The young people plan to launch the booklet in May/June 2019.

## Project Title: Mental Health and Disability: Small Grants Projects

### Project Overview

The Craigavon and Banbridge (C&B) Physical Disability (PD) Team, service users, professionals and voluntary organisations planned and hosted an information day for people with a physical disability to provide them with information on support, activities in the local areas and tips on reducing social isolation. As part of this project an independent evaluation was commissioned.



The event was well attended, and through consultation the need for a user group to be established in the area was identified. Team members from the PD, PPI and Community Development teams worked in partnership with service users and developed a group PhyDis2gether. Over an eight week period the group coproduced a body of art with staff and a commissioned artist that's tells the service user's individual stories and how they break the barriers that they are presented with on a daily basis.

### Outcome:

As a result of this project and potential of user group, commitment has been given from the Director of MH&D directorate and PPI team to be developed and continue working in partnership to shape services for people will disabilities.



Above is a piece of art to be exhibited in planned Art Exhibition 30<sup>th</sup> July 2018.

## Western Health and Social Care Trust

### **Project Title: Development of Service User Involvement to Help Design Cervical User Screening Services**

#### **Project Overview**

This project was designed to improve access to cervical screening in marginalized groups of patients who have difficulty accessing cervical screening services by offering vaginal self-sampling for HPV testing.

Within the Northern Ireland Cervical Screening Programme (NICSP), women with a learning disability are often under or never screened. The Cytopathology laboratory at Altnagelvin received enquiries from GPs, Adult Learning Disability Services and other support groups regarding options for cervical screening in this group. It is widely recognised that screening services need to be improved for transgender and non-binary communities, due to the distress felt by some transgender people when undergoing intimate examinations. The laboratory engaged and consulted with service users, carers, and representative members of the public to design and deliver a service which offers vaginal self-sampling for HPV testing to marginalized groups.

A range of stakeholders and service users were involved using a variety of methods including focus groups, meetings with ALD teams, meetings with Rainbow Project NI and ongoing engagement with GP surgeries. As a result of this engagement, one service development idea was to purchase self-sampling devices, to help service users take control of their health.

#### **Outcome:**

Self-sampling devices were purchased along with HPV Test kits and based on the needs of the population engaged with, it is anticipated this will lead to an increase in minority groups being screened to cervical cancer. This project will develop more in 2019/20, with the outcomes of the above investment yet to be fully realised.

## **Project Title: 16+ Service App (Women's and Children's Directorate)**

### **Project Overview**

This project developed from the fact that young people informed us that they do not always hear about 16+ Service activities and events and that information shared is not always timely. From this, it was decided to Co-Produce a 16+ Service App to help younger people feel more included. This was done utilising Transformation monies. Young people have been working with the 16+ Service Development Manager and Unity Training to develop a 16+ Service App.

Ten young people in the education centre then had a discussion with the app developer. They recommended developing an app in which young people would have their own account and all social workers, PAs and key staff will be registered and contactable through the system whereby young people can send a message with pre-set choices using drop down tables. The young person choose the member of staff they wish to send the message to and the category of the issues: this will then be sent directly to the relevant member of staff. Messages can be sent using any device, without phone credit. Staff will receive the message indicating who it's from, date, time and query category.



The App contains a notice board, which sends out notifications of up and coming events. The App also enables the addition of other Community and Voluntary Organisations who can be contacted. VOYPIC, Give and Take and the HEAL Programme have been added in the first instance and provide advice on a range of areas including guidance on housing, benefits, employability, education courses, finances etc. 16+ Services are also linked to the app and will receive messages directly from their young people.

### **Outcome:**

The young people involved in this project are very excited about the App and are looking forward to receiving information about the service in a timely manner. They are also looking forward to being able to communicate with staff via the App.

# Conclusion and way forward

## Conclusion

The Forum has continued its work to provide leadership to HSC, to help embed Involvement into the the culture and practice of HSC in both strategic and operational outworkings.

During this period, the funding received through Transformation Funding has been a great boost to progressing through Involvement and Co-Production work at a regional and Trust level. This is highlighted through the many projects that have been undertaken and the really positive outcomes that have emerged.

The Guides Development workshop hosted by the PHA has confirmed the need for a range of guidance to support anyone involved in Involvement and Co-Production work. The guides have focussed on Planning, Doing and Reviewing and further work will be undertaken to co-produce additional guides in 2019/2020.

The collective approach to the range of work outlined across Involvement Standards has facilitated a much greater impact that would have been the case had we not collaborated. This partnership based approach at all levels across the HSC is something that we need to embrace fully to realise its full potential and benefits.

## The way forward

The PHA in its strategic leadership role will continue to oversee the implementation of PPI policy and compliance across the HSC in line with the DoH Policy Circular 2012. The Forum will be the vehicle through which the PHA will take forward much of this work.

Plans for 2019/20 include:

- The 2018-20 PPI Strategy and Action Plan will be reviewed and renewed.
- Engage - will to continue to grow as the key online resource for involvement;
- Progressing the work on reimbursement and remuneration for service user and carer involvement to include producing guidance on benefits, a revised reimbursement guidance, consideration of a remuneration model;
- An Involvement week to celebrate the important contribution of Involvement and Co-production across the region
- A plan for an effective implementation of training and support in involvement in HSC.
- A review of monitoring arrangements for involvement in the HSC with a focus on measuring outcomes.

# Appendix 1: PPI Regional Forum members

The Forum has representation from all aspects of HSC. This includes the DoH, the PHA, the HSCB, the HSC Trusts and the Special Agencies. In addition, membership includes a number of individual service users and carers from HSC PPI panels/forums.

## Public Health Agency (PHA)

Mary Hinds – Co-chair  
Michelle Tennyson  
Martin Quinn  
Claire Fordyce

## Service User/Carer Representatives (SU/CR)

Anne Marie Murray  
Brian O'Hagan  
Caroline Kelly  
Donald Harley – Co-chair  
Gerard McWilliams  
Ken Carson  
Jimmy Hamill  
Joe McMonagle  
Peter Donnelly  
Sharon Doherty  
Thelma Dillon  
Torie Tennant

## Trusts

Carolyn Agnew	Southern Health and Social Care Trust (SHSCT)
Claire Campbell	South Eastern Health and Social Care Trust (SEHSCT)
Sandra McCarry	Belfast Health and Social Care Trust (BHSCT)
Alison Irwin	Northern Health and Social Care Trust (NHSCT)
Fionnuala McKinney	Western Health and Social Care Trust (WHSCT)

## Health and Social Care Partners

Mel Gillen/ Sharon Balmer	Department of Health (DoH)
Jacqueline Magee	Health and Social Care Board (HSCB)
Nigel Warburton	Patient and Client Council (PCC)
Alison Geddis	Northern Ireland Blood Transfusion Service (NIBTS)
Jill Munce	Regulation and Quality Improvement Authority (RQIA)
Angela Reed	Northern Ireland Practice and Educational Council (NIPEC)
Brenda Horgan	Northern Ireland Social Care Council (NISCC)
Mark McCarey	Northern Ireland Medical and Dental Training (NIMDTA)
Teresa Fallon	Northern Ireland Guardian Ad Litem Agency (NIGALA)
John Gow	Northern Ireland Ambulance Service (NIAS)
Pauline McMullan/ Deirdre Cunningham	Clinical Education Centre (CEC)

