



Personal Public Involvement and Co-Production Annual Report 2018/2019



“Co-production is a lifetime investment in relationships with service users and carers”

Foreword



Welcome to our Personal and Public Involvement (PPI) Annual Report for 2018/19. This Report outlines the work we are doing to promote personal and public involvement in the planning and delivery of services and highlights some of the best PPI practice across the organisation. This year we have also included information on how we are taking forward the Department of Health's Co-production Guide. During the year we have held workshops with staff, service users, carers and communities to build on our network of partnership working. Effective partnership working depends on building and maintaining relationships that are based on mutual respect. I am committed to providing the opportunities for service users, carers and communities to share the decisions we make that shape their lives.

A handwritten signature in blue ink that reads "Tony Stevens".

Tony Stevens
Chief Executive



Once again I am delighted to contribute to the PPI Annual Report. I am Chair of the Trust's Older Peoples Panel and represent the Trust on the Regional PPI Steering Group. Patient and public involvement is broader and deeper than traditional ways of engaging. It involves the on-going process of developing and sustaining relationships, building strong, active partnerships, and holding a meaningful dialogue with stakeholders. Effective patient and public engagement leads to improvements in health and care services, and is part of everyone's role in public services. I would encourage you to become involved in shaping your health and social care services.

A handwritten signature in blue ink that reads "Thelma Dillon".

Thelma Dillon
Chair of the Older People's Panel and Trust PPI Representative

Introduction

This Report details how service users, carers and the public are involved in the planning, delivery and evaluation of services. As well as having a duty to involve, we recognise the importance and benefit of effective engagement and communication with our local communities.

The following sections in the report outline the work we have done to support personal and public involvement and co-production to bring about a positive change in our culture.



Governance and Assurance



Jennifer Welsh, Deputy Chief Executive and Director of Operations continues to be responsible for the implementation of PPI and co-production across the Trust and assuring our Trust Board that we are abiding to our statutory duty to fully engage our service users and carers.



Glenn Houston, Non-Executive Director continues to be the Non-Executive PPI and co-production lead and plays a key role in embedding involvement into the culture and practice of the organisation.

We continue to ensure partnership working is within all aspects of our business agenda and have established a range of governance, management and reporting mechanisms to reflect this.

Our Engagement, Experience and Equality Group (Triple EG), chaired by Jennifer Welsh, seeks assurance that the Trust is compliant with PPI statutory requirements. Membership includes all divisional directors, non-executive directors and the Patient Client Council. The Triple EG reports directly to the Trust's Assurance and Improvement Group, then through to Trust Board.



Alison Irwin, PPI Operational Lead and, Head of Equality



Lynda Elliott, PPI Co-ordinator

Within each of our services we have a number of PPI champions who continue to provide support and promote personal and public involvement across the organisation. Opportunities for specialised training arise throughout Trust staff continue to be provided with the information and resources required to mainstream PPI and co-production activities.

Over the years the Trust has established and supported a number of service user panels in partnership with service users, carers and the community and voluntary sector. These partnerships ensure an effective network for on-going stakeholder involvement and co-production in our work. Each panel is user led, chaired by a service user or carer and provides an opportunity for stakeholders and their representatives to be involved in the developing and planning of services. We will continue to support and value the networks we have already established and work in partnership with them to ensure the most marginalised are involved.

Members of Carer Pathway Steering Group are now members of the regional Expert Carers Panel and are influencing the carer strategy for Northern Ireland and the development of future services.

Information about the user groups and minutes of meeting are available on the Trust website. If you are interested in joining one of our user groups or would like more information please contact:
equality.unit@northerntrust.hscni.net or phone 028 2766 1377.

10,000 More Voices

The 10,000 More Voices Initiative was commissioned and funded by the Health and Social Care Board (HSCB) and the Public Health Agency (PHA) to introduce a more patient focused approach to improving the way health and social care services are shaped and delivered. This initiative is based on the principles of experience - led and co – design, where patients, clients, family members, carers and staff describe their experience of receiving and delivering health and social care in Northern Ireland.

Patient experience is documented in the form of a unique and individual story. In 2018/2019 stories have been collected through the following projects:

- Experience of Adult Safeguarding
- Experience of Delirium
- Experience of Mental Health Services

- Northern Ireland Ambulance Service
- Staff Experience

Collectively this information provides both qualitative and quantitative data. The information is analysed and interpreted to highlight areas for improvement and the approach has empowered staff to own and drive local action plans for quality improvement.

- During 2018/2019 - 1485 stories were returned regionally, 413 of these stories related to the Northern Trust.
- A high volume of stories illustrate public recognition of staff compliance with the Patient and Client Experience Standards.
- 81% of experiences have been rated by patients, service users or families as either strongly positive or positive.



The Trust has taken forward a considerable amount of work in relation to the 5 core regional Patient and Client Experience Standards of Respect; Attitude; Behaviour; Communication; and Privacy and Dignity.

The 10,000 More Voices Health and Social Care survey was also employed at local Trust level to record patient, client and families experience of the following projects.

- Experience of Diabetic Foot Pathway
- Experience of DESMOND training programme
- Experience of Breast Symptomatic Clinic
- Experience of Wheelchair Services
- Pre Winter Pressures Project
- Winter Pressures Project
- Evaluation of PACE (Person Assessment Care Evaluation)

Improvements have included the development of information leaflets, review of signage, implementation of Respect Everyone's Sleep Time

(REST) and the continued promotion of the ‘Hello my name is ...’ campaign.

For more information on any of this work please contact Sarah Arthur, 10,000 More Voices Facilitator Sarah.Arthur@northerntrust.hscni.net or phone (028) 9442 4000 Ext 332751.

Service User Feedback



The Trust encourages complaints, enquiries, comments/suggestions and compliments and views them as a positive opportunity for learning and improving services. This year the Trust received 2634 formal compliments and 750 formal complaints.

Feedback from our service users, carers and members of the public/visitors using our services or facilities helps us to identify areas where high quality care is being provided, and where this is not the case we will make changes to improve service quality and safety.

Feedback can be given directly to the service involved either verbally or in writing or by sending your feedback directly to the Chief Executive. Complaints, enquiries, comments/suggestions and compliments can be sent in writing, by email telephone or calling in person to Complaints/Service User Experience Office, Northern Health and Social Care Trust, Trust Headquarters, Bretten Hall, Antrim Area Hospital site, Bush Road, Antrim BT41 2RL, Tel: 028 9442 4655
Email: user.feedback@northerntrust.hscni.net

Reports on complaints and compliments are presented to and trends discussed at the Engagement, Experience and Equality Group (Triple EG).

External Monitoring and Verification

The Public Health Agency (PHA) has responsibility for leading the implementation of the PPI policy across health and social care (HSC) organisations. It also has a responsibility for monitoring PPI across the HSC system, but has particular responsibility for providing assurances to

the Department of Health in relation to the compliance with and progress of PPI in the Health and Social Care Trusts.

“NHSCT has made significant progress in its endeavours to embed PPI into the organisation.... the Trust has made significant changes to how it does business, in respect of involving service users and carers.”

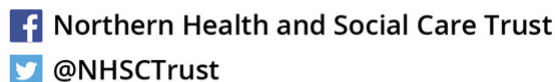
Opportunities and Support for Involvement

Social Media



We continue to use our Facebook page and Twitter account to circulate any opportunities for involvement to over 30,000 people. We continue to use YouTube as a platform to provide service users, carers and the public with a variety of information including videos and audio interviews.

You can follow us on Facebook and Twitter as follows:



An expression of interest form is available online and the details of those who register are then forwarded to the Equality Unit.

We have developed a reference group of service users and carers who are involved in our PPI and co-production work. This includes 210 service users and carers who we contact regularly with involvement opportunities.

Involvement can range from membership of steering group or project team or by attending a workshop to provide feedback. Many members provide comments on our plans by email. If you would like to become a member of our Reference Group please contact ppi.coordinator@northerntrust.hscni.net or phone (028) 2766 1453.

Knowledge and Skills

We continue to provide support, advice and guidance to staff and service users, carers and the public as required.

G.R.E.A.T Checklists

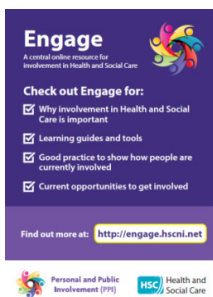


The GREAT checklists were developed to support health and social care staff, service users and carers to get involved. The Regional PPI Community of Practice Group is committed to

improving and shaping services, by involving those who use health and social care services. Over the last year, the Group met with both staff and service users and family carers, to explore how to increase engagement in varied improvement initiatives. The Group decided to share their learning with others, by co-designing two checklists. Each summarises the key issues that should be addressed to promote meaningful involvement. The checklists were created around the acronym **G.R.E.A.T.** and were launched in October.



Engage – A central resource for Involvement in Health and Social Care



The Engage website continues to be developed in partnership with staff, service users and carers and is designed to provide a wide range of information, guides and links to support PPI.

It is a resource to provide the information and good practice tools for staff to effectively involve service users and carers.

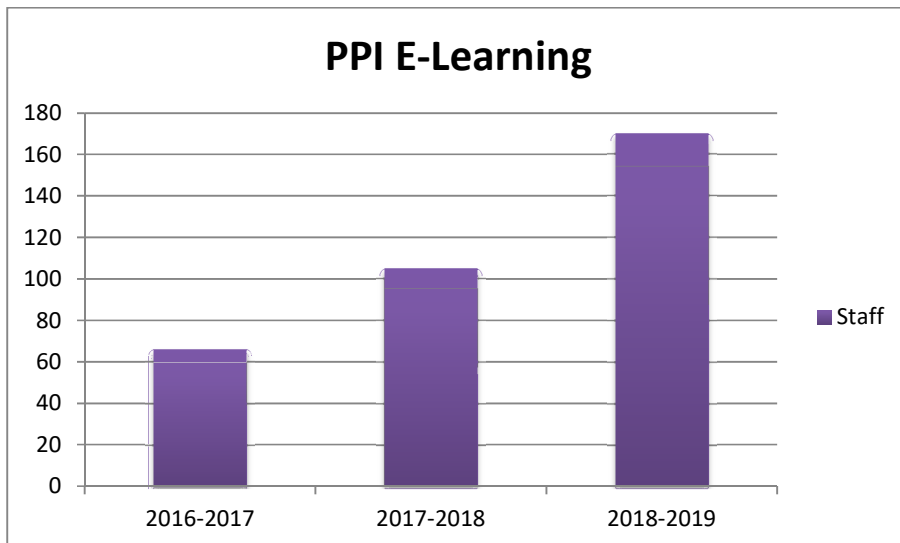
The resource is also accessible by the public to provide information for service users and carers on Involvement Opportunities. An e-learning programme is also available to help the public understand the importance of ensuring their voice is heard.

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

We continue to provide a range of training to make sure staff have the skills and expertise to involve service users and carers effectively. We also provide training for service users to help build their capacity to be involved. This gives us the opportunity to discuss expectations and the support we will provide.



The Personal and Public Involvement Awareness E-Learning Programme 'Engage and Involve' is available on the Trust's e-learning platform for staff. This programme was developed regionally and is aimed at all staff. We have been promoting this training over the last year and we found that using a specially designed screen saver across all computers in the Trust has made a huge impact as we have seen an increase this year in the number of staff who have completed the Engage and Involve PPI E-learning training.



During the year we have concentrated on increasing awareness of the DoH Co-production Guide. 394 members of staff and 103 service users and carers have been trained in the principles of co-production and have had the opportunity to identify the areas that will be coproduced in the future.

We have a range of resources available on the Trust internal Staffnet site ranging from PPI leaflets, regional and Trust wide guides, our PPI toolkit. Awareness of PPI is an integral part of Corporate Induction and is incorporated into many other training programmes.

Citizen Space

Citizen Space, a system we use to create online consultations and develop surveys, continues to be very popular with our staff. It is the only tool of its kind which was designed in collaboration with government, specifically for public sector use. We have held a number of Citizen Space training sessions and now have 64 staff trained and supported to design and conduct their own surveys.

Collective Leadership

We have supported a service user to attend the new regional leadership programme called 'collective' based around the principles of the Collective Leadership strategy.

This programme asks what collective leadership means to staff and service users and it aims provide an opportunity for staff and service users to enhance and develop networks with a focus on how we deliver outcomes across the system to create a culture where people deliver safe, high quality, compassionate care.

Leading in Partnership Leadership Programme

This exciting new programme, run by the PHA offered us an excellent opportunity to develop skills in how to use PPI and co-production to achieve quality improvement, support transformation and service change by involving service users, carers, and our community. There was an overwhelming response for this training, and we managed to secure places on this course for two of our staff.

Quality Improvement (QI) Programme

Through developing capability for taking forward improvement methodology, the Trust ensures that all staff have the knowledge to make small scale improvements in their own service areas. The Trust is now participating in the successful service user QI programme which facilitates service users to gain a formal Open College NI (OCN) qualification and get involved in the delivery of a QI project. This can be a small-scale QI project itself, or an aspect of a larger project. The Trust will provide the service users recruited to the training with a selection of projects they could get involved in and identify facilitators to support the service users and carers.

ILM Level 3 Award in Coaching

Coaching is simply helping other people (colleagues or service users) to help themselves. It is a form of one-to-one support. We define coaching as “the art of facilitating the development of learning and enhanced performance of another”. By coaching or mentoring we can now help to develop capacity and skills needed to enable people such as service users and carers to become more involved in how decisions are made about them. Seven members of staff have completed this intense course and can be called on at any time to coach other members of staff or service users and carers.

ILM Level 5 Award in Leadership

The Trust has supported 4 members of staff through this leadership programme which aims to provide the ideas, skills and techniques of leadership to ensure we fully embrace the statutory duty of **Personal and Public Involvement** (PPI) in all areas of work. This was a practice-based programme, drawing on the experience of experts, practitioners and course participants. It was cross-sectoral, meaning there was participation from the statutory, voluntary and community sectors, as well as service users and carers.

Co-Production

Co-production is fundamentally an investment in relationships, which when successful leads to improved outcomes for our population. It is a foundation to enable people and communities to influence their own health and wellbeing by contributing to the co-design, co-delivery and improvement of our services. Recognising the mutual strengths, capabilities and potential of people, staff and communities provides a real opportunity to achieve positive change.

The following 6 co-production principles build on our existing PPI infrastructure.

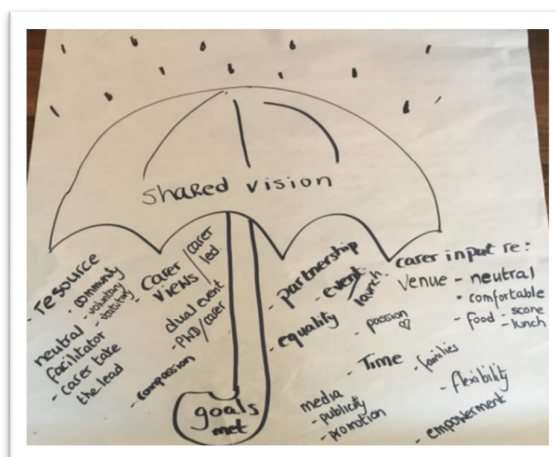
- Valuing People
- Building Networks
- Building People's Capacity
- Reciprocal Recognition
- Cross Boundary Working
- Enabling and Facilitating

Co-production is about 'realising value through people'. It will move us from a culture of 'you said, we did' to 'we said, we did it together'.

Co-Production Divisional Workshops

During the year we 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

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.



Copies of workshop reports are available from ppi.coordinator@northerntrust.hscni.net or you can ring (028) 2766 1453.

“Have different ways of engaging with people using different mediums and levels of involvement to suit people’s availability and time for involvement.”

Carers Support Programme



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. 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.

Identifying Hidden Carers in the Community – Pharmacy Project



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.

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

Acute Co-Production Partnership



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.

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.



The Learning Disability Service User Forum



After consulting with adults with a learning disability who using Trust services to seek views on the best way forward to engage and influence service design and delivery we have established a Trust-wide User Forum.

In partnership with Compass Advocacy Network (CAN) we marketed the Forum and recruited its membership.

Recruitment involved an inclusive application and selection methodology to make sure we could reach out to all service user stakeholders across the range of localities, services and demographics and at different life stages. The first meeting of the Forum was in February 2017 where the terms of reference was produced and agreed by members.

The Service User Forum gives a formal voice to people with a learning disability to say what they want and how they want it. The Forum is facilitated by an advocacy organisation which supports members to participate in meetings through capacity building. The Forum provides a strong and lively platform to ensure the voice of people with a learning disability is heard.

This year the Forum has co-designed a logo which will be used to evidence the work that the Forum has been involved



in. The logo represents diversity, working together and the importance of being valued and having a voice together. The Forum has also coproduced an annual report to highlight and celebrate all of its great work.



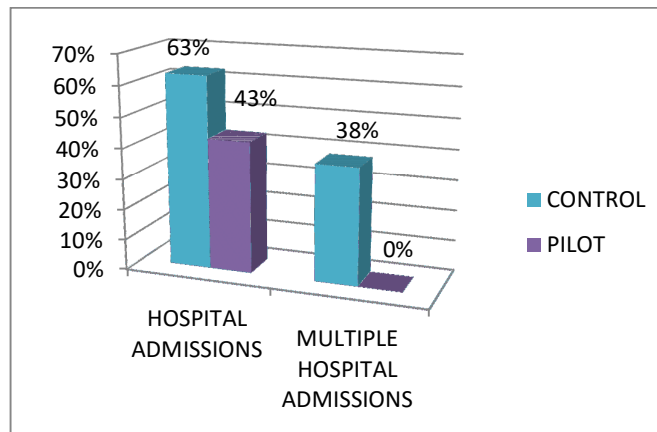
Macmillan Pulmonary Prehabilitation Self-Management Programme: For adults with a newly diagnosed lung cancer



The Trust has a very active Lung Cancer Support Group. The functions of the group have evolved over recent years and the members are encouraged to be actively involved in service development and design. Throughout the year, members are encouraged to give feedback regarding

services and they highlighted they would be keen to access more detailed education and self-management techniques at the point of diagnosis. They had indicated that despite getting information when they were first told of their condition, they often forgot this information and lacked the knowledge to self-manage. They also reported the 2-3 weeks between diagnosis and their first oncology or surgical appointment was often a period of 'limbo', which was a particularly anxious time for them, with great uncertainty about the future.

The aim of this project was to improve the patient’s ability to self-manage the side effects of disease and treatment by providing skills and information earlier in the patient journey. From the beginning it was the patients who identified a gap in service provision and by working with them we have co-produced an evidence based self-management pulmonary prehabilitation programme, for people with a new diagnosis of lung cancer.



63% of control group had a hospital admission (none of them for planned end of life care) compared with 21% of pilot group (43% when including those who passed away in hospital following admission for end of life care).

Patients felt more confident in making informed decisions about their treatment and care. 100% of attendees felt they benefitted from programme and would recommend to a friend. The greatest impact from the pilot programme is its replication and roll out for cancer prehabilitation to other cancer specialties throughout the Trust.

“Every topic was excellent and I benefited from everything covered. The staff gave excellent advice and contact numbers, very friendly”.

Looked After Children



The Switch Group is a young people’s forum to improve services within Looked After Children. The Switch Group is working with Trust staff to take forward the development of an ‘app’ to improve working relationships with social workers. A ‘drop in’ facility in Ballymena, run by staff and young people, is now operating and open to all young people in partnership with Voices of Young People in Care (VOYPIC).

East Antrim Locality Engagement Event - This Café Conversation style event took place on 7 November in Mossley Mill and was attended by over 100 people including Trust staff, representatives from local community and voluntary groups and citizens of East Antrim.



This networking event gave our partner agencies the opportunity to showcase the services they provide and it gave staff the opportunity to move from stand to stand to view what is available, get more information and ask any questions.



“Connecting people to people”

Safe at Home – held in the Burnavon, Cookstown, and attended by over 80 people including representatives from local community and voluntary groups, service users and carers from the Mid Ulster locality and Trust staff from across all sections of the Community Care Division.



The workshop was developed from the evaluations from a previous workshop in June when we were told how everyone enjoyed the health and wellbeing check, finding out what was available and having an opportunity to network. This workshop gave everyone the chance to hear more about how we can keep ourselves and our family members safer at home and provided the opportunity for everyone to move around the exhibitions finding out more information on services available and ask questions.

