

Personal and Public
Involvement (PPI)



Involving you,
improving care

PPI Panel Newsletter 2017/18



As Chairperson of Personal and Public Involvement (PPI) Panel in the Southern Health and Social Care Trust (SHSCT) it gives me great pleasure to present the first ever PPI Panel Newsletter.

Now in its eighth year, I felt it was important for the Panel to begin documenting its activities and progress in order to highlight the positive impact the involvement of service users and carers can bring to a large organisation such as the Trust. I believe this Newsletter will provide some insight into our work and also hopefully encourage others to either join the PPI Panel or become involved in some of the other opportunities the Trust has as it continues to improve services.

Finally I would like to take this opportunity to pay tribute to Sharon Doherty, who I replaced as Chair in March 2017. Sharon led the Panel for 4 years and during this period provided direction and support to all stakeholders and ensured that the voice of service users and carers was heard and acknowledged at local and regional levels. Her steadfast commitment to the involvement of service users and carers in the planning, delivery, evaluation and commissioning of health and social care services continues to be the standard for the rest of the panel.

I do hope that you enjoy this first edition and if you have any feedback please do not hesitate to email me @PPI.Team@southerntrust.hscni.net

Peter Donnelly



What is the PPI Panel?

The Panel was established in September 2010 to help the Trust shape its service user and carer involvement structures and processes. Membership is made up of service users and carers who are representative of the services it provides and the geographical area it serves.

Who is on the PPI Panel?

On 31/3/18 the Panel was structured in the following manner:

Chairperson:

Peter Donnelly

Vice Chair:

Willie McKeown

Members:

Sharon Doherty,
Ray Hamilton,
Annie Burrell,
Carol McCullough,
Ian Stafford,
Andrew Martin,
Peter Murray
Hayley Smith.

The Patient Client Council is represented by Keli Clarke.



Collectively we have experience of the following services: Physical and Sensory Disability, Learning Disability, Older People's Primary Care, Mental Health, Hospital and Carer Support.

What does the PPI Panel do?

The Panel is tasked with:

- ◆ Providing feedback on how the Trust is progressing with its service user, carer and stakeholder involvement agenda and commenting on the Trust's PPI action plan
- ◆ Working with the Trust to enhance personal and public involvement across all of its services
- ◆ Working with the Trust to identify local need, shape and design service development and delivery and participate in evaluation of services
- ◆ Nominating members to sit on relevant fora and feedback to the PPI Panel

These fora include:

The Regional HSC PPI Forum

Panel Representatives: Peter Donnelly & Sharon Doherty

The Regional Forum was established in 2010 to provide leadership and support in driving forward the promotion and advancement of PPI across Health and Social Care organisations in N Ireland. This is delivered through the sharing of best practice, joint working on areas of common interest through subgroups and the active participation of service users and carers.

The Patient Client Experience Committee

Panel Representatives: Peter Donnelly, Sharon Doherty, Annie Burrell & Ray Hamilton

This Committee provides assurance to the Trust Board that services, systems and processes provide effective measures of patient/client experience and involvement. It identifies gaps and ensures that improvement initiatives are in place to address these and that they are monitored and evaluated effectively.

The Regional PPI Forum Performance Management Sub-group

Panel Representatives: Peter Donnelly & Sharon Doherty

The Sub-group aims to guide and inform the development and operation of monitoring and performance management arrangements for PPI in HSC. It facilitates service users and carers to participate directly in monitoring and performance management arrangements, contributing to assessments of PPI progress and participating in verification arrangements.

The Race Equality Forum

Panel Representative: Annie Burrell

The Race Equality Forum provides opportunities for consultation that enables Black, Minority and Ethnic (BME) Communities in the Southern area to enter into dialogue and influence the policies of the Trust on issues that have been identified as being of fundamental importance.

The Regional PPI Forum Training Sub-group

Panel Representatives: Peter Donnelly & Sharon Doherty

The primary purpose of this sub-group is to work collectively to advance the development of PPI training and awareness raising across HSC services. It also supports the PHA to identify what is essential to and raising awareness of PPI training and advises how this training should be rolled out across Health and Social Care.

The Patient Client Experience Steering Group

Panel Representatives: Annie Burrell & Andrew Martin

This group, chaired by the Executive Director for Nursing, drives a work programme in the Trust in line with the Regional PCE Steering Group Action Plan. The group approves and monitors an annual work plan to address the regional priorities, progress directorate specific initiatives and prioritises elements for reporting to the Trust's PCE Committee at its quarterly meetings.

The Mental Health Forum

Panel Representative: Willie McKeown

The Forum was established in 1993 to communicate mental health service user's opinions and experiences to providers and to disseminate information from providers to the wider community. Since then the Forum has become the official voice of the mental health service user community within the Southern Health & Social Care Trust. It provides advice, information and signposting for service users, carers, professionals and the general public in relation to mental health services throughout the Trust area. It also engages directly with service providers in planning, delivering and monitoring mental health services both locally and regionally.



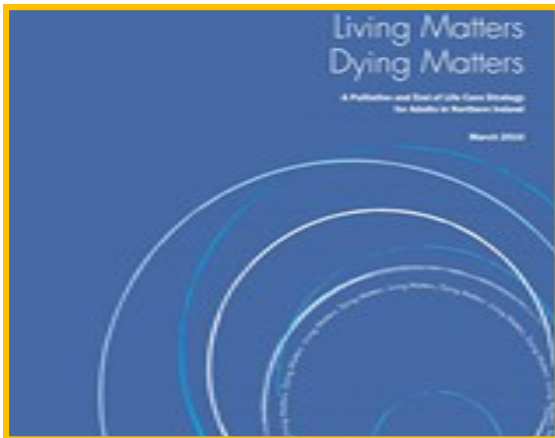
The E Health Care Record - EHCR PPI Reference Group

Panel Representative: Carol McCullough & Peter Donnelly

The Reference Group supports HSC services with the implementation of the N Ireland Electronic Care Record (NIECR), a computer system that pulls together key details about an individual's care from existing HSC systems and makes them available to authorised staff. This tool aims to make care safer, better and faster.

The Palliative Care Experience Group

Panel Representative: Annie Burrell



The Palliative Care Experience Group aims to improve the palliative and end of life care services provided by the Southern Health and Social Care Trust. It is currently focused on implementing a number of recommendations from 'Living Matters, Dying Matters' the palliative and end of life strategy for N Ireland. These recommendations relate to raising public awareness of palliative and end of life care; improving the content, format, availability and accessibility of palliative and end of life care information; and improving communication skills training for professionals.

Mental Health Service Users and Carers Service Improvement Group (UCSIG)

Panel Representative: Willie McKeown

UCSIG is a working group within the Mental Health Division of the SHSCT which comprises a mix of service users, carers, independent advocates and health and social care professionals, all of whom have personnel experience of living, working or caring for those with mental ill-health. The group is jointly chaired by a service user and a staff member and also includes representatives from leading third sector providers in the Southern area. UCSIG is committed to promoting the lived experience voice in the commissioning, planning, delivery and management of mental health services in the SHSCT and across the region.

The Social Work Strategy—The Local Engagement Partnership (LEP)

Panel Representative: Ray Hamilton (Co-chair)

The LEP was established in 2017 to support a more de-centralised approach to Stage 2 delivery of the Social Work Strategy 'Improving and Safeguarding Social Wellbeing.' It enables social workers and people with lived experience to work together to improve social work by focusing on 4 key priorities: [co-production](#), [improvement](#), [leadership](#) and [outcomes](#).



The Southern Unscheduled Care Local Network Group

Panel Representatives: Peter Donnelly, Willie McKeown & Sharon Doherty

This Group develops resilience and capacity plans to ensure preparedness to manage pressures associated with the winter period, focusing on GP in-hours and Out of Hours services, patient flow and the management of delayed discharges. Plans also identify risks to delivering safe and effective unscheduled care services and detail mitigating actions taken to address any such risks.

The Southern Trust Adverse Incidents Group Project

Representative: Carol McCullough

The group was established as a Quality 2020 initiative with the key aim of transferring lessons learned across the entire organisation in order to facilitate the enhanced development of robust procedures and systems to improve safety. The group's work has involved simulation training, safety checks, staff discussion about concerns and supporting learning from incident experience.

The Cleanliness Audit Steering Group

Representative: Peter Donnelly

The Steering Group ensures that a high level of environmental cleanliness is achieved and maintained throughout the Trust. The Committee meets on a quarterly basis and it is chaired by the Assistant Director of Acute Services, Functional Support Services.

The Multi-disciplinary Team Primary Care Service Reference Group

Representative: Carol McCullough

The newly established reference group seeks to support the modernisation of primary care services ensuring that they are more responsive and accessible to local needs and advises on the development of more effective partnerships and team working across organisational and professional boundaries.

PPI Panel Meetings

The Panel itself meets on a quarterly basis and when the agenda permits we like to invite a member of staff or another stakeholder to share their knowledge on topics for the benefit of service users and carers alike. The minutes of the PPI Panel meetings and further information on Involvement can be found at: www.southerntrust.hscni.net/about/1600.htm

In March 2017, Kate Corley - Head of Support Services addressed the meeting and provided an overview of the car-parking challenges the Trust was encountering and the steps it had taken to overcome them. These included the establishment of a strategic project group; a review of parking spaces on the 5 main sites; an analysis of parking trends; and a review of where internal meetings are hosted. Kate informed the panel these actions had resulted in the identification of additional car-parking spaces and that the Trust were currently considering a parking enforcement approach.

In June 2017, Nicole Evans - Corporate Governance Officer attended the meeting to discuss a quality improvement initiative which sought to enhance the reporting of adverse incidents. The project team's proposal was to make the Incident Reporting Form (Datix) more user friendly thereby ensuring that learning from both actual incidents and 'near misses' could be better shared across the organisation. Nicole emphasised that patient safety was the driving force behind the initiative. Following the presentation members put forward a number of suggestions including the development of guidance notes and specialised training for staff.

In October 2017, Noreen McComiskey

Head of Specialist Services presented a new research paper entitled

“The Perceived Impact of Caring for Animals on Adults with a Learning Disability.”

The research demonstrated that caring for a range of animals in a non-domestic setting had a positive and beneficial impact upon Adults with a Learning Disability including increases in patience, self-confidence, independence and improved social skills.



In December 2017, Emma Girvan - Community Team Lead Dietitian provided an overview of ‘Promoting Good Nutrition - A Strategy for good nutritional care for adults in all care settings in NI 2011-2016’. Emma also provided background information on the Trust’s Promoting Good Nutrition Adult Community Services Group which seeks to address malnutrition across the



southern area by planning where services / resources should be directed and by identifying individuals at risk in their own home / in the community. Emma concluded her presentation by emphasising that she was keen to hear what actions should be taken from a service user / carer perspective. Panel members offered a number of suggestions which included making better use of a client’s Electronic Health Care Record and the Trust’s Carers register.

Progress against PPI Action Plan 2017- 2018

Further development of PPI Panel

The **Recruitment Flyer and Information Pack** was reviewed, updated and **widely circulated** in March 2017. It was **recirculated** in October 2017

Identified training needs and **developed programme** to address this

Developed a **communications plan** to **promote** the work of the Panel and **raise general awareness** of PPI in general

Terms of Reference updated and new Chair and Vice-chair **elected**

Development of PPI Resources

Development of **Annual Report**

Contributed to PPI **Performance Management Monitoring**

Review and up-date of **Consultation scheme**

Review and update of **PPI Strategy**

Review and up-date of **PPI Toolkit**

PPI training booklet for staff

Review and up-date of **Advocacy Information Booklet** for Trust Staff

PPI Corporate Action Plan 17/18

In progress **Completed**

Additional Outputs

- **2 Panel members (Willie McKeown & Carol McCullough)** attended the Annual QI Event in The Junction on 17th of November which provided an opportunity for staff to share service improvements across all our Directorates and service areas.
- **7 Panel members (Peter Donnelly, Willie McKeown, Sharon Doherty, Ray Hamilton, Ian Stafford, Andrew Martin and Peter Murray)** involved in the PPI Monitoring Self Assessment Visit on 20th of June. This monitoring assessment used the PPI Standards and associated Key Performance Indicators (KPIs) as a framework to gather information, to help assess Trust progress against compliance with PPI.
- **2 Panel members (Carol McCullough & Andrew Martin)** completed PPI Panel Induction / Refresher Training on 1st of December which provided an overview of the Southern Health and Social Care Trust structures, history and ethos; decision making and accountability processes in the Southern Trust; the key values & principles underlying Personal & Public Involvement and how this is embedded in the Southern Trust, and the role of the PPI Panel.

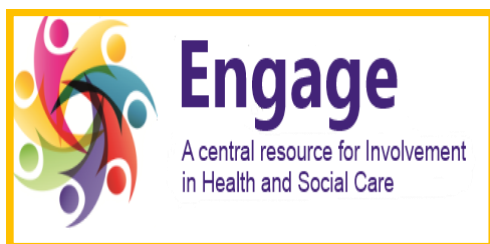


- **3 Panel members (Peter Murray, Willie McKeown & Andrew Martin)** are involved in the judging panels for the Trust's Excellence Awards 2018 which celebrates and recognises the commitment, innovation and achievements of Trust staff.
- **1 Panel member (Peter Donnelly)** attended the annual Northern Ireland Confederation for Health and Social Care (NICON) Conference and Exhibition in The La Mon Hotel on 18th & 19th of May which provides an opportunity for leaders from the statutory; voluntary/ community and independent sectors to come together with clinicians and service users to consider the key issues in health and social care.
- **3 Panel members (Ray Hamilton, Peter Donnelly & Peter Murray)** are involved in a regional stakeholder group in relation to the Integrated Transport Strategy, which seeks to improve the quality of public transport services and attract more passengers while increasing productivity, reducing costs and cutting subsidies.
- **1 Panel member (Peter Donnelly)** was involved in developing the engagement and communication plan for the DHH Pathfinder Group which seeks to develop a viable plan to address immediate pressures and stabilise the provision of emergency services at Daisy Hill Hospital.



Additional Outputs continued

- **2 Panel members (Willie McKeown & Sharon Doherty)** were invited, as part of a stakeholder panel, to be involved in the 'Director of Planning and Performance' recruitment process.
- **2 Panel members (Sharon Doherty & Ray Hamilton)** are involved in the review of the Trust's website to ensure the flow of information into local communities is accurate, accessible and up to date.
- **1 Panel member (Carol McCullough)** commenced a quality improvement project for an 'OCN NI Level 3 Award in the 'Quality Improvement for Service Users / Carers.' This programme seeks to develop the knowledge and skills of Service Users / Carers' who have an interest in quality improvement activities. In total 7 Service Users / Carers are completing the programme.



www.engage.hscni.net

- **2 Panel members (Ray Hamilton & Carol McCullough)** attended the launch of the Engage website in Stormont on 13th of November 2017. The Engage website is a central resource for involvement in health and social care in N Ireland.



Member's Profile



Name: [Carol McCullough](#)

I first heard about the Southern Trust's PPI Panel at a Patient & Client Council Conference, however I only applied for membership in 2017 after reading a tweet from the Trust's Twitter account stating the Panel were actively recruiting new members.

I attended my first PPI Panel meeting on Friday 9th of June 2017.

I joined the PPI Panel because I am genuinely interested in Involvement in policy and practice and I also wanted to support PPI within my own Trust. I had also heard of the Trust's successes with PPI and I believed that joining the Panel presented a good learning opportunity.

During 2017 / 2018 I represented the Southern Trust's PPI Panel on the Adverse Incidents Group project; the Multi-Disciplinary Team Primary Care Service User Reference Group; the E Health Care Record - EHCR PPI Reference Group; and the School of Nursing and Midwifery Service User and Carer Reference Group.

I consider my personal appreciation and understanding of both illness and accessing and using services to be the most relevant experience to my work on the PPI Panel.

However, I was also a director of the NI Rare Disease Partnership Board for two years and it's Consultation Lead for four. I have completed the 'Leading in Partnership' programme. I have also recently completed an OCN NI Level 3 Award In Quality Improvement, where the focus of my project has been exploring better and safer ways to raise awareness of issues in care other than making a complaint.

I believe PPI means the inclusion of patients, carers and the general public at many levels depending on what is needed for successful outcomes. There has to be a distinction between personal involvement and public involvement but both can be useful at all levels from completing surveys and consultations to actual involvement in decision making and actions throughout a project. Wherever possible patients and carers also need to become more involved in a partnership approach within their health care team and self-management encouraged. This needs to be balanced against personal aptitude and choice. PPI at all levels can offer opportunities to improve services and culture, educate health care professionals and service users and provide the tools for greater patient and carer empowerment based on informed choice. However, I believe, the most significant involvement is at the coalface of health and social care. This is where you have most opportunities to discover what works well, what does not work so well, and where people can develop a deeper understanding of 'what matters to you'.

The most successful and worthwhile piece of work I have been involved in thus far is the Trust's Adverse Incident Group Project which I believe has huge potential to improve services through effective Personal and Public Involvement, where staff and service users can successfully work together. The work of this group as a Quality 2020 project has been such a success that there are plans for a new group to build on the work of the project to date. I look forward to continue working as a members of the new group. I must also acknowledge and recognise the Panel's achievements to date and I believe that the relationships it members have developed with staff have resulted in managers and other staff 'buying into' PPI, there is strong PPI leadership across the organisation and its members have a strong voice and can draw on a wealth of diverse experience.

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Membership of the PPI Panel

The Southern Trust is currently seeking people who have experience of its services and an interest in developing opportunities for others to become involved in improving those services.

Anyone can apply to be a member of the Trust's PPI Panel if they:

- ◆ Live in the Southern Trust area; or
- ◆ Use the services delivered by the Southern Trust; or
- ◆ Care for someone who use the services delivered by the Southern Trust; or
- ◆ Are a potential user of Trust Services.

Panel members can claim reasonable out of pocket expenses incurred for PPI activities.

If you are interested in becoming a member of the PPI Panel please visit the PPI section of the Trust's website: www.southerntrust.hscni.net/about/1600.htm

or contact:

Carolyn Agnew

Head of User Involvement and Community Development

Promoting Well Being Team,

St Luke's Hospital,

71 Loughgall Road,

Armagh

BT61 7NQ

Tel No: 028 3756 4469

Email: Carolyn.agnew@southerntrust.hscni.net