



**Personal and Public Involvement (PPI)
Annual Progress Report
1 April 2015 – 31 March 2016**

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Foreword

Welcome to the Western Trust's third annual Personal and Public Involvement (PPI) Progress Report for 2015/2016. I am introducing this report in my role as Director of Performance and Service Improvement and Executive Lead for PPI. This report should be read alongside the Trust's Annual Report for 2015/2016.

The Western Trust is committed to a culture of openness and transparency. Within the Trust we have continued to strengthen involvement of the public, patients and carers in our services. We acknowledge the importance and benefits that service user and carer involvement adds to our organisation. We would hope that this report showcases some of the work and how we have listened, responded and worked in partnership with patients, service users and the public.

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

This Annual Report is the Trust's opportunity to provide information on the different ways service users/carers and the public have been involved in the planning, development and delivery of Health and Social Care Services in the Trust for the period 1 April 2015 to 31 March 2016.

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



Teresa Molloy
Director of Performance and Service Improvement
WHSC

What is Personal and Public Involvement (PPI)?

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

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

Personal and Public Involvement (PPI) is the active and meaningful involvement of service users, carers and the public in Health and Social Care (HSC) services. It means actively engaging to discuss: their ideas, our plans; their experiences, our experiences; why services need to change; what people want from services; how to make the best use of resources; and how to listen to these views and therefore improve the quality and safety of services.

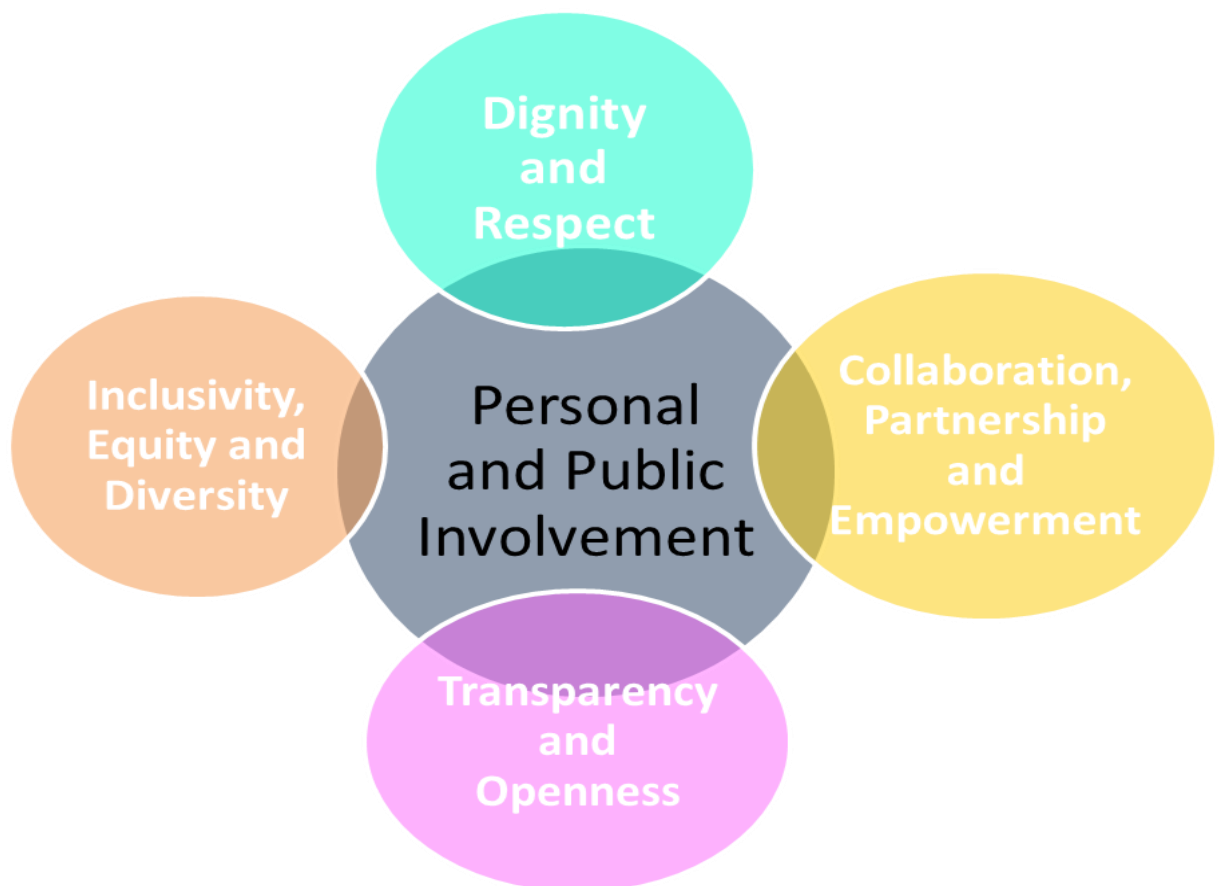
The Western Health and Social Care Trust (WHSCT) is committed to Personal and Public Involvement (PPI) as outlined in the PPI Strategy and Action Plan (WHSCT, April 2015), a copy of which is available via the Trust website under ‘Publications’ section. The Trust recognises and values the needs and rights of all service users and stakeholders to be effectively and meaningfully involved in all aspects of Health and Social Care development.

PPI, done well, will lead to:

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

Leadership and Support for PPI within the Western Trust

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



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

PPI Standards

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

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

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

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

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

Principles of PPI

The following principles inform all PPI work within Health & Social Care (HSC). The 12 principles are:

1. The **commitment** to PPI will be reflected in the leadership and accountability arrangements in HSC organisations.
2. PPI is the **responsibility** of everyone in HSC organisations.
3. Appropriate **assistance** is required to support and sustain effective PPI.
4. Everyone is an **expert** in their own right, whether by experience, by profession or through training.
5. **Opportunities** should be created to enable people to be involved at the level at which they choose.
6. The **purpose** and **expectations** of PPI are clearly understood.
7. Different forms of PPI need to be used to achieve the required **outcomes** and to meet the needs of the people involved.
8. Timely, accurate, user-friendly information and effective two-way communication are key to the **success** of PPI activities.
9. The organisation's commitment to PPI will be demonstrated through its **recognition** of the right of people to initiate engagement with it.
10. People's **understanding** of HSC services and the reasons for decisions are improved through PPI activity.
11. People's **capacity** to get involved is increased and the PPI processes are improved through learning from experience.
12. Learning from PPI should lead to **improvements** in the safety, quality and effectiveness of service provision in HSC organisations.

Values underpinning PPI

Dignity and respect

Each person is treated with dignity and respect.

Inclusivity, equity and diversity

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

Collaboration and partnership

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

Transparency and openness

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

Regional PPI Training

As part of a regional HSC PPI Training & Awareness Raising Programme, the PHA developed a series of training modules for PPI that can be adapted for use within Trusts. Pilots for the training commenced in September 2014 with WHSCT staff and members of the Trust PPI Forum invited to attend. In addition, the Head of Equality and PPI for WHSCT attended the Pilot of the Train the PPI Trainer sessions. Feedback provided at the pilots will shape the content of the Training prior to roll out to Trusts.

The location of the training (Belfast/Antrim) meant that the number of WHSCT staff/PPI Forum members able to attend the pilot sessions was greatly reduced. The Trust awaits confirmation from the PHA regarding the planned rollout of the training.

Supporting PPI in the Western Trust

Western Trust PPI Forum

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

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

Members of the PPI Forum

Barry Boyle	Fermanagh Rural Community Network
Patricia Bray	Disability Action
Maeve Brown	Service Manager, Acute Directorate, WHSCT
Therese Brown	Head of Clinical Quality & Safety, WHSCT
Shaun Canny	Campaigners Active Network
Pauline Casey	Head of Service & Lead Nurse for Mental Health, WHSCT
Tom Cassidy	Assistant Director, Corporate Parenting, WHSCT
Stella Cummings	Non-Executive Director, WHSCT, Chair of PPI Forum
Colin Devine	North West Community Network
Elizabeth England	Cancer Services Manager, WHSCT
Sorcha Forbes	PPI Officer, Patient Client Council
Vi Gray	Nursing Project Facilitator, WHSCT
Caroline Kelly	Carer Representative
Anne Love	Volunteer and Work Experience Manager, WHSCT
Cathy Magowan	Carers Co-ordinator, WHSCT
Caroline McCaughey	Alzheimers Society NI
Roy McCullough	Service User
Pauline McHenry	Carers Representative
Fionnuala McKinney	Acting Head of Health Improvement, WHSCT
Joe McMonagle	Service User/Chair of Altnagelvin Renal Support Group
Avril Morrow	Assistant Manager, Health Improvement Department, WHSCT
Siobhan O'Donnell	Head of Equality & Involvement, WHSCT
Maura O'Neill	Head of Service, Performance & Service Improvement, WHSCT
Gabrielle Quinn	Service User
Martin Quinn	Acting Assistant Director, Adult Physical and Sensory Disability and Autism, WHSCT
Paul Rafferty	Head of Allied Health Professionals, WHSCT
Vincent Ryan	Assistant Director, Primary & Community Care, WHSCT
Karen Scrivens	Service User/Chair of Active Citizens Engaged (ACE)

What the Forum does

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

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

PPI Subgroups

During 2014/15 two subgroups of the Forum were established:

Training Subgroup

The aim of the subgroup is to: Establish and maintain an effective PPI training provision which allows all staff to deliver on their statutory PPI obligations.

Support & Involvement Subgroup

The aim of this group is: To 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.

Regional HSC PPI Forum

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

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

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

WHSCT PPI Strategy and Action Plan 2015 – 2017

The updated Strategy and Action Plan was developed during the reporting period and is available on the trust Intranet and, for Trust staff, via the Trust intranet. The Plan was developed in partnership with the Trust, service users, carers and local community/voluntary groups.

The Action Plan sets out how the Trust will continue to work to enhance the involvement of service users, patients, communities, other stakeholders and partners in the planning, development, delivery and evaluation of its services. Its

implementation will ensure service users, patients, communities and the wider public remain at the heart of everything we do and that our services are effective, innovative and centred on addressing the needs of all our service users and stakeholders within the Western Trust area.

There are 34 PPI actions in total within this Plan, covering a range of areas including:

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

During the period of the previous PPI Strategy and Action Plan, 2012 – 2015: 46% (13) of the actions contained within it were fully achieved; 54% (15) were not achieved. Actions not achieved were carried forward to the new Plan.

PPI in Action

The following sections highlight some key areas of on-going PPI work across the Trust Directorates from 1 April 2015 to 31 March 2016:

ACUTE DIRECTORATE

New Radiotherapy Centre, Altnagelvin Hospital Site

The Radiotherapy team continue to hold public information sessions to inform service users and the general public of progress with the new Radiotherapy Centre. In November 2015 sessions were held at Letterkenny Hospital, Altnagelvin Hospital, Londonderry, Tyrone County Hospital, Omagh and South West Acute Hospital, Enniskillen. In addition the team attended Antrim Hospital in December 2015.

The £50+million Radiotherapy Unit, which is due to open autumn 2016, will increase Radiotherapy capacity in Northern Ireland. The unique cross border project will be a hospital within a hospital providing treatments to people with cancer both North and South of the Border. It will provide more locally accessible and timely services and improve travelling for thousands of people for generations to come.

The Service will be managed by the Western Trust working closely with colleagues from the Cancer Centre, Belfast, the Northern Health and Social Care Trust and Letterkenny General Hospital. It will be funded by the Department of Health Social Services and Public Safety in Northern Ireland and the Department of Health in the Republic of Ireland. It will be commissioned by the Health & Social Care Board (NI) and the Health Services Executive (ROI). The Radiotherapy Unit will provide a patient centred, holistic service for cancer patients at Altnagelvin Hospital. Cancer treatment will be provided in accordance with the existing Northern Ireland Cancer Network (NICaN) patient pathways. Radiotherapy treatment, including combination radio/chemotherapy for curative and palliative purposes, for all but the most complex of tumours, will be delivered at Altnagelvin Hospital.

North West Idiopathic Pulmonary Fibrosis Support Group

The North West Idiopathic Pulmonary Fibrosis (IPF) Support Group was set up in November 2015 to give much needed support to those diagnosed with IPF and their loved ones. It was initially established to provide this support for people within the Western Trust area but the group received calls from patients and carers alike from other areas in both Northern Ireland and the Republic of Ireland.

Now, as it is the only group of its kind in Northern Ireland, everyone who wishes to attend the group is welcome. The committee comprises a member who had a parent is pass away from the disease, a patient with the condition and Trust staff members who are the medical support.

Over 90 delegates arrived at the first meeting. The group intends to hold 3 meetings a year initially, with the next being in April 2016. There is great interest from those suffering from and those caring for people with IPF.

ADULT MENTAL HEALTH AND DISABILITY SERVICES DIRECTORATE

Recovery College

Establishing a Recovery College in the Western Trust was one of the key challenges identified by the ImRoc programme (Implementing Recovery through Organisational Change) which was introduced in Northern Ireland in 2013. The Western Trust's first pilot Recovery College was launched in Omagh in June 2014 and since then the Trust has established Recovery Colleges in Strabane, Londonderry, Limavady and Enniskillen.

The Recovery College aims to offer individuals educational courses and workshops specifically designed to promote self-management, well-being and recovery. All courses have been co-produced and co-delivered by service users, who are experts in their own lived experience of mental illness together with professionals who work within mental health services.

The courses are free and open to all those who experience mental health difficulties, their families and friends and also the staff who support them. Service users are involved in all aspects of Recovery College: Steering Group Meetings; co-production and co-facilitation of courses along with staff; day to day admin; preparation of materials in the promotion of the Recovery College communication strategies, includes participation in Facebook, Twitter, newspaper articles and speaking at events.

Evidence has shown that the best attended workshops are those with topics that have been selected/suggested by service users. Feedback indicates that the message is more powerful when communicated by a service user who brings their own lived experience. There has been a noticeable change in staff attitudes with those who have worked in equal partnership in the Recovery College.

Planned next steps:

- Staff training: workshops around teams on the recovery principles/course development/new prospectus.
- Launch of a pilot Recovery Café and book club in association with the Recovery College.
- To further develop Recovery College communication strategy – update website.
- Service users/peer trainers to avail of further training opportunities – 5 day WRAP facilitation course – ‘Managing the Challenge’ facilitation course.
- To complete audit and review effectiveness of Recovery College.
- To continue to recruit service users and potential carers to this project.

Day Care/Day Opportunity Services Review

The Adult Mental Health and Disability Directorate undertook reviews of current services provided through existing statutory and externally commissioned day care/day opportunity services:

Adult Learning Disability

Adult Learning Disability was committed to ensuring PPI involvement throughout the review process. Parents, carers and service users were involved and consulted on all aspects of the review process; questionnaires were issued to them to obtain their views on day services and also to indicate if they wished to be involved in the review. A report was developed following analysis of the questionnaires. An easy read version of the report was also made available for service users.

The Trust's Local Implementation Groups and subgroups had representation from parents, carers and service users. A total of 9 Local Implementation Groups and 4 subgroups were held throughout the review process. The Subgroups were 'open' workshops with 'open' membership for all parents, carers and service users.

A PPI engagement meeting was held with parents and carers who participated in the Local Implementation Group in September 2015 to agree a way forward with the review process. In addition to the Implementation groups, the Trust held 4 information sessions for parents and carers Trustwide. The Trust also facilitated 3 Public Information meetings during 2015 and 5 Carers' voice meeting Trustwide throughout 2015/16.

Parents, carers and service users also participated in a Futures Planning Strategic Day Services workshop in January 2016. To ensure they were kept up to date, a webpage was developed and all relevant documentation was uploaded for information for all relevant stakeholders throughout the review process.

Quarterly newsletters were developed and circulated to all parents and carers. An easy read version was developed for service users. These were circulated throughout all day services, both statutory and contracted out services and also uploaded on to the webpage.

Adult Physical Disability

Central to the planning and review process was the involvement of carers and service users at all levels. To oversee the review process a Multi-Agency Steering Group was established with a membership that included 3 service users with a range of disabilities. This steering group developed and agreed terms of reference, inclusive of an implementation plan to take forward the review process:-

- Communication process to staff, service users and carers
- The assessment process
- Participation in the benchmarking process
- Engagement with staff, other service users and carers
- Analysis of the information collected as part of the process

- Development of a model for the future service.

Eight engagement workshops were facilitated across the Trust to provide opportunities for staff, service users and carers to provide feedback on how current services were being provided and what a future model of service provision should look like. A total of 179 people participated within these events which included:-

- 53 carers
- 98 service users
- 25 staff / volunteers

With the feedback from the engagement process and the benchmarking exercise undertaken by the steering group membership a paper has been developed with recommendations on the future model of service provision. This will now be subject to a consultation process commencing August 2016.

PERFORMANCE AND SERVICE IMPROVEMENT DIRECTORATE

Equality & Involvement Team

During the reporting period the Western Trust's PPI Strategy and Action Plan was revised for the period 2015 – 2017.

The Team also organised the Trust's highly successful 'Engage Event' in March 2016 – see page 24 for further details. The Regional 'Engage and Involve' e-learning programme was also made available to Trust staff. The team continues to work with the PHA on the Regional PPI Training Programme and completed the Trust PPI Monitoring Report and arranged the subsequent PHA verification visit.

A scoping exercise is ongoing to gather information on current service user groups within the Trust.

The Team continues to support staff to fulfil their obligations in relation to the implementation of PPI.

Health Improvement Department

12 Looked After Children (LAC) Young People were recruited to work with a web designer and film crew to design a web app and film staff from a range of organisations that provide services for young people for a Health and Wellbeing App. The App will provide user friendly content tailored to the needs of young people in LAC care.

The young people decided what services should be involved and developed the questions for each organisation. They then met with staff from the Nerve Centre who took them through training that enabled them to each have an opportunity to interview/direct/and use the cameras and sound equipment to develop the App.

PRIMARY CARE AND OLDER PEOPLE'S SERVICES DIRECTORATE

'On the Right Road' – supporting service users to make the right choice for their health.

Allied Health Professionals (AHPs) within the Trust worked collaboratively with individuals and community and partner organisations to address the factors that impact on health and wellbeing. They held a series of engagement meetings with their community partners - Old Library Trust, Healthy Living Centre, Creggan, Londonderry. The AHPS wanted to establish the healthcare needs of the local population, understand the community and voluntary services currently being delivered from the centre and ascertain if the needs of clients currently on AHP waiting lists could be met within a health promotion, early intervention and self-management programme.

Supporting people to live as independently and healthily as possible was considered in the planning of the project and simplicity in accessing health and social care was an integral component in the design of this project.

The need for adaptation was evident throughout the engagement process with the feedback from the community partner leading to the design of the project proposal.

The group established a Drop-In Consultation Service – “On the Right Road”, in partnership with the Healthy Living Centre, Old Library Trust. The aim was to identify if the needs of service attendees could be met within a health promotion, early intervention and self-management clinic programme. Feedback from the service users who used the service was extremely positive.

Future Vision

- Extend this project for 12 months, to gather additional evidence to consolidate the initial findings of consultation events.
- To embed this service model within the Trust, in partnership with our Community and Voluntary sector to promote self-management and enhance the wellbeing of our community.

Service Improvement Project, Older People's Mental Health

The Service Improvement Project for Older People's Mental Health is committed to the principle of involving users and carers in the planning, delivery and evaluation of its services. The views of users and carers are taken account of, valued and acted upon in every project activity or initiative by actively engaging with users and carers:

- in the project board;
- linking with existing user/carers groups in the voluntary and community sector;
- regular patient and carer surveys and audits, focus groups;
- inviting users/carers to participate in workshops and conferences;
- in the design of information leaflets, publications and resources;
- evaluation of services.

A multi-agency project board, which includes carers and users, leads on the development and implementation of the project. Their views are taken account of when planning and delivering any initiatives. As part of the mapping of current service provision, carers' and users' views on the service were captured in focus groups and incorporated into the recommendations and actions in the Service Improvement Plan.

Carers/users were invited to the Service Improvement workshop, providing them with an opportunity to share ideas on how to shape future service. At the request of carers a wide range of information resources have been developed. Carers and users are routinely involved in the design and piloting of all these service booklets, leaflets and resources.

A film on what to expect when referred to the memory service in the northern sector was developed for YouTube. The link is included on appointment letters sent to relevant patients.

As a response to a survey carried out with patients and carers attending the memory service a six week post diagnosis dementia education group was developed. Two other major initiatives in the project included the refurbishment of our dementia assessment ward/construction of a therapeutic hub and the development of the nurse led service for outpatient reviews. Both initiatives actively engaged with patients and their families on the wards and in the community in the planning, design and evaluation.

STRATEGIC CAPITAL DEVELOPMENT DIRECTORATE

Omagh Hospital and Primary Care Complex

From early 2017 the Omagh Hospital and Primary Care Complex will open its doors and provide a range of important healthcare services to the community. This will cover a range of primary, secondary and community healthcare services, appropriate for local delivery, to the people of Omagh and surrounding district. In addition it will also provide advanced diagnostic services e.g. CT Scanner, together with modern GP facilities.

The Western Trust has completed a mock-up facility of two of the most common rooms to be built in the new Omagh Hospital and Primary Care Complex. These are a consult exam room (approx. 80 of these) and a single in-patient bedroom with ensuite shower/toilet (40 of these). These mock-up rooms are designed to replicate the fixtures, fittings, layout and working environment for the new Omagh Hospital and Primary Care Complex.

The comments received to date from staff and service users will allow the project team to feedback many useful points to the design team, and ultimately, the contractor. This will ensure that the final construction reflects the best possible outcome with regard to the patient environment and issues such as infection control, health and safety and cleaning regimes. Other technical issues include lighting and the range, location and functionality of control switches.

Consultation on the various aspects of the Travel Plan, with staff via internet surveys and service users via surveys at existing health facilities, took place in late 2015.

WOMEN'S AND CHILDREN'S SERVICES DIRECTORATE

Family Intervention Service (FIS)

The Family Intervention Team in Omagh wanted to have better participation from young people at meetings relating to them and their families. In order to identify what the barriers were to achieving this it was agreed that they would run a group work programme for teenagers.

During this programme the young people identified a number of barriers which resulted in a number of changes within the service. These changes have resulted in a number of improvements within FIS including better young person participation at meetings and young people reported a better relationship with their Social Worker.

Involvement of Young People within Residential Childcare

The service has developed a model of intervention; Model of Attachment Practice (MAP), with contributions from service users. A manual was developed which included input from service users, including their artwork. This was subsequently used in training.

A MAP film was produced by the service in 2015 with young people discussing their experience of the service and the relationships they had with key staff. This film is now used for training purposes for Trust staff and with social work students.

The MAP film has recently gone on tour throughout the Trust area, with a service user co-delivering this programme. A number of parents of children with complex healthcare needs have been involved in a workshop as part of a research project on 'Promoting Resilience in Parents' through the development of a structured group-based Parent Support Programme. Parents/Service users were able to influence the development of an appropriate support programme. Essential information was provided by parents to enable staff to reconsider what is needed for the children. There is continuing work on the development of the programme.

Western Health and Social Care Trust 'Engage' Event 11 March 2016

The Western Trust's Equality and Involvement Team held another highly successful café style 'Engage' Event in the Mellon Country Hotel, Omagh in March 2016. The event, which was funded by the Public Health Agency, was an opportunity for the Trust to highlight Personal and Public Involvement (PPI) work, share learning and celebrate and showcase good practice in relation to PPI within the Trust.



Photo shows: Derek Hanrahan, Service User and Paul Harvey, Model of Attachment Practice (MAP) Project Lead, WHSCT discussing the Involvement of Young People within Residential Childcare

Over 100 service users/members of the public, community and voluntary representatives and Trust staff had the opportunity to speak informally to service users/clients and staff involved in the planning, development and delivery of Health and Social Care Services in the Western Trust and learn of further opportunities for involvement.



Photo shows: Joe McMonagle, Chairperson and Bill Burnside, Altnagelvin Renal Support Group with Alison Cairns, Renal Support Nurse, WHSCT discussing the work of the group.

Initiatives represented on the day were: the new Radiotherapy Centre at Altnagelvin; Family Intervention Services; the Recovery College; projects with young people within Residential Childcare; Altnagelvin Renal Support Group; Older Peoples Mental Health Services; North West Idiopathic Pulmonary Fibrosis Support Group; the new Omagh Hospital & Primary Care Complex; and Altnagelvin Respiratory Choir - the 'Warbling Wheezers'. The choir also performed at the event.



Photo shows: facilitators from the event with Teresa Molloy, Director of Performance and Service Improvement and Jennifer Mayse, Equality & Involvement Support Officer

Teresa Molloy, Director of Performance and Service Improvement said: “The Western Trust recognises and values the needs and rights of all service users and stakeholders to be effectively and meaningfully involved in all aspects of Health and Social Care development. The purpose of this involvement is to improve service user and carer experience of services which is a central element of Health and Social Care delivery.”



Photo shows: Bob Lingwood, Service User and Michael MacCrossan, Project Lead, Omagh Hospital and Primary Care Complex, WHSCT discussing the Complex.

Evaluations

Post event evaluations have been extremely positive with attendees commending the opportunities to learn about good practice and network. Those present commented on how interesting and well organised the event was with a variety of groups represented.

“Excellent event learning about all the services available throughout WHSCT .”

“Excellent event to gather individuals together to hear about PPI and to hear the service users point of view.”

“It was a great information gathering event.”

“Well organised, speakers interesting and time well allocated to speakers.”

“Excellent event, thoroughly enjoyed it, great energy in the room...”

“Enjoyed all of the topics”

“Interactive and enlightening event”

“... very worthwhile – good for networking and reflection on own service” provision.”

Informal atmosphere encouraged participation and questioning.

Very interesting event, great to hear what is going on within the Trust.

Conclusion and Way Forward

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

Going forward, the Western Trust will work to achieve compliance with the PPI Standards:

Leadership

The Trust has clear leadership arrangements to provide assurances that PPI is embedded into policy and practice.

Governance

We have clear corporate governance arrangements in place to provide assurances that PPI is embedded into policy and practice.

Opportunities and support for involvement

The Trust 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.

Knowledge and skills

The Trust will provide PPI awareness raising and training opportunities as appropriate to need, to enable all staff to deliver on their statutory PPI obligations.

Measuring outcomes

We will measure the impact and evaluate outcomes of PPI activity.

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

Equality & Involvement Team

Western Health & Social Care Trust

Tel: 028 8283 5278

Textphone: 028 8283 5345

Email: equality.admin@westerntrust.hscni.net

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