

**Personal and Public  
Involvement**  
Annual Report 2016



## Foreword



Welcome to the Northern Trust's Personal and Public Involvement (PPI) Annual Report for 2016. This Report outlines the range of work carried out across the Trust to promote personal and public involvement in the planning and delivery of services. The Report also highlights some of the best PPI practice across the organisation. In 2016 we picked up two regional awards for our PPI work at the Public Health Agency and Queens University Personal and Public

Involvement Regional Conference. The Trust's engagement with service users on the development of Ballymena Health and Care Centre came runner up in the quality and safety category and the Rowan Sexual Assault Referral Centre won the "Making a Difference Award" presented by the Patient and Client Council. Congratulations to everyone involved.

I would like to acknowledge the contributions made by the service users and carers who have worked with Trust staff on the many projects that have taken place throughout the year. Your contributions have helped to inform our decisions, ensuring we continue to provide excellent and responsive services.

In October 2016, the Health Minister launched her 10-year vision to transform the current health and social care system. Her report sets out the need for change and makes a commitment to work in partnership with service users and carers to realise that change. Building on the good practice that already exists across the organisation we will adopt creative and innovative ways to maximise involvement in the challenging times ahead.

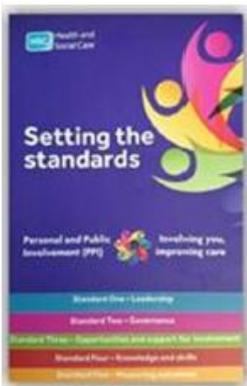
We want to engage with everyone who has an interest and a stake in the delivery of health and social care in our area. We want the conversation to include patients and communities, Trust staff and professional bodies, our partners in health and social care, clinical professionals, the public and politicians. If you would like to get involved in the work of the Trust, please contact the Equality Unit, contact details are at the end of this report.



## Introduction

This Report sets out how we promote personal and public involvement and describes how service users, carers and the public are involved in the planning, delivery and evaluation of services. The regional PPI standards provide a framework to mainstream PPI culture and practice across the organisation and are used to structure the Report.

The following sections in the



report describe the work we have undertaken to

evidence that we are meeting these principles and values. We welcome the development of the regional standards and have used these as the framework for our corporate PPI action plan and the development of this report.



## Standard One – Leadership

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



Our vision is “To deliver excellent integrated services in partnership with our community”. Partnership is a strong element of our vision and it is also a strong element of the culture we want to create. We want to work in partnership with staff, patients, service users, families and local communities to design and deliver excellent services. Our new ‘CORE’ values of Compassion, Openness, Respect and

Excellence will now underpin all that we do. The new vision and values were developed as a result of robust engagement with Trust staff.



As of March 2016, Pamela McCreedy, Director of Operations and Deputy Chief Executive is responsible for implementing PPI and for providing assurance to our Trust Board that we are complying with our statutory obligation to engage with service users and carers.



Dr Carol Ackah, Non-Executive Director and Trust Vice Chairman is the identifying Non-Executive PPI Lead.

We have developed a new senior management structure with engagement and involvement of service users and carers being considered as part of the process and in particular how PPI will integrate into governance arrangements. Our Equality Unit provides professional advice and support to Trust staff to ensure that PPI is part of the working practice and that service users, carers and other stakeholders are involved effectively.

Pamela McCreedy our Deputy Chief Executive has overall responsibility for the effective implementation of PPI and objectives and targets relating to PPI are built into corporate and directorate planning processes. Trust Directors are responsible for making sure that PPI is central to planning and decision-making processes within each Trust division.

## Standard Two - Governance

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

We have prioritised PPI within all aspects of our business agenda and have established a range of governance, management and reporting mechanisms to reflect this.

Our Engagement, Experience and Equality Group (Triple EG), jointly chaired by Ms Pamela McCreedy and Dr Carol Ackah, 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 Complaints Review Group, Patient/Client Experience Group, Carers Steering Group and the Equality and PPI Operational Group report directly to the Triple EG. The Triple EG reports directly to the Trust's Assurance and Improvement Group.



As of March 2016 the designated PPI Operational Lead is Alison Irwin, Head of Equality.



The Trust's Equality Unit has been restructured and Lynda Elliott is the PPI Co-ordinator and will support the mainstreaming of PPI.

Divisional PPI Leads have been identified to ensure PPI is embedded across the organisation. Divisional PPI Leads are provided with the information and resources required to support staff with PPI activities and monitoring.

We have established good external support structures to ensure effective collaborative working and the sharing of good practice. Our User Forums are established groups of individuals and representative organisations who have a keen interest in the standard and quality of our services. They work in partnership with Trust staff to ensure their views are part of the planning, delivery and monitoring of services.

## Disability Consultation Panel

During 2016 the Disability Consultation Panel appointed Ms Torie Tennant as its new Chairperson.



During the year members were actively involved in the design of the Ballymena Health and Care Centre, ensuring that the building, signage, lighting and furniture is accessible for people with a disability. Panel members continue to deliver disability equality training to Trust staff and have personally trained all the front line staff in the Ballymena Health and Care Centre.

## Older People's Panel

Membership of the Older People's Panel includes representative organisations, community networks and a number of older people who come together to ensure that users of health and social care services and their representatives, have an opportunity to provide feedback and to discuss their views directly with Trust staff.

During the year members engaged with Action on Elder Abuse about their new service, and met with the Patient Client Council to discuss the PCC Membership Scheme. Thelma Dillon, Chair of the Trust's Older Peoples Panel, is the service user rep on the Regional PPI Steering Group.

## Carers Steering Group

In 2016 the opportunity arose to review the structure and Terms of Reference of our Carers Steering Group. We engaged with carers and it was agreed that the Carers Steering Group will be more carer led and Chaired by a Carer. In the spirit of partnership, voluntary and community organisations helping to support NHSC carers have been invited to become members of the Steering Group. It was agreed that 50% of the membership of the group will be carers and we have welcomed a number of new carer members in recent months.



On Carers Rights Day a number of carers met with the Trust's Chief Executive and local MLA Mervyn Storey to discuss the impact of caring and how they can be supported in future.



Tony Stevens meets members of user panels

In January 2016, the group members had the chance to meet with the Chief Executive and share their experience of being a member of each group. If you are interested in joining one of our user groups or would like more information please contact [equality.unit@northerntrust.hscni.net](mailto:equality.unit@northerntrust.hscni.net) or phone 27661377

**Sarah Arthur** is the 10,000 voices facilitator for the Northern Health & Social Care Trust

**Suzanne Pullins**, is the Lead for 10,000 Voices in the Northern Health and Social Care Trust

10,000 Voices is a regional project funded by the Public Health Agency (PHA) giving patients, service users and their families the opportunity to share their views on their overall experience which provides feedback on aspects of their care that they particularly liked or disliked.

In partnership with the Public Health Agency (PHA), we have gathered patient stories either face to face or through surveys in the following areas:

- Northern Ireland Ambulance Service (data collection continues)
- Care in your own Home (data collection closed during 2015/2016)
- Autism and CAMHS (data collection closed however Regional analysis continues)
- Eyecare Services in Northern Ireland (data collection commenced Dec 2016)
- Adult Safeguarding ( data collection commenced Dec 2016)
- Unscheduled Care – Emergency Department, GP out of Hours, Minor Injury Units (data collection continues)

We will continue to give people the opportunity to share their story and provide feedback on their experience to our staff so we can learn from what we are told.



- **Of the 9,273 stories returned regionally, 2,135 stories relate to the Northern Trust.**
- **A high volume of stories illustrate public recognition of staff compliance with the Patient and Client Experience Standards.**
- **Up to 75 % of experiences have been rated by patients, service users, or families as either strongly positive or positive.**



The Trust continues to focus on the 10,000 voices stories which relate to the 5 core regional Patient and Client Experience Standards of Respect; Attitude; Behaviour; Communication; and Privacy and Dignity.

In conjunction with the 10,000 voices feedback service user surveys are undertaken to identify patterns that help us to review our services.

During the year the 10,000 voices generic survey tool was used to gather feedback on patient experience in the following areas:

- Renal Virtual Clinic
- All Wards in Antrim and Causeway Hospitals
- Community Nursing
- Community Occupational Therapy
- Podiatry Services

The following improvements have been made as a result of the feedback we received.

Unscheduled Care Report Phase 2 January 2015- March 2016:

- Hello My Name Is Campaign – Trust wide launch and support of campaign and integration of campaign messages into mandatory training programmes.
- Snack Bags – Implementation of on-going review of out of hours snack bags and provision of hot and cold beverages
- Specialist teams in community and GPs will refer directly to the Direct Assessment Unit if clinically appropriate. Patients will be assessed and treatment plan agreed.

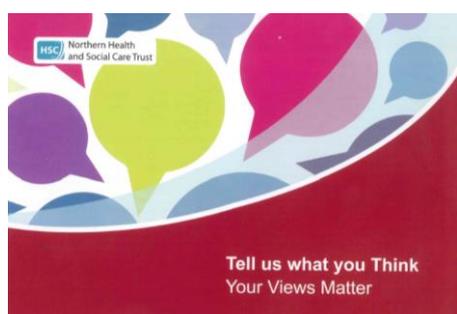
Autism and CAMHS Report December 2016:

- Central Information Website – Develop web portal as a trusted, reliable, quality assured, “go to” source of information, resources, signposting, “virtual network” and positive stories for children, young

people, parents/carers and professionals, including referrers such as GPs.

- Personalisation and Holistic support – Ensure that staff are adequately trained and able to provide therapeutic interventions in line with evidence and best practise e.g. in ‘anxiety’ management.
- Out of Hours Parent Support and Access to Services - Provide appropriate Out of Hours contacts and telephone support details

## Service User Feedback



The Trust encourages complaints, enquiries, comments/suggestions and compliments and views them as a positive opportunity for learning and improving services.

Feedback from our clients, 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](mailto: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) is responsible for leading on the effective implementation of PPI across health and social care. The PHA provides assurances to the Department in this regard through established

accountability arrangements. In April 2016, the PHA produced a monitoring report detailing the processes the Northern Trust has in place for mainstreaming PPI. The PHA also measured progress made by the Trust against the regional PPI standards and made a number of recommendations. A copy of the PHS monitoring report can be found on the PHA website at

<http://www.publichealth.hscni.net/sites/default/files/directorates/files/NHSCT%20final%20report%202016.pdf>

The PHA concluded that:

*“The Trust has continued to provide evidence of examples of good practice taking place across the organisation, which has made a positive impact to service users and carers. These have the potential for replication and transferability both within the organisation and across the region.”*

### **Standard Three - Opportunities and Support for Involvement**

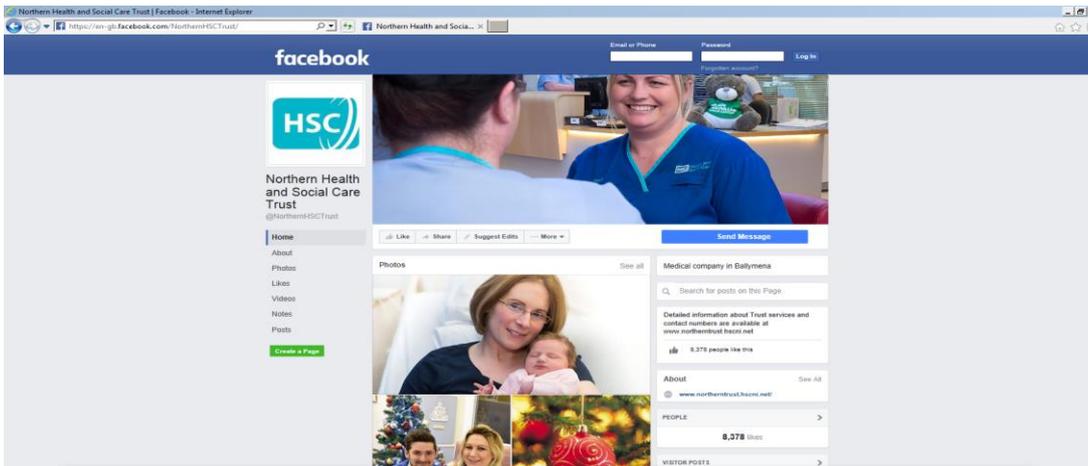
**HSC organisations will provide clear and accessible opportunities for involvement at all levels, facilitating and supporting the involvement of service users, carers and public in planning, delivery and evaluation of services**

### **Social Media**

We have a Facebook page and Twitter account and opportunities for involvement are also circulated via these. We also 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:

 Northern Health and Social Care Trust  
 @NHSCTrust

Our Communication Department can be contacted to have information uploaded to the social media platforms.



An expression of interest form is available online and the details of those who register are then forwarded to the Equality Unit. Teams will contact their own service users and carers when consulting and making changes to services and policies.

## Northern Newsletter

The Trust produces a service user and carer e-brief which came about after we received feedback from our service users and carers who told us that they would like to hear more about developments within the Trust. This newsletter is sent to all consultees and user panels within the Trust.



We are also in the process of developing a welcome pack to provide service users and carers with some background information about the Trust and the statutory duty of Personal and Public Involvement (PPI). We are currently in the process of engaging with the service users and carers on the content of this pack. We are also developing PPI information leaflets for staff and service users

## Accessible Information

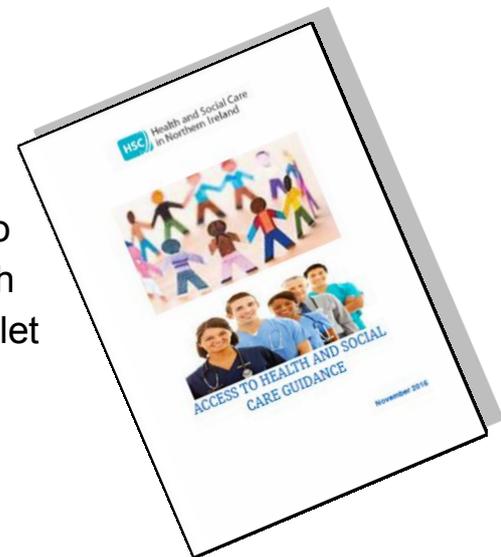
The Northern Trust continues to use accessible and user friendly communications, mechanisms and procedures to encourage and support the involvement of service users, carers and the public.



Our 'Making Communication Accessible Guide for Health and Social Care Staff' provides practical tips, advice and guidelines for health and social care staff

to enable them to be more inclusive and accessible in their communication with service users. This resource is available on Staffnet and will help staff create communication friendly environments that will improve access to health and social care services.

Arriving in a different country can be an overwhelming experience. We want to ensure that everyone receives a service which meets their individual needs. The Access to Health and Social Care Booklet developed to help to inform service users about how to access health and social care services in Northern Ireland. The booklet has been translated into a number of languages and is available on the Trust's website at [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)



## Consultation Scheme

The Trust's Consultation Scheme is due to be reviewed and up-dated. This will be completed through the Regional PPI Forum to ensure consistency across all health and social care organisations.

## 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**



We are committed to the provision of training to make sure staff have the skills and expertise to involve service users and carers effectively. The Personal and Public Involvement Awareness E-Learning Programme is available on the Trust's e-learning platform for staff. This programme was developed regionally by the PHA and Regional PPI Forum and is aimed at all staff. The programme also includes 8 modular based taught programmes and the Trust will work with the PHA on the roll out of the regional PPI training.

The PPI team provides support, advice and guidance to staff, along with training and support for service users, carers and the public as required.

Awareness of PPI is an integral part of Corporate Induction and is incorporated into many other training programmes. Information on training uptake is captured on the training section of HRPTS (Human Resources, Pay, Travel and Subsistence) System. HSC E-Learning Platform will generate information on uptake of the PPI E-Learning Programme.

Our Personal and Public Involvement (PPI) toolkit provides staff with is a road map to engaging with stakeholders. In addition, face to face training has been provided for key staff to ensure they have the skills to engage effectively with service users and carers. An awareness pack of slides has been developed and is available on Staffnet for team leaders/managers to use in awareness sessions.

The following are a selection of resources that are currently available for staff on the internal Staffnet site. We are currently reviewing this information which will be significantly updated in 2017.

- PPI toolkit for staff
- Making Communication Accessible for All (HSC Staff guidance)
- An Introductory guide: how to consult your users
- Forming a steering group: what makes a good group?
- Good practice guidance for working with independent advocates
- Guidance on consultation methods for managers
- How to organise public meetings
- How to organise and run a focus group

## **Standard Five – Measuring Outcomes**

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

We continue to participate in and provide feedback for the monitoring and performance management framework for PPI. The Trust has completed two self-assessments on PPI and facilitated two verification visits which both involved service users and carers from the Trust's user groups.

During 2017 we will develop four Locality Engagement Forums to ensure that PPI is clearly built into changes to services including the appropriate checks and balances that will ensure compliance with the statutory responsibility. Members of the Locality Engagement Forums will provide feedback on how the Trust is progressing its PPI agenda and work in partnership with us to enhance PPI across all of our services.

## PPI in practice across the Trust

### Engaging Carers



Research indicates that family carers need timely and relevant information in an accessible format and the internet and recent developments in technology, means that there is more information available than ever before. Many family carers are unable to benefit from this information either due to lack of skills, knowledge, confidence, or lack of support. The

Trust engaged with carers to develop a project that would connect carers with technology and provide access to the wealth of information available. Involvement of carers was integral to this project and through focus groups and questionnaires, four taster computer training sessions were designed and provided locally for family carers enabling carers to access more services through the internet and decrease their sense of isolation through the use of online Forums, Facebook and other social media.

### Dalriada Pathfinder

Working in partnership with people in the Moyle area, the Dalriada Pathfinder project was established to transform the care of people with three or more chronic conditions. This new way of working, includes user engagement as an essential element of this 'Living Well' model which was developed in Cornwall. It involves allocating a voluntary sector coordinator into the multidisciplinary



team within a GP Practice. Guided conversations with patients will enable them to identify their goals and come up with a co-designed management plan. This project focuses on empowerment to improve patient outcomes and community mapping identifies and links local community assets, including volunteers. Through this new way of working, local people and representatives are working in partnership with the Trust to ensure that older people are supported to live in their community. The guided conversations ensure the co-production of individual care plans. The better relationships developed in the Moyle area is proof that cross sector and community integrated working works.

### **Mid Ulster Engagement Workshops**



The Trust held two workshops on 5 December 2016 in Magherafelt and 7 December 2016 in Cookstown aimed at developing partnerships with local community and voluntary groups in order to improve or support the patient/client journey. A range of stakeholders attended the workshop including Agewell, Alheimers Society, Citizens Advice, Housing Executive, Rethink, Out and About, PSNI, Fire Service, and MLA/Councillors from different political parties.



### **Provision of Modular Ramping Systems**

In order to facilitate safe access to/from service users' properties the Trust's Occupational Therapy Service worked in partnership with service users and carers on the introduction of modular ramping systems to facilitate hospital discharges and service users with life limiting /rapidly progressing conditions

The Northern Trust are currently the only Trust in Northern Ireland operating such provision and during the last 2-3 years have arranged installation for over 60 service users', identified as being at significant risk and in immediate need for an access solution.

Feedback to date from service users has been extremely positive 99% of those surveyed rating their experience as very good – excellent. Many users reported being unable to leave their properties prior to the installation and referred to greater independence and subsequent improvement in their

quality of life. The Trust is sharing their experience regionally to highlight the benefits of such provision.

## The Forum

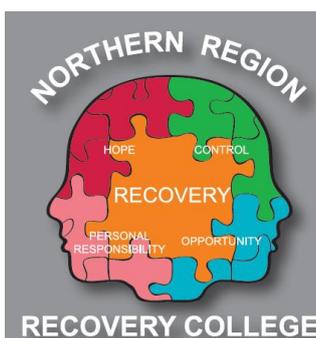


In 2013 supported by Compass Advocacy Network (CAN), the Trust set up The Forum - a user group for adults who use learning disability services. Membership of the Forum included service users from all day services and supported living schemes. The Forum, chaired by a service user,

continued to go from strength to strength and members were trained in recruiting Trust staff and developing the Trust's personal and sexual relationship policy. In 2015 the Trust recognised that attendance at the Forum was dropping. The Trust facilitated an independent consultation on how service users can be properly supported to participate in the future and people who use learning disability services from all over the Trust area came together to provide feedback on how they can be supported to be involved in the Trust's work. Those who attended the consultation made a number of recommendations such as being consulted not only on learning disability services but also on wider issues, providing easyread papers prior to events and meetings and providing feedback on what happened next. The Trust is currently establishing a new user group building on the feedback received.



## Recovery College



The Northern Trust has developed a 'Recovery College' which offers educational courses about mental health and recovery, designed to increase knowledge and skills and promote self-management. It aims to help service users become an expert in their own wellbeing and recovery and get on with their life despite mental health challenges. The development of the Recovery College has included delivering comprehensive user-led

training programmes, establishing a 'Recovery Education Centre', redefining service user involvement and increasing opportunities for a 'life beyond illness'. From the early stages, the development of the Recovery College model has included extensive engagement in the co-design of comprehensive user-led education and training programmes. Service users are involved in all decisions about the Recovery College and co-produce courses alongside professional staff. Service users co-deliver these courses alongside professional staff as equals. The Recovery College measures outcomes through course evaluations and providing opportunities for people to talk about their experience of Recovery. Outcomes include Recovery Stories, pod-casts and an 'App' is currently being developed.

## The Rowan

The Rowan, Sexual Assault Referral Centre for Northern Ireland came about as a result of victims and survivors lobbying for better services and supports for those directly affected by sexual violence/abuse. The Rowan is the first ever purpose-built forensic facility for victims of sexual crime and so the input from the victims and survivors was



critical to the centre's design, pathways and to enhance the victim experience. The consultation group developed the website ([www.therowan.net](http://www.therowan.net)), leaflet and name for the centre. The Rowan continues to seek feedback from everyone who engages with the service by sending the individual and where applicable, the care-giver, a survey with a stamped addressed return envelope at the end of their time with the Rowan. Surveys have been developed for children/young people, parents/carers, and adult victims. This project won the "Making a Difference Award" presented by the Patient Client Council at the PHA and Queens University Personal and Public Involvement Regional Conference.

## Child and Adolescent Mental Health Service (CAMHS)



The Child and Adolescent Mental Health Services (CAMHS) work with and support the most vulnerable and troubled children and young people in our society. At times the work is challenging and requires resilience within our workforce, but the payback is that many of our young people engage with practitioners and turn their lives around.

An independent review and regional model known as 'the stepped care model', provided a roadmap for the transformation of the service. Alongside the stepped care model a partnership approach to service delivery called - CAPA, the Choice and Partnership Approach, has been introduced. This approach puts children, young people and families at the heart of services development and delivery. The service meets with them to develop a service individualised to their needs.

An audit was carried out to measure user and parental satisfaction with the service provided by specialist CAMHS within the Trust area. The audit aimed to measure satisfaction across a range of factors, including (i) aspects of care such as communication, competence and consistency of therapist, and (ii) environment surrounding treatment (such as appointment times, facilities and location). It also aimed to meaningfully feed this information into on-going audit and research activity within the service. Questionnaires were disseminated across a representative sample of service users. Young people and parents/guardians were selected on the basis of previous engagement with assessment and intervention within each of the four CAMHS sites. The questionnaire consisted of a mixture of quantitative and qualitative questions all in relation to their experience of the service. The findings were then analysed to identify particular areas needing improvement to ensure a good experience within CAMHS. Qualitative responses were analysed using thematic analysis, with core themes highlighted and presented to reflect on going needs for service development and improvement. Suggestions for improvement included 'provide regular feedback to parents regarding progress' and 'set up peer groups'.

## From Concept to Completion



The Trust has worked in partnership to ensure that disabled people and older people have been successfully involved in the design and accessibility of the Trust's new Ballymena Health and Care Centre. The involvement of service users and carers from 'concept to completion' has ensured that the building, furniture and signage are accessible. The partnership approach has also extended to the co-production and co-delivery of disability equality training for all Health and Care Centre staff. As a result of the engagement from the earliest stage of

this project a range of accessibility issues were addressed prior to the building opening. This partnership initiative has resulted in a good practice model of accessibility and disability equality and came runner up in the quality and safety category at the PHA and Queens University Personal and Public Involvement Regional Conference.

## Hospital Services

The Trust used the Patient Client Council's e-newsletter to encourage service users who had attended an outpatient appointment within the Northern Trust to share their experience via a web-based questionnaire. Posters have also been printed for display in each of the 6 outpatient sites to encourage feedback and direct patients to the service improvement manager contact details if they wish to give feedback verbally. Arrangements have been put in place for a team member to gather face to face feedback from patients as they exit the outpatient departments. Feedback will inform future developments in the service.

The Trust has reconfigured their model of working in the minor injury area of the Emergency Department to facilitate timely assessment of patients attending with specific minor injuries. This process is known as self-select and patients can choose to bypass triage and attend the nurse practitioner service directly. 97% of all patients are now being assessed, diagnosed and managed within four hours of registration for the Emergency Nurse Practitioner Service. The Trust has gathered feedback from patients and found a high level of patient satisfaction in relation to the self-select process and also the service provided by the Emergency Nurse Practitioner Service.

Feedback was gathered on reason for visits and satisfaction of various aspects of the service. Comments to date have stated that the staff were “courteous, polite, attentive...very pleasant” and the service was identified as “excellent...great...very professional”. This questionnaire is being further developed to include length of time for journey, and awareness of service.

Trust has also carried out a patient satisfaction questionnaire on the patient flow to the theatre department. The questionnaire was handed out over a 4 week period and all responses were very positive.

## Thanks

**This report has highlighted only some of the progress we have made over the past year. We would like to thank all involved in any of the PPI activity including service users, carers, volunteers, the user panels, Trust staff and community and voluntary organisations. For further information on our PPI work please contact the Equality Unit**

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**Tell us what you think....**

**If you would like to comment on any issues raised by this report, please complete this form and return it to:**

**Equality Unit  
Route Complex  
8e Coleraine Road  
Co Antrim  
BT53 6BP**

**You can also email us at: [equality.unit@northerntrust.hscni.net](mailto:equality.unit@northerntrust.hscni.net). If you provide your contact details, we will acknowledge your comments and pass them to the appropriate departments for a response if need be.**

**Name** \_\_\_\_\_

**Address**

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**Comment:**

*To deliver excellent integrated services  
in partnership with our community*

COMPASSION



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OPENNESS



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RESPECT



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