



# Personal and Public Involvement Annual Report

## 2019/2020

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Involving you,  
improving care

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# Introduction

This report highlights how the South Eastern Health and Social Care Trust has met its obligations under Personal and Public Involvement (PPI) in the decision-making, planning, delivery and implementation of services.

As this report has been compiled and published during the on-going Covid-19 pandemic, it should be noted that this report is condensed, presenting only some of the highlights and key examples of on-going work relating to PPI.

## What is Personal and Public Involvement?

Personal and Public Involvement (PPI) is a term used to describe the active and meaningful involvement of service users, carers and the public in the planning, commissioning, delivery and evaluation of Health and Social Care (HSC) services, in ways that are relevant to them. It can also be described as the process of empowering and enabling service users, carers and the public to make their voices heard, ensuring that their knowledge, expertise and views are listened to.

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

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

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

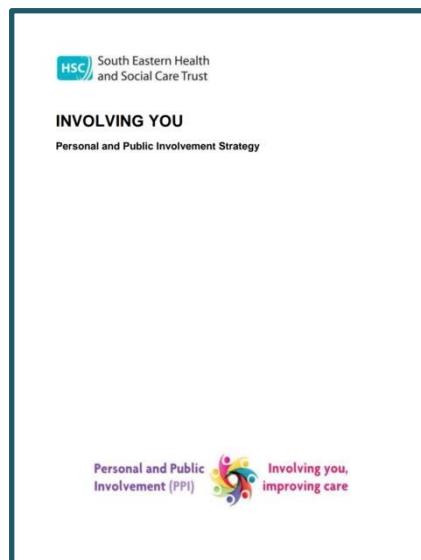
**Service User or interest group** an individual or collection of people (or those who represent them) who use a service, the professionals who provide it and others who have particular knowledge and understanding of a service, including carers.

# PPI in the South Eastern Trust

The Trust's Personal and Public Involvement Strategy, *Involving You*, was published in October 2016. This strategy sets out the Trust's commitment to embedding service user and carer involvement across Trust services.

In *Involving You*, we pledged the following five aims:

- 1 Involve people in making decisions.**
- 2 Ensure that people have accessible information and the confidence and skills they need to contribute to decisions.**
- 3 Increase feedback from people adopting a range of relevant formats, use this feedback to shape and improve services, and make sure people know how they have shaped outcomes.**
- 4 Ensure our staff and others have the skills and qualities they need to carry out personal and public involvement.**
- 5 Evaluate, with service users and other stakeholders, how effective personal and public involvement activity is on the planning and delivering of services.**



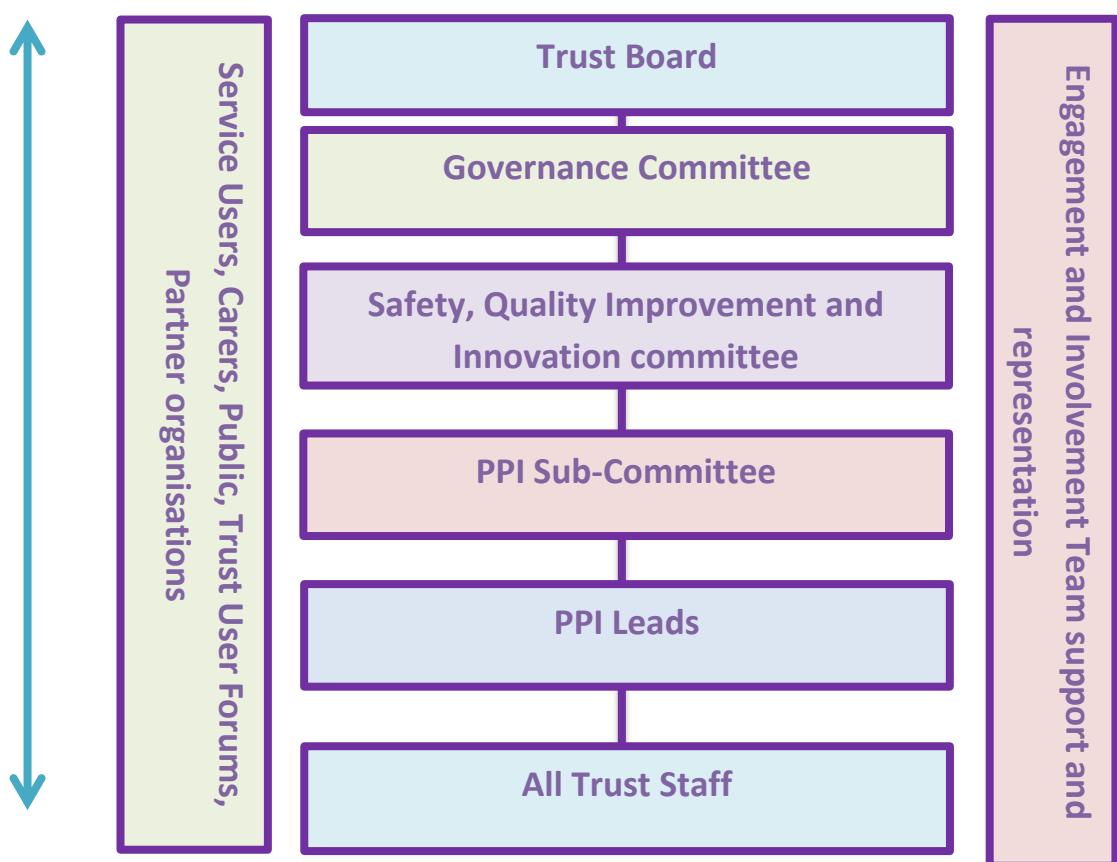
# Governance

## PPI Sub-committee

Accountability for PPI is a function of the PPI Sub-committee, which reports directly to the Safety, Quality Improvement and Innovation Committee, which in turn reports to the Governance Committee of the Trust. The Governance Committee reports to the Trust Board. The PPI Sub-committee is chaired by the Director of Planning, Performance and Informatics. Each Trust Directorate is represented on both the PPI Sub-Committee and the PPI Leads Group.

## PPI Leads

The PPI Leads Group includes staff from various services across the Trust. The aim of the group is to promote PPI activity and share good practice and learning. In 2019/20, the PPI Leads group shared learning of good practice examples of PPI within Maternity services, Cancer services and services for Carers.



*Figure 1: Draft overview of PPI Governance Structure in South Eastern Trust*

## PPI Regional Forum

In 2019/20, the South Eastern Trust continued to actively contribute to the PPI Regional Forum. The Director of Planning, Performance and Informatics and the Engagement and Involvement Manager, represented the Trust on the Regional Forum.

The Trust continues to contribute to ongoing work relating to Transformation funding, the remuneration of service users for involvement work with Health and Social Care organisations, training for service users/carers and the development of an outcomes based approach to measuring the impact of involvement. The Trust also contributed to PPI Regional Forum sub-groups including Training and Involve Fest sub-groups.



*Pictured: PPI Regional Forum members*

# PPI Standards

To help embed PPI into HSC culture and practice, the standards below were developed and launched in March 2015. The Trust has continued to implement the five standards endorsed by the Department of Health, Social Services and Public Safety in March 2015. The standards will help standardise practice and support the drive towards a truly person-centred system.

## Standard One – Leadership

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

## Standard Two – Governance

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

## Standard Three – Opportunities and support for involvement

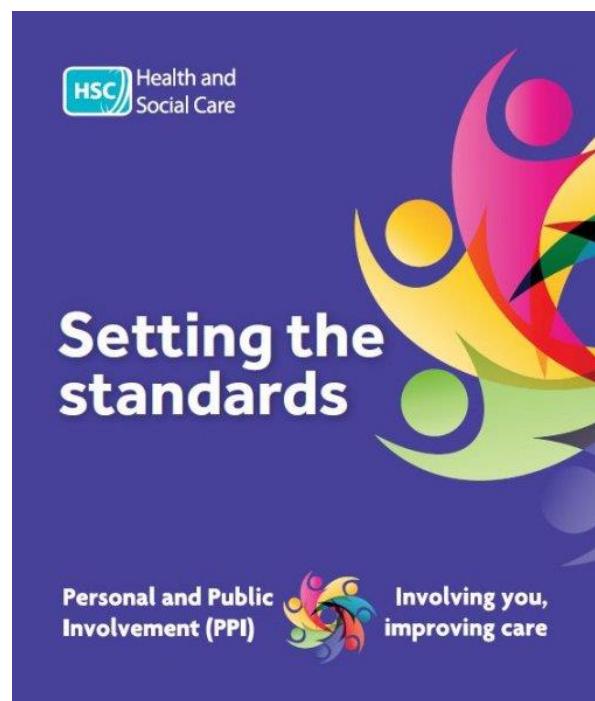
Health and Social Care organisations will provide clear and accessible opportunities for involvement at all levels, facilitating and supporting the involvement of service users, carers and the public in the planning, delivery and evaluation of services.

## Standard Four – Knowledge and skills

Health and Social Care organisations will provide PPI awareness raising and training opportunities as appropriate to need, to enable all staff to deliver on their statutory PPI obligations.

## Standard Five – Measuring outcomes

Health and Social Care organisations will measure the impact and evaluate outcome of PPI activity.



# PPI Action Plan 2019-2020

In the year 2019/2020, the Trust committed to achieving the following actions in order to advance PPI.

TOPIC AREA/ OBJECTIVE	ACTION
<b>Training</b>	<p>Inform staff of the availability of the e-learning package and continue to monitor uptake.</p> <p>Develop PPI Peer Training tool for SEHSCT using Regional Engage Training tool.</p> <p>Develop Engagement and Involvement Training session for SEHSCT, available to all staff.</p> <p>Review training available to service users and carers undertaking involvement work with the Trust and explore development opportunities.</p>
<b>Raise the profile of PPI</b>	<p>Raise the profile of PPI through various learning and development events and planned communication and training with staff, the public and other relevant groups.</p> <p>Review literature and online information available in relation to PPI within the Trust, including enhancing the profile of PPI on the new Trust website (currently being developed).</p> <p>Regularly monitor, update and promote the Trust's Register of Involvement Opportunities.</p>
<b>Monitoring, reporting and sharing</b>	<p>Review the monitoring and reporting of PPI activity within the Trust. Develop a centralised resource for the sharing of best practice examples of PPI and PPI tools and resources.</p>

All actions have been progressed and examples of this work are included within this report.

# PPI Highlights 2019-2020

The information below highlights some of the key progress the South Eastern Trust has made with regards to PPI over the last year.

## Involve Fest

Involve Fest, a week-long celebration of service user and carer involvement, took place across the region from 18<sup>th</sup> – 23<sup>rd</sup> November 2019. It was co-ordinated by the PHA in collaboration with HSC partners, service users and carers, universities, as well as the community and voluntary sector.

Thirteen events in total took place across the South Eastern Trust area during Involve Fest week. Some highlights from these events are illustrated below.



### Biz in the Pris

Involve Fest saw the official launch of 'Biz in the Pris', a comic book co-produced by young men of Hydebank Wood College. They co-produced the story and designed the characters, in conjunction with Prison Healthcare (SEHSCT) and the Prison Arts Foundation. The comic provides a unique insight into prison life and drug misuse and it is hoped that it will provide valuable health messages to others.



## Disability Hub

Three events were held during Involve Fest to promote and showcase the work of the South Eastern Trust's Disability Hub.

*Pictured: Petra Fulton (Sensory support social worker) with SEHSCT Chairman, Deep Saggar*



## Involvement stand



The Engagement and Involvement team and Volunteer Services joined up to host a stand in the Ulster Hospital foyer to showcase the many ways service users and carers can get involved in the South Eastern Trust.

*Pictured: Peter Irvine (Volunteer Services Facilitator) and Ciara Fox (Engagement & Involvement Officer)*

## EMT Support Involve Fest

The Trust's Executive Management Team show their support for Involve Fest.



*Pictured: The Trust's Executive Management Team*

## Co-production in Children's Services workshop

Service users and staff from the Local Engagement Partnership (LEP) delivered a workshop on the journey of the LEP and what this teaches us about co-production within the context of Children's services. The workshop was attended by social workers and social work managers.



*Improving and Safeguarding  
Social Wellbeing*

## New Learning and Development programme for Engagement & Involvement

The Trust's PPI team distributed a survey in July 2019 to establish staffs' knowledge, confidence and training needs with regards to PPI.

The survey, completed by 212 staff, identified a desire among staff for face-to-face training on PPI, and in particular a general introduction to PPI and methods of involvement.

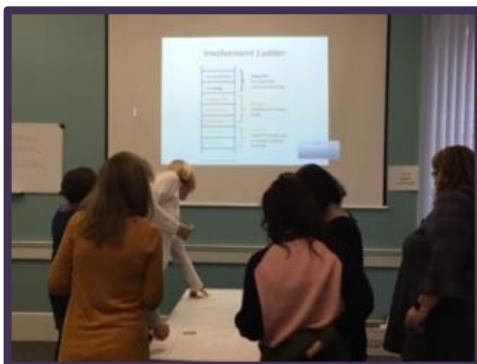
The PPI team, in collaboration with the Trust's Organisational Workforce Development department, delivered three workshops across the Trust to meet with staff to develop the content of the new training.

Two new training workshops were launched in November 2019. Staff from various service areas have attended the workshops and the feedback has been extremely positive to date.



### Workshop 1: Involving Service users: the essentials

### Workshop 2: Methods for involving service users



Pictured: Workshop participants explore the 'Involvement ladder'

*"Very enjoyable & informative"*  
*(Workshop participant)*

*"Excellent, thoroughly enjoyed. The training was relevant, well presented, informative and engaging"*  
*(Workshop participant)*

*"I now feel enthused to progress engagement & involvement"*  
*(Workshop participant)*

# Development of training for service users & carers

The Trust worked with regional counterparts and service users to develop a new programme for service users and carers who decide to get involved in PPI within HSC. The programme, called SCOPE (Service user, Carer, Opportunity, Participate, Engagement), includes an information session on what to expect when getting involved, as well as a written induction booklet. Quality improvement methodology was used to develop the training programme, with each member of the working group developing an element of the programme via an OCN Level 3 Quality Improvement course. It is planned that SCOPE will be pilot tested and further developed in partnership with service users and carers in 2020-21.



Pictured: Service users, carers and Trust PPI staff within the SCOPE development group

## Quality Improvement Programme

As part of the regional HSCQI work the Trust had the opportunity for to participate in the **Quality Improvement Award Programme for Service Users and Carers**. This 16 week programme gives Service Users and Carers the opportunity to develop skills (and an OCN Level 3 qualification) in Quality Improvement in Healthcare, and to work alongside staff to deliver a quality improvement project.

A carer from the South Eastern Trust availed of the opportunity, and through the completion of her project, co-produced a new session called 'Caring for Carers' which she now delivers for carers in partnership with the Trust's Carers Development Officer.



## Awards for PPI

The Trust's commitment to PPI has been recognised through a number of internal and external awards achieved in 2019-20.

The 'Biz in the Pris' (page 9) team won the 'Best Community and Voluntary initiative' category in the Public Health Agency's Chairman's Involvement Awards during Involve Fest.

More recently, the initiative has been shortlisted as a finalist in the UK HSJ Patient Safety Awards and the RCNi Nurse Awards.



*Pictured: PHA Chairman presents the 'Biz in the Pris' team with award*



*Pictured: PHA Chairman presenting Co-production Intern Scheme team with award*

The SEHSCT Chairman's Awards 'Engage with You' category was awarded to Clinical Psychology & Psychological Therapies Service for their 'Mindlock' Mental Health Comic. This project embodied co-production, creativity and innovation. It was co-produced with the psychology department, service users and the artist through a series of workshops. The story depicts a struggle through anxiety and depression and contains helpful psychologically informed ideas about thoughts, feelings and emotion.

The Trust's Co-production Intern Scheme (page 14) won the category for 'Improving the quality of service or outcomes for service users and carers' within the Public Health Agency's Chairman's Involvement Awards.

The initiative also won the 'Social Work Strategy Co-Production Award' at the 2019 Social Work Awards and was shortlisted in the 'Engage with You' category in the SEHSCT Chairman's awards.



*Pictured: SEHSCT Chairman, Deep Saggar presenting 'Mindlock' team with award*

# Examples of PPI in Action

## Care Experienced Co-production Internship Programme

The Trust employed three young people with experience of care so that their experiences could help shape and improve services. Examples of their work have included setting up a peer mentoring scheme to provide young people in care with a Mentor who has experienced a similar care placement, working in close partnership with professionals. The mentor acts as a role model to help empower children in care to make positive life choices and raise aspirations.

The interns have also co-chaired the Local Engagement Partnership (LEP) and bring their expertise to a range of other improvement initiatives. For example, they recently supported the SBNI and NSPCC with Neglect Awareness Workshops. The workshops provided a platform for the Interns to present their experiences of neglect to a large number of Social Workers, which was very well received.

Evaluations in all of the project groups that the interns have been involved in, provided positive feedback from professionals stating that knowledge and lived experience is key to the success of this project. An interim evaluation found that 100% of respondents felt that the co-production model had been successful. Sixty-two percent felt that it lived up to their expectations, 30% felt it was too soon to gauge. The three young people have also benefited from their experiences, with two moving to Trust Apprenticeship posts whilst the third has started a Social Work degree.

## Caring for Carers Course

A Trust carer provides a 3 hour course for carers. The course was co-produced, and is co-delivered, by the carer and the Trust's Carers Development Officer. The session explores carer needs and coping skills, and the Carers Development Officer then talks to the group about Carer Conversations and how carers can access support. The aim of the course is to provide support for carers, to give practical information about coping skills and to provide carers with advice in relation to difficult



*Pictured: Interns being presented with award at 2019 Social Work Awards*

situations that they may face. A carers' lived experience enhances this training and carers attending can relate well to the carer who is facilitating the session.

Carers that have attended the course have given positive written evaluations. Many stated that it was beneficial to meet with other carers in the same situation and to gain support from each other.



## Maghaberry Mental Health Service User Group

A high number of non-attendance at appointments was recorded within the mental health service in Maghaberry prison. A group of nine service users worked alongside three staff members (The Mental Health/Addictions Manager, Engagement Lead and Peer Support Worker) to explore the reason for the DNA's and possible solutions. The service users who had experience of using the service, highlighted that a reason for non-attendance was not knowing that an appointment had been booked in, and therefore not attending. The group therefore decided to design an appointment card which would detail the next appointment to attend; therefore the patient would be aware of the appointment and what the appointment was for.



## Trust Cancer Forum

The Trust's Cancer Forum is a group of patients/carers that have experienced cancer and been treated in SEHSCT. They are involved in the planning and provision of cancer services, new initiatives and ongoing developments. Examples of some of the group's activities during 2019-20 include a review of a Breast Care Leaflet given to patients. Forum members ensured the language was appropriate, the content was relevant and the layout engaging.

The forum also contributed to discussions in relation to pre-habilitation within the Trust and how it may work. For example, the group raised the importance of the timing of pre-habilitation, smaller groups and counsellors. This feedback has been taken on board by the Trust's Pre-habilitation Steering Group.

Some members of the Cancer User Forum are also sitting on various sub-groups to develop the new Northern Ireland Cancer Strategy and are giving invaluable input based on lived experience.

## Peer Advocacy Provision on wards and within the Community

Qualified Peer Advocates provide support to both patients on mental health inpatient wards and to people accessing mental health services within the community. Peer advocates are able to use both the learning from the OCN Level 2 Peer Advocacy course and additional courses attended, as well as, their lived experience of accessing mental health services, to provide a service that supports people to have their voice heard, rights respected and to be listened to in a non-judgemental manner. Using their learned and lived experiences, Peer Advocates provide a vital role in supporting people through their recovery journey.

A recent survey demonstrated positive feedback from patients/clients regarding Peer Advocates. For example 100% stated that the Peer Advocates listened to their concerns and 92% said they helped to make their voice heard. Additionally, 100% of staff surveyed agreed that the Peer Advocates had helped patients/clients.

## Scones for your scone – Men's Health Week 2019

Service users at Hydebank Wood Secure College were involved in co-designing events for Men's Health Week 2019. They decided on a fun and engaging activity to educate people on the impact food has on a person's mood. Service users and staff baked scones while a dietitian conducted workshops to explain how food can affect a person's mood. The scones were then distributed alongside food and mood information by service users throughout the college.



The activity had a twofold impact. Ten service users with limited life skills baked scones for the time. They also were taught about food and mood and then became peer educators for other service users and staff throughout the college. 123 service users and staff were engaged. This is just an example of one event that took place in one prison for men's health week. We measured the involvement both quantitatively and qualitatively. An OBA report card was created from 120 evaluation forms collected throughout the week with over 100 participants stating that they intend to make a change to improve their health. The feedback was very positive and enthusiastic.

## Building Blocks of Communication

The Speech and Language Therapy staff within the Children's ASD service wanted to address long waiting times for intervention. Due to increased numbers of diagnostic clinics added to address the wait for assessment, increased numbers of children were getting a diagnosis of an Autism Spectrum Disorder and consequently being referred for intervention. The traditional model of individual intervention was contributing to increased waiting times. The SLT's met with, and listened to, 10 parents of pre-school and school age children with an Autism Spectrum Disorder parents/carers, as well as accessing written views, all of which helped to form the basis on a new group based model of intervention, which includes parents, children and Education staff.

Parents views were respected and valued, enabling the SLT's to proceed with service remodelling based on parental input. For example, a survey distributed to the service users involved showed that parents of pre-school children with ASD and additional learning difficulties did not find the one-to-one therapy sessions as beneficial when compared to the group based interventions. This PPI project has been undertaken as part of an SQE project and results so far have shown a reduction of 50% in waiting times for intervention. Feedback from parents and carers after the groups has been positive:

*'The group sessions have helped [my child] gain confidence in her social interactions'*

*'[My child] has made progress at home since attending the groups'*

# PPI Priorities for 2020-21

The following actions have been identified as intended priorities for 2020-21. It should be noted that the progression and implementation of some actions may be impacted as a result of the Covid-19 pandemic.

TOPIC AREA/ OBJECTIVE	ACTION
<b>Learning &amp; development</b>	<p>Continue to deliver PPI training to staff and promote uptake.</p> <p>Work in partnership with other HSC Trusts to develop resources to support staff with PPI during Trust COVID-19 service rebuild phases.</p> <p>Pilot an information session and induction booklet for service users and carers who get involved with the Trust.</p> <p>Continue to work in partnership with service users and carers to establish further mechanisms of support.</p> <p>Continue to work with the Patient Client Council, to share information and collaborate regarding training and support for service users/carers.</p>
<b>Raise the profile of PPI</b>	<p>Raise the profile of PPI through events and planned communication and training with staff, the public and other relevant groups.</p> <p>Review literature and online information available in relation to PPI within the Trust, including enhancing the profile of PPI on the new Trust website and iConnect.</p> <p>Regularly monitor, update and promote the Trust's Register of Involvement Opportunities.</p>
<b>Monitoring, reporting and sharing</b>	<p>Work together with PHA to develop a new regional outcomes based approach to measuring the impact of involvement.</p>