



# Involving and Improving



## Southern Health and Social Care Trust Personal and Public Involvement (PPI) Annual Progress Report 2017/18



**A**s the lead Director for Personal and Public Involvement (PPI) in the Southern Health and Social Care Trust (SHSCT) it gives me great pleasure to present this eighth Annual Report outlining progress made during 2017/18 to further embed PPI into the culture, ethos and practice of the organisation.



Since the Trust published its PPI Strategic Action Plan in 2010 there have been a number of key regional developments that have informed and influenced involvement within Health and Social Care. The Trust and the PPI Panel therefore conducted a review of this document in June 2017. One of the recommendations emanating from this review was

***“to strengthen links with Patient Client Experience programme, Equality Unit, Quality Improvement and Complaints and Compliments departments.”***

As a result a new framework for Personal and Public Involvement (PPI) was published in November 2017 and it together with the framework for Patient and Client Experience (PCE) underpin the Trust's Quality Improvement Strategy 2017- 2021. These documents are available to download from the Trust's Website: <http://www.southerntrust.hscni.net/about/1600.htm>

This year the PPI Panel working in partnership with the Trust also reviewed and updated the PPI Toolkit for staff; PPI Factsheets; the Consultation Scheme and the Advocacy Information Booklet for Staff. A new booklet outlining the range of training and resources available to support staff to understand and incorporate PPI into their work practice was also developed. PPI Panel members continue to be involved in consultations on Trust's plans and participate in a range of Trust and regional groups including the Regional PPI Forum.

Effective PPI requires time and dedication and we appreciate the commitment shown by our staff, service users, carers and members of the local community in helping us to improve our decision making and service delivery for the benefit of patients and the wider population. I would therefore like to thank all those who have worked alongside us over the past year and look forward to their continued support in the future.

***Melanie McClements***

***Interim Director of Older People & Primary Care and Lead Director for PPI***

## Introduction

**T**here are so many terms used now to describe and define the process of engaging and involving those who use health and social care services. Ultimately the purpose of such involvement is to ensure that those who use our services have a positive experience and receive safe high quality care to meet their needs. However, we acknowledge that the language of involvement has become crowded and possibly confusing.

The flow chart overleaf outlines the Personal and Public Involvement Cycle within the Southern Trust highlighting the connections between the Patient Client Experience/10,000 Voices, Complaints and Compliments, Co-production and Quality Improvement which are underpinned by the use of community development approaches throughout.

### 1. Experience

People use Southern Trust health and social care services.

They have expectations of the service. People can have a good experience, a bad experience or a mixture of good and bad experiences throughout their treatment and care.



**2. Engagement** The Patient Client Experience Programme including the 10,000 Voices Sense maker survey, questionnaires, focus groups, compliments and informal feedback from staff, service users and carers provides the Trust with information on what works well and identifies issues that need to be addressed.

Regional policies, strategies and directives for change, recommendations from RQIA (Regulation and Quality Improvement Authority) inspections and formal complaints also assist the Trust **Identify Issues** to be addressed.

**3. Involvement** Service users and carers are provided with the opportunity to become involved in addressing the issues identified. *This is also an opportunity for the Trust to check that the right issues have been identified.*

*In some cases, issues such as staffing, staff training, disciplinary matters, team structures, internal processes, new ways of working etc. can be addressed directly by the Trust and contribute to service improvement. Others require the involvement of those who have experience of the service to tease out the issues and develop a solution that will meet the needs of the Trust and those who use the service.*

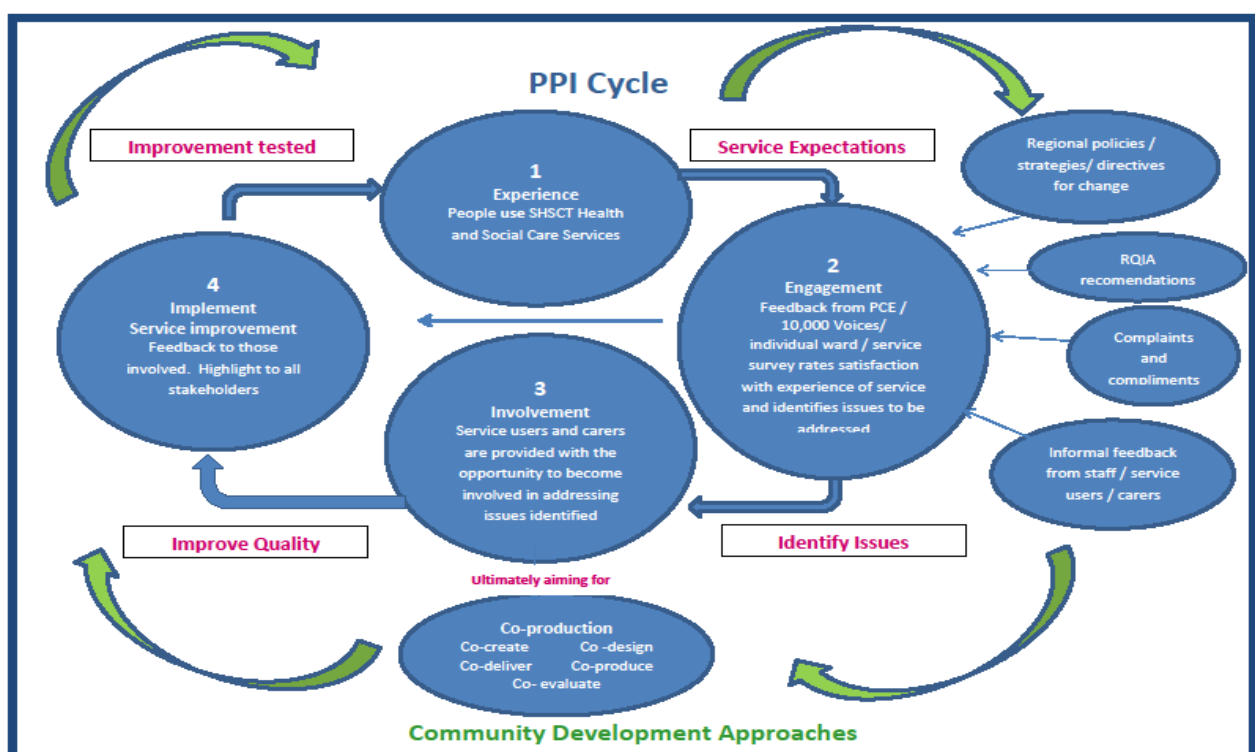
**4. Implement Service Improvement**

Service is improved, feedback provided to those involved and improvement highlighted to all stakeholders. The **improvement is tested** when people use the service. The PPI Cycle continues. Services are continually improved.

*Community development approaches are used throughout the PPI Cycle*

We aim to **Improve Quality** through co-design and/or **co-production** where possible.

*PPI completed well will lead to co-production as the pinnacle of the engagement and involvement process.*



## Involving and Improving

Personal and Public Involvement is a statutory duty. The Health and Social Services (Reform) Act (Northern Ireland) Order 2009 places a requirement on all health and social care (HSC) bodies to effectively involve local people in plans and decisions about service provision in their area.

The regionally agreed PPI Standards set out the minimum levels expected of HSC organisations in terms of:

- Leadership
- Governance
- Opportunities and support for involvement
- Knowledge and skills
- Measuring outcomes

The PPI Performance Management Framework requires Trusts to complete annual self assessment monitoring returns. Following assessment including a verification and improvement visit, the PHA publishes a PPI Monitoring report for each Trust.

These reports are available to download from the PHA website:

<http://www.publichealth.hscni.net/directorate-nursing-and-allied-health-professions/allied-health-professions-and-personal-and-pubi-5>

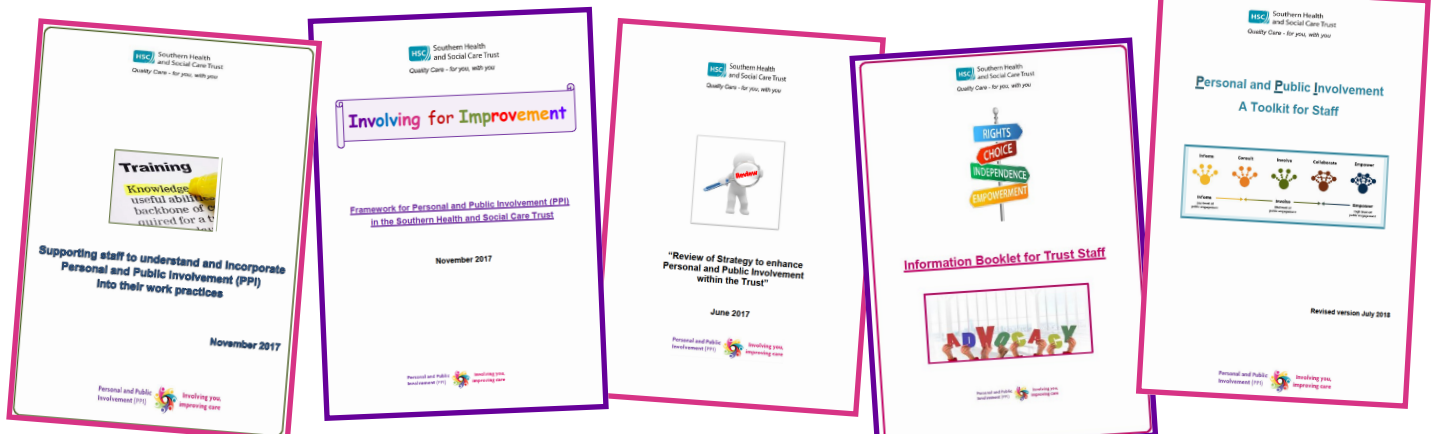
This PPI Annual Report provides a summary of progress made within Southern Trust during 2017/18 against each of the regional PPI standards, with some examples of the work that has been carried out across directorates as the Trust continues to promote and embed PPI.



## Key Highlights 2017/18



- Review of PPI Strategic Action Plan 2010
- The publication of *'Involving for Improvement'* a Framework for Personal and Public Involvement (PPI) in the Southern Health and Social Care Trust
- The development of a training and resources booklet for staff
- Review and up-date of the Advocacy Information Booklet for staff
- Review and up-date of the PPI Toolkit



# Involving and Improving

Highlights this year include.....



**Taking the Lead** - Award for Excellence in Leadership - this was awarded to Carolyn Agnew, Head of User Involvement and Community Development in June 2017 for her work in PPI.

For the 2018 Excellence Awards, the Trust will be including a new category for : The Award for Partnership Working with Service Users / Carers in the design / delivery of Services (see page 34 for further details)



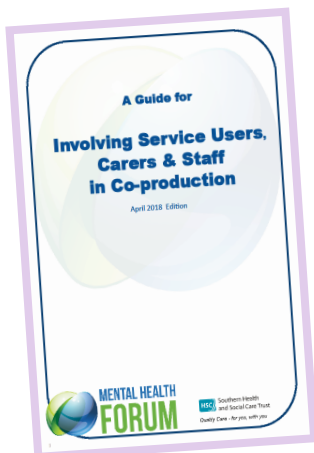
Carolyn Agnew pictured centre with Mrs Roberta Brownlee, Chair, Trust Board and Mr Peter Donnelly, Chair PPI Panel



During 2017/18 a total of 6 service users and staff from local community and voluntary groups completed the

**OCN NI Level 3 Award in Quality Improvement Foundation**

- ◆ Carol McCullough - Promoting Choice: Alternative Approaches for Service Users to Resolve Issues About Care
- ◆ Caroline Ferguson - Accessing Information And Waiting Areas Within Mental Health Services
- ◆ Elaine Fogarty – Orientation in Mental Health Services
- ◆ Judith Poucher (Clanrye Group) - Improved Internal Meetings for staff on the Positive Directions Programme
- ◆ Alison Rice (Clanrye Group) – Tutor Capacity and Demand Analysis
- ◆ Waldemar Mietlicki (Parkanaur College) – Student Walking Club



As a result of this particular programme, a guide for involving service users, carers and staff in co-production (April 2018) has been developed by the Mental Health Forum in the Southern Health and Social Care Trust area. This resource is available to download from:

<http://sharepoint/mhd/mhsd/Coproduction/Forms/AllItems.aspx>

This is an interactive resource designed to be used in conjunction with support and mentoring. For more information on the Mental Health Forum and its capacity building programme contact 028 3025 2423 or use the contact form on [www.thementalhealthfourm.co.uk](http://www.thementalhealthfourm.co.uk)

# Involving and Improving



## Highlights this year include.....

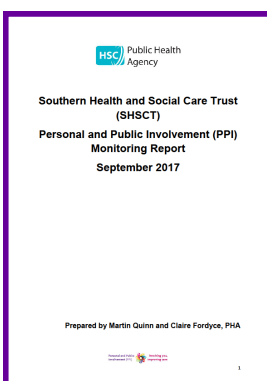
- ◆ During 2017/18 a total of **792** completed PPI Awareness e-learning. This brings the overall total of Trust staff now trained in PPI awareness to **3,172** which is *more than a quarter of the work force*
- ◆ A further **511** staff completed other training to support PPI including: The Patient Client Experience and Every Conversation Matters
- ◆ In addition **558** staff completed other relevant training such as: Admin Development, Best Practice for Effective Meetings and a range of management and leadership programmes



The PPI Panel worked with the PPI Team and other Trust staff to develop a booklet outlining the range of training and resources available to support staff understand and incorporate PPI into their work practice.

There has been a wide range of involvement and co-production activity across the Trust during 2017/18 which is detailed throughout this report including:

- ◆ The co-production of an **Unscheduled Care Model** through the Daisy Hill Hospital (DHH) Pathfinder Group (see page 37)
- ◆ Establishment of a **Local Engagement Partnership (LEP)** in June 2017, as part of revised governance arrangements to support a more decentralised approach to Stage 2 delivery of the Social Work Strategy: Improving and Safeguarding Social Well-being 2012 - 2022. (see page 43)
- ◆ The launch of a co-produced **'Step 2' Intellectual Disability Child and Adolescent Mental Health Service'** (see page 42)
- ◆ The PPI Panel producing an **annual report**, documenting its activities and progress and highlighting the **positive impact** the involvement of service users and carers can bring to a large organisation such as the Trust. (see page 11)



- ◆ PHA PPI Monitoring Report 17/18 concludes:

*'The Trust has continued to invest in PPI resources, expertise and guidance and the outcomes of this continue to be evidenced in relation to the practices and support mechanisms available to staff to undertake PPI'*

and

*'The Trust has demonstrated that it has processes in place to try and ensure that service users and carers are integrated into all major decisions taken by the organisation'* (see page 15)

## Standard One - PPI Leadership

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

The Southern Trust has signalled at the highest level both through its Corporate Values and Strategic Priorities its commitment to the meaningful involvement of service users, patients, carers, communities and the wider public in the development, evaluation and delivery of health and social care within the Southern area. In line with the regional PPI Standards key performance indicators, the Trust has a PPI Leadership structure in place that includes:

- ✓ **Named executive and non-executive PPI Lead at board level; with clear role descriptions and objectives**
- ✓ **PPI operational lead**
- ✓ **PPI leadership structure throughout the organisation**

While PPI is the responsibility of all staff there are a number of key staff within the Trust with responsibility to drive, monitor and develop PPI across the Trust.



**Melanie McClements**  
*Interim Director OPPC & Lead Director for PPI*



**John Wilkinson**  
*Non-Executive Director with responsibility for PPI & Chair of PCEC*



**Peter Donnelly**  
*Service User, Chair of PPI Panel and member of PCEC*



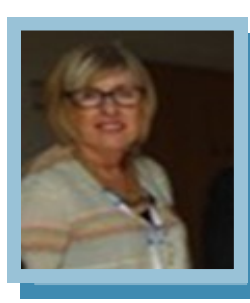
**Gerard Rocks**  
*Acting Assistant Director Promoting Wellbeing*



**Carolyn Agnew**  
*Head of User Involvement & Community Development*



**Neil Gillan**  
*User Involvement Development Officer*



**Margaret Marshall**  
*Assistant Director Clinical & Social Care Governance with responsibility for Patient Client Experience (PCE)*



**Mairead Casey,**  
*Patient Client Experience and 10,000 Voices Facilitator*

## Standard One - PPI Leadership

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

**T**he Trust continues to use a top down / bottom up approach to ensure that PPI is part of the working practice of all its staff and that service users, carers and other stakeholders are involved in the development of the mechanisms, processes, training and resources to embed this.

In addition there are **a number of other support posts** that facilitate the development of key aspects of the PPI agenda including a Carers Coordinator, Equality Manager, Patient Advocates, Patient Support and Volunteer Coordinators.

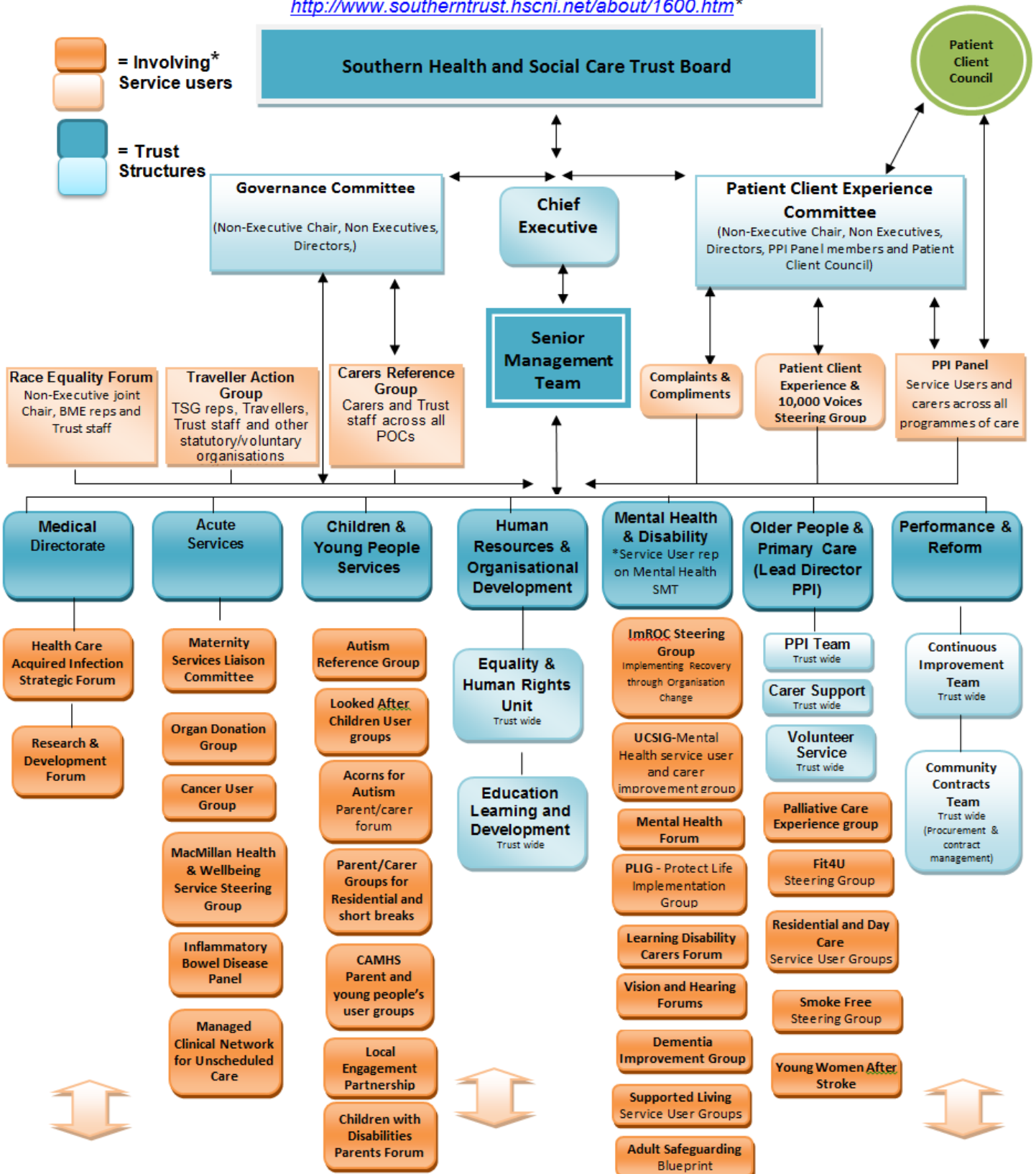
- ◆ There continues to be 4 PPI Panel representatives on the Patient Client Experience Committee (subcommittee of Trust Board that provides corporate leadership on matters relating to PPI and Patient Client Experience) and included as full voting members in the terms of reference
- ◆ Section included in Leadership Walkabout Tool to ask how staff involve service users and carers
- ◆ The Trust holds regular Quality Improvement Events to promote PPI
- ◆ Partnership working through regional PPI Forum to develop regional template for PPI Consultation Scheme and other PPI support resources and training



# Southern Trust PPI Structures

## SHSCT PPI Structures & Accountability Flow Chart

\*Information on the Trust's opportunities for involvement is available on the Trust website  
<http://www.southerntrust.hscni.net/about/1600.htm>\*



**Service Users, Carers, Volunteers, Special Interest Groups, Support Groups, Community and Voluntary Groups, Contracts, partnerships and general public**

## Standard Two - Governance

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

In line with the regional PPI Standards key performance indicators, the Trust has:

- ✓ **Governance and corporate reporting structures in place for PPI**
- ✓ **A corporate and directorate action plans with defined outcomes developed to demonstrate the impact of PPI**
- ✓ **An annual report demonstrating evidence of compliance with PPI responsibilities and the work undertaken to address challenges in this area**

### **Governance and corporate reporting structures in place for PPI**

The PHA Monitoring Report 2016/17 commended the Southern Trust governance structures in regard to PPI:

***‘SHSCT continues to have strong PPI component as part of their governance processes, both via representation at the PPI Panel and also the PCE Committee.’***

These are outlined on the flow chart on (page 9) and include:

#### **Trust Board**

The Trust Board functions as a corporate decision-making body and comprises a Chairman and **seven Non-Executive Directors appointed by the Minister of Health via the Public Appointments Unit**, and **five Executive Directors** who include the Chief Executive and Directors representing:

- **Directorate of Children and Young People’s Services**
- **Directorate of Mental Health and Disability Services**
- **Medical Directorate**
- **Directorate of Finance**



The Chair of the Board has certain delegated Executive powers and is responsible for the operation of the Board and chairing all Board meetings when present. The Chair works closely with the Chief Executive to ensure key and appropriate issues are discussed by the Trust Board in a timely manner with all the necessary information and advice being made available to the Board.

The Trust Board holds approximately seven meetings in public each year. Each Trust Board meeting has an agenda item that focuses on a patient/client centred service which includes feedback and learning from PPI activity.

Further information on Trust Board including minutes of meetings is available at:

<http://www.southerntrust.hscni.net/about/1655.htm>

#### **The Patient Client Experience Committee (PCEC)**

The PCEC is a sub-committee of Trust Board. This group is responsible for leading the coordination, development, implementation and monitoring of the Trust’s PPI Action Plans across the organisation. The PCEC has four PPI Panel representatives as full voting members, Sharon Doherty, Annie Burrell, Peter Donnelly and Ray Hamilton, and PPI is a standing agenda item together with Complaints and Compliments and the Patient Client Experience. The Committee is chaired by Non-Executive Director, Mr John Wilkinson.

## Standard Two - Governance

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

### Governance Committee

This is also a sub-committee of Trust Board providing assurance to the Board on all aspects of governance except financial control.

### Senior Management Team (SMT)

The Senior Management Team, chaired by the Chief Executive, brings together senior Executives including the Executive Directors to the Trust Board. It is responsible for the implementation of Trust's strategies and policies and for key operational matters.



### The Trust's Service User and Carer PPI Panel

The PPI Panel is now in its eighth year with membership comprising service users and carers with the aim of having representation from across all programmes of care and Section 75 groups. The chair and vice chair of the Panel are service users and it provides feedback on how the Trust is progressing its PPI agenda and works with the Trust to enhance PPI across all of its services.

### During 2017/18 the PPI Panel:

- ◆ Recruited and welcomed new members, including a representative of the regional E Health Working Group
- ◆ Developed a communications plan, a key element of which was the production of a Panel Newsletter to highlight the positive impact that the involvement of service users and carers can bring to a large organisation - Download a copy at: <http://www.southerntrust.hscni.net/about/1600.htm>
- ◆ Worked with the Trust to review its PPI Strategic Action Plan and develop the new PPI framework *"Involving for Improvement"*
- ◆ Supported the review and update of the Advocacy Information Booklet for Trust Staff
- ◆ Supported the development of a PPI Training Booklet for Staff
- ◆ Contributed to the PHA's PPI monitoring and verification processes
- ◆ Supported the development of an engagement and communications plan for the Daisy Hill Pathfinder Group
- ◆ Continued to participate in a range of PPI Forums both within the Trust and regionally
- ◆ The Panel is currently developing its action plan for 2018/19



If you are interested in becoming a member of the PPI Panel please visit the PPI section of the Trust's website:

[www.southerntrust.hscni.net/about/1600.htm](http://www.southerntrust.hscni.net/about/1600.htm)  
or Email: [carolyn.agnew@southerntrust.hscni.net](mailto:carolyn.agnew@southerntrust.hscni.net)  
Tel: 028 3756 4469

## Standard Two - Governance

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

### Patient Client Experience and 10,000 Voices Steering Group

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



**For further information on PCE please see (page 24) or contact Mairead Casey , Patient Client Experience & 10,000 Voices Coordinator E:**

**[mairead.casey@southerntrust.hscni.net](mailto:mairead.casey@southerntrust.hscni.net) Tel: 028 3756 6764  
Mob: 07789 505502**

### Service User Feedback (Complaints and Compliments)



Our aim is to ensure that the services we provide are of high quality and that they are delivered in a comfortable, caring, compassionate and safe environment. Each year a significant number of people receive services provided or commissioned by the Southern Health & Social Care Trust and the vast majority have a positive experience and are cared for by well trained professional and support service staff, all of whom are highly dedicated. However like any organisation, things can go wrong and when this is the case we make it our goal to **listen, learn and improve**.

Patient Experience and involvement is extremely important to us. We aim to continually improve and it is those people who have experienced or observed our services who can help us to learn and improve the services we provide by sharing their experiences. The Trust is committed to providing high quality services to everyone that uses them. Your views can help us to improve our services. They are very much appreciated and are treated in confidence. You may want to make a comment or suggestion.

**Tell us what was good about your experience by making a compliment, or make a complaint about our services.**

### *You can contact us in a number of ways, including:*

- ◆ **By letter:** Service User Feedback Team, Southern Health & Social Care Trust, Beechfield House, Craigavon Area Hospital Site 68 Lurgan Road BT63 5QQ
- ◆ **By telephone:** 028 3756 4600
- ◆ **By email:**  
**Compliments & suggestions - [user.feedback@southerntrust.hscni.net](mailto:user.feedback@southerntrust.hscni.net)**  
**Complaints - [complaints@southerntrust.hscni.net](mailto:complaints@southerntrust.hscni.net)**
- ◆ **On line Service User Feedback form:** <http://www.southerntrust.hscni.net/contact/3854.htm>

The Annual Complaints Report and further information is available on the Trust website

<http://www.southerntrust.hscni.net/contact/1614.htm>

**Quarterly reports on complaints and compliments are presented  
& trends discussed at the PCEC**

## Standard Two - Governance

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

### The Race Equality Forum

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

**For further information please contact Lynda Gordon, Head of Equality,  
Email: [Lynda.gordon@southerntrust.hscni.net](mailto:Lynda.gordon@southerntrust.hscni.net) Tel: 028 3756 4151**

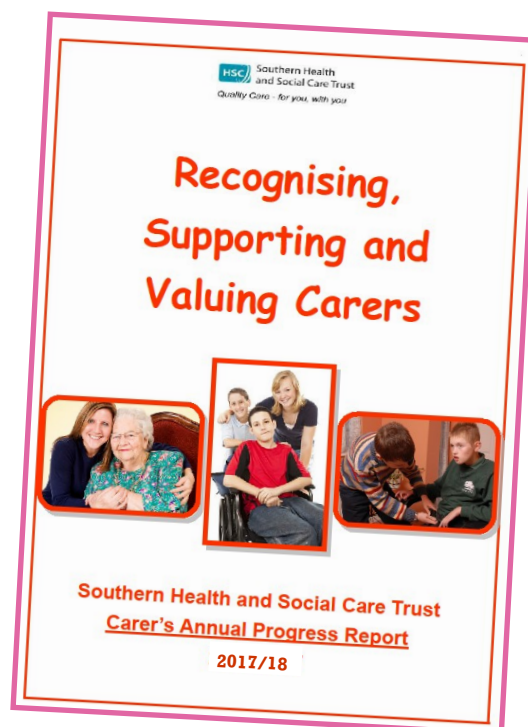
### The Trust Carers' Reference Group

The Carers' Reference Group continues to address the on-going needs and issues relating to carers in the Southern Trust area. Chaired by the Assistant Director for Older People's Services, membership comprises Trust senior managers who have been nominated as Carers' Champions for their programme of care, the Trust's Carers' Coordinator and carers from across each of the Trust's three localities.

This group develops an annual Carers' Action Plan and meets on a quarterly basis to discuss and monitor progress on the implementation of the Carers' Strategy and the Trust Carers' Action Plan. Quarterly reports detailing the performance of the Trust in relation to the objectives laid out by the Health and Social Care Board Carers' Strategy Implementation group are scrutinised by the Trust's Governance Committee, Senior Management Team and Trust Board before submission to the Health and Social Care Board.

The main aim of the group is to support carers to engage in the planning and review of services and to champion the rights of carers within the Trust.

**Further details can be found in the Carers' Annual Progress Report 2017/18 available to download on the Trust website: <http://www.southerntrust.hscni.net/services/1581.htm>**



## Standard Two - Governance

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

**T**he Traveller Action Group (TAG) meets every three months to share information on support services for Travellers and to make sure that these services are suitable to meet Traveller needs and that Travellers are aware of their existence and how to access them.

The Traveller Action Group is chaired by the Assistant Director of Promoting Wellbeing, Southern Health and Social Care Trust and there is representation from:

- ◆ Other Southern Health and Social Care Trust staff
- ◆ Local Traveller Support Groups
- ◆ Early Years Toybox
- ◆ Intercultural Education Service (IES)
- ◆ Housing Executive
- ◆ Public Health Agency
- ◆ Local Councils

The Traveller Action Group was established in 2010. Travellers attended these meetings for a number of years however more recently while there has been no direct Traveller involvement, Traveller Support workers feedback to Travellers on the progress being made by the group and bring issues from the Travellers they work with to the meetings for discussion.



**Further details can be found in the Traveller Action Group Progress Report 2017/18 available to download on the Trust website. <http://www.southerntrust.hscni.net/services/2185.htm>**

### Trust Directorates and Opportunities for Involvement

The Trust delivers its health and social care services through 4 operational directorates:

- Directorate of Children and Young People's Services
- Directorate of Mental Health and Disability Services
- Directorate of Older People and Primary Care Services
- Directorate of Acute Services

These directorates are supported by:

- ⇒ The Medical Directorate
- ⇒ The Directorate of Human Resources and Organisational Development
- ⇒ The Directorate of Performance and Reform, and
- ⇒ The Directorate of Finance

Each of the operational directorates comprises a variety of long standing service improvement groups which includes service user and carer representation.

Details for involvement opportunities and the relevant contact details can be found at

<http://www.southerntrust.hscni.net/about/1600.htm> and on

SharePoint <http://sharepoint/oppc/uicd/PersonalandPublicInvolvement/SitePages/Home.aspx>

## Standard Two - Governance

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

### Action plan with defined outcomes developed to demonstrate the impact of PPI

During 2017/18, the Trust in partnership with its PPI Panel finalised the review of its **PPI Strategic Action Plan 2010 - 2013**. One of the recommendations emanating from this review was:-

*“to strengthen links with Patient Client Experience programme, Equality Unit, Quality Improvement and Complaints and Compliments departments.”*

As a result a new framework for Personal and Public Involvement (PPI) was published in November 2017 and it and the framework for Patient and Client Experience now underpin the Trust's Quality Improvement Strategy 2017- 2021.

These documents are available to download on the Trust's Website:

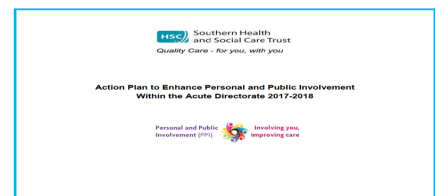
<http://www.southerntrust.hscni.net/about/1600.htm>



Individual Directorates develop annual **Directorate Specific PPI Action Plans** as part of the business agenda of the Directorate. These inform the progress the Trust is making against the regional PPI standards.

**These Directorate PPI Action Plans focus on four key themes:**

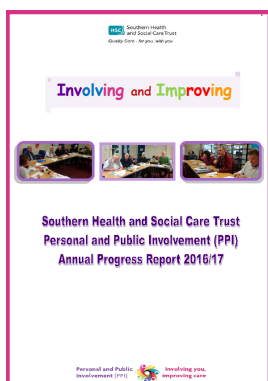
- Information
- Levels of Involvement
- Training
- Monitoring and Evaluation



**PPI Indicators** have been developed for each of the four key themes and the PPI Team collate information from the directorate **PPI impact template returns** twice a year to provide directorate progress monitoring reports. This enables the Trust to highlight and share areas of good practice and identify areas for further and/or targeted development.

At the end of each year, the Trust develops a Corporate PPI Action Plan and Progress report that is then made available on its website.

**Annual report demonstrating evidence of compliance with PPI responsibilities and work undertaken to address challenges in this area.**



Copies of the Trust's PPI Annual Reports are available at:

<http://www.southerntrust.hscni.net/1600.htm>



### External monitoring and verification

The Public Health Agency (PHA) has responsibility for leading implementation of policy on PPI across the HSC and for ensuring that HSC Trusts meet their PPI statutory and policy responsibilities/ obligations.

The PHA in turn provides assurances to the Department in this regard through the established accountability arrangements. In September 2017, the PHA produced a Monitoring Report on the mechanisms and processes the Southern Trust has in place for embedding PPI and progress made.

## Standard Two - Governance

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

This report was based on evidence gathered through:

### ◆ The Trust PPI self-assessment monitoring report

The Trust was required to complete a self-assessment report and secure sign off, via the PPI Panel and Patient Client Experience Committee (PCEC). The report gave the Trust and the PHA the opportunity to assess progress and compliance against the KPI's aligned to the five PPI Standards, the recommendations made as part of the previous PPI monitoring and the Implementation Progress Report requested by the Department of Health in November 2016.

### ◆ Information collated during the verification monitoring visit (June 2017)

This Information was collated via two engagement sessions, the first with Trust PPI representatives where the HSC Trust self-assessment submission was reviewed with members of the Regional HSC PPI Forum Monitoring group and the second with 7 members of the PPI Panel where PPI within the Trust was discussed with service user/carer representatives from the Regional HSC PPI Forum Monitoring group.

### ◆ Additional evidence supplied by the Trust

This included Annual Reports, Action Plans and resources developed over the previous 12 months.

There were 15 recommendations for improvement which the Trust has actioned as existing resources permit. The Trust continues to highlight the need for further dedicated resources to provide the necessary support to help staff to embrace and undertake PPI.

The Public Health Agency report concluded that:

*'SHSCT continues to have strong PPI component as part of their governance processes, both via representation at the PPI Panel and also the PCE Committee.'*

*'The Trust has continued to invest in PPI resources, expertise and guidance and the outcomes of this continue to be evidenced in relation to the practices and support mechanisms available to staff to undertake PPI.'*

*'The Trust has demonstrated that it has processes in place to try and ensure that Service Users and Carers are integrated into all major decisions taken by the organisation.'*

*'We welcome the positive approach undertaken to increase the number of staff trained in PPI and recognise the work to integrate the involvement message into other training. This has successfully enabled a wide range of staff to undertake training.'*

Copies of the PHA's PPI Monitoring Reports relating to the Southern Health and Social Care Trust can be downloaded at: <http://www.publichealth.hscni.net/sites/default/files/directorates/files/SHSCT%20final%20report%202016.pdf>

Further monitoring is due to take place in 2018.



# 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 the public in the planning, delivery and evaluation of services

In line with the regional PPI Standards key performance indicators, the Trust :

- ✓ **Maintains an up-to-date register of existing and future opportunities for involvement at all levels across the organisation, which is accessible by the public**
- ✓ **Supports the involvement of service users, carers and the public to include:**
  1. **Clarity on roles/responsibilities for those participating**
  2. **Training, support and advocacy if required**
  3. **Use of accessible communication mechanisms and procedures**
  4. **Good Meeting Etiquette**
  5. **Application of interim service user, carer and stakeholder reimbursement guidelines and procedures for HC organisations**
- ✓ **Provides named points of contact for each individual engagement exercise**
- ✓ **Provides feedback to those involved in each engagement as standard practice**
- ✓ **Identifies barriers to involvement and develop action to overcome these**
- ✓ **Maintains an up-to-date register of existing and future opportunities for involvement at all levels across the organisation, which is accessible by the public.**

The Trust has developed a register of its existing on-going opportunities for involvement highlighted on (page 6.)

This is available on the Trust website: <http://www.southerntrust.hscni.net/about/1600.htm>

A **registration form** template has been developed so that each service area can maintain its own list of interested people and circulate opportunities for involvement as they arise.

There is also an **on line registration facility** and the details of those who register are forwarded to the relevant service team. [Click here](#) to view the on line registration facility.

Service teams contact their own service users and carers when consulting and making changes to services, policies etc. This is also a requirement of the Equality Screening process.

As part of the PPI Action Plan framework, a template **for opportunities for involvement** has been developed for completion and should be displayed in service areas alongside the **'Have Your Say'** poster.

Teams and services are using the **Opportunities for Involvement template** in a flyer format to promote focus groups, meetings etc. Here are some examples of flyers that services have used in the past year to highlight opportunities for involvement.



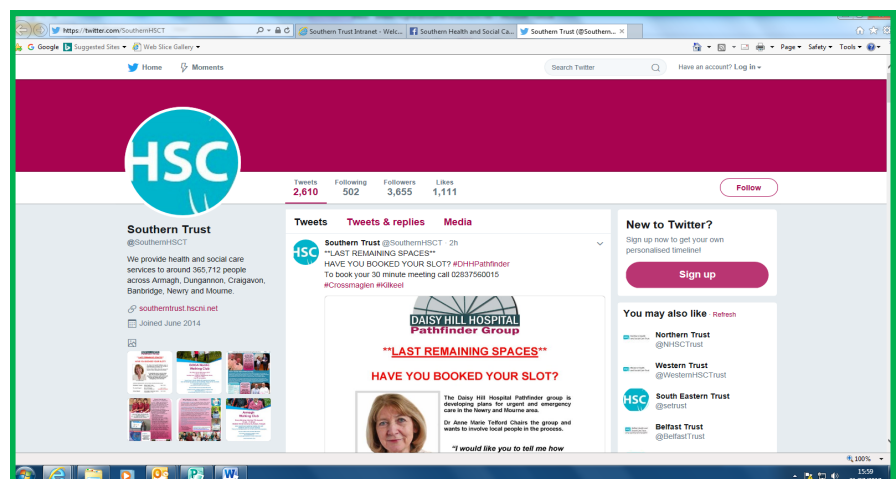
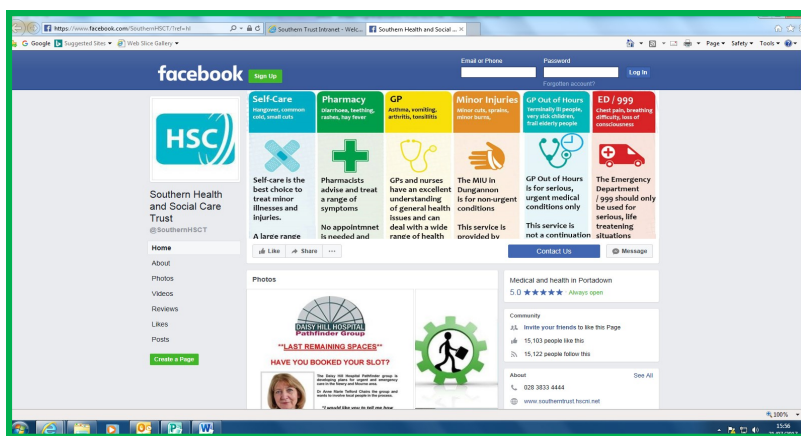
# Standard Three - Opportunities and Support for Involvement

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

The Promoting Wellbeing Division has a community and voluntary sector mailing list and **mailing list** of service user / carer groups and interested people. Information on opportunities for involvement are circulated on a regular basis.

**Please contact [esme.brown@southerntrust.hscni.net](mailto:esme.brown@southerntrust.hscni.net) if you would like to be included on the list or if you wish to circulate information via the mailing lists.**

The Trust has a **Facebook** page and **Twitter** account and **opportunities for involvement** are also circulated via these. The Trust also uses **YouTube** as a platform to provide service users, carers and the public with a variety of information including videos, audio interviews. In 2017/18 there has been a steady increase in the number of staff using these platforms to share information and promote opportunities for involvement.



The Trust has a social media policy to ensure that staff are aware of their responsibilities for the appropriate use of the social media they may access in a personal or professional context.

**Please contact Trust Communication Department to have information uploaded on to social media platforms.**

You can follow the Trust on [Facebook](#) and [Twitter](#)



# Standard Three - Opportunities and Support for Involvement

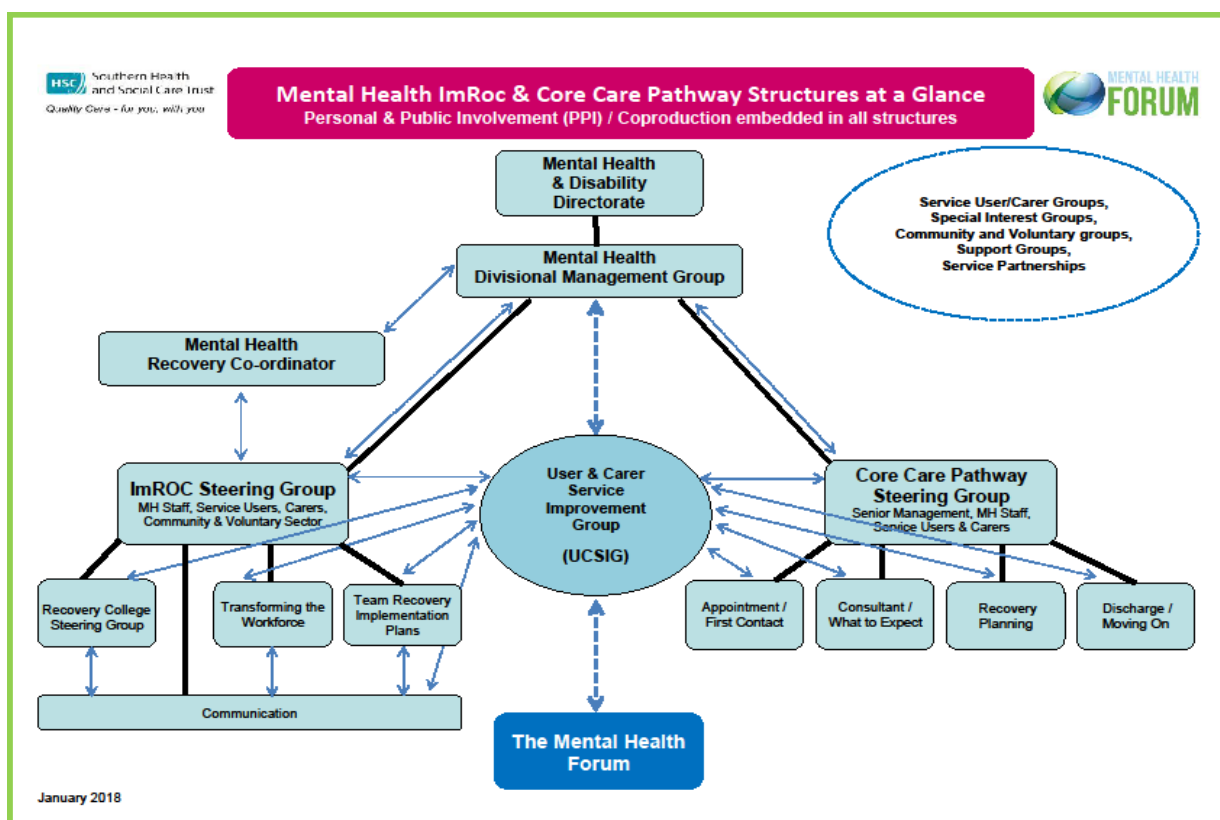
HSC Organisations will provide clear and accessible opportunities for involvement at all levels, facilitating and supporting the involvement of service users, carers and the public in the planning, delivery and evaluation of services

## Supports the involvement of service users, carers and the public

1. Clarity on roles/responsibilities for those participating
2. Training, support and advocacy if required
3. Use of accessible communication mechanisms and procedures
4. Good Meeting Etiquette
5. Application of interim service user, carer and stakeholder reimbursement guidelines and procedures for HC organisations

### 1. Clarity on roles/responsibilities for those participating

- ◆ The PPI Team in partnership with the PPI Panel has developed a **template Information Pack** for those interested in being involved in specific opportunities providing background information, outlining what to expect and the commitment required; The template has been tailored and used for the PPI Panel, Carers Reference Group, and a range of other service user and carer forums and groups. The template is available to download from the Trust's website <http://www.southerntrust.hscni.net/about/1600.htm> and can be tailored to suit the needs of your group
- ◆ The **Southern Trust Mental Health Forum** continues to deliver a capacity building programme to assist individuals coming forward to support co-production activities. The Forum has also reviewed and updated Mental Health Structures and Accountability Flowchart to help clarify roles and responsibilities.



# Standard Three - Opportunities and Support for Involvement

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## 2. Training, support and advocacy if required

- ◆ PPI Panel **induction and refresher training course** held 1st December 2017. This provided an overview of the SHSCT's structures, history and ethos, decision making and accountability processes, key values and principles underlying PPI and how this is embedded in the Trust, and the role of the PPI Panel

- ◆ **OCN NI Level 3 Award in Quality Improvement – Foundation**

This qualification was designed to develop the knowledge and skills of service users and carers who has an interest in quality improvement activities. Six service users /and staff from voluntary sector organisations completed the course during 17-18



- ◆ **Three Peer Trainer** roles were developed by Mental Health Services and filled by people with lived experience of mental and physical health challenges
- ◆ The **Volunteer Service** continues to provide corporate induction training for all new volunteers. Safeguarding Awareness training is offered twice a year and other role specific training such as Moving and Handling is also available via e learning
- ◆ **Advocacy Information Booklet for Staff** reviewed and updated by the PPI Panel and PPI team ensuring that all stakeholders have the opportunity to develop a better understanding of both the needs and services available to marginalised groups and individuals
- ◆ **Recovery and Wellness College** continues to offer a range of courses and workshops to those with lived experience of mental health challenges, carers, families and members of the public. Courses and workshops are co-designed and co-delivered by people with lived experience of mental and physical health challenge, mental health practitioners and carers. 67 individuals have completed '**Train the Trainer**' courses and a Trainer's Co-production Network has been established
- ◆ Following consultations with local carers, the **Physical Disability Team** in Portadown established a monthly Carer's Clinic to provide information and offer support. Funding from the Carers Development Budget has also enabled the team to provide further support in the form of therapies

## 3. Use of accessible communication mechanisms and procedures

- ◆ **The Southern Trust Mental Health Forum** has launched a Facebook page and developed an interactive orientation document to support service users, carers and staff joining collaborative working groups



## 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 the public in the planning, delivery and evaluation of services

### 3. Use of accessible communication mechanisms and procedures



- ◆ Responding to feedback from visually impaired service users, the staff at the **Outpatients Department Ramone** at Craigavon Area Hospital have introduced a number of service improvements, including yellow name badges for staff; Introduction of Deaf Communication card; Subtitles to be on TVs at all times; Information on facilities within Ramone and the hospital; Promoting Wellbeing information available and displayed in Ramone waiting area and Health and Wellbeing Hub promoted; Improved signage at check-in kiosk; Improved signage and access at front entrance of CAH; Introduction of yellow fleeces/tee shirts for Trust volunteers; and Introduction of **#Hello My Name is**.

These improvements ensure that all aspects of the service are responsive and focused on the needs and priorities of service users and the general public and will lead to improved levels of service user satisfaction

- ◆ **Children's Disability teams** worked in partnership with service users and carers to co-produce a DVD to celebrate their transition from children's services to adult services and ensure that they have access to information, assessments and services that promote personal development, independence and social inclusion



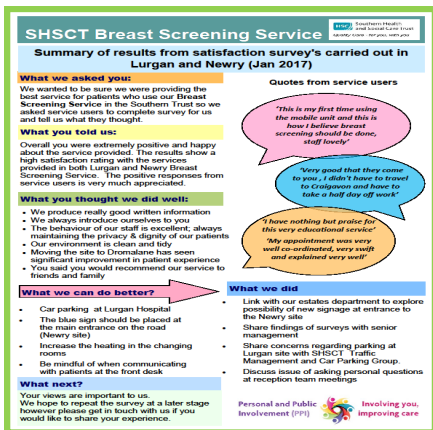
- ◆ Members of the **ImROC (Implementing Recovery through Organisational Change) communication sub-group** have reviewed Mental Health Service Leaflets to ensure consistency and clarity.

Service users and staff from the Trust and voluntary sector worked together and made a number of suggestions aimed at ensuring that users of services and their families have a clear idea as to what services will entail, and also the limitations of services/starting point of other services.

# Standard Three - Opportunities and Support for Involvement

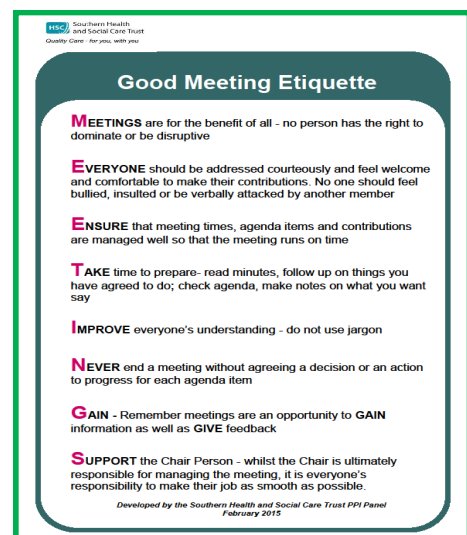
HSC Organisations will provide clear and accessible opportunities for involvement at all levels, facilitating and supporting the involvement of service users, carers and the public in the planning, delivery and evaluation of services

- ◆ The **DHH Pathfinder Group** hosted a number of engagement events with staff, service users, carers and elected representatives, established a Pathfinder Community Forum and developed an engagement and communication plan to ensure a flow of reliable and accurate information into local communities
- ◆ Working in partnership with local service users and the charity AMH Adapt, the **Eating Disorder team** co-delivered a Hope & Recovery Information Evening for individuals affected by eating disorders and their carers in Armagh. Those in attendance heard a service user outline her own experiences and recovery journey. This was followed by information on support services available in the Southern Trust area and then a short interactive session on ways to promote good well-being and mental health. The event improved knowledge and also ensured greater understanding and awareness of eating disorders in the local community.



- ◆ Tailoring the Trust's PPI Feedback poster to its own needs, the Breast Screening Service let participants know what has been achieved as a result of their previous involvement. The Feedback poster was displayed in all waiting areas and was also featured in **'Screening Matters'** a regional newsletter for the Health Professionals involved in the Northern Ireland cancer screening programmes.

- ◆ **Good Meeting Etiquette Posters** developed in partnership with the PPI Panel displayed in Trust meeting rooms. This poster has also been used at a number of regional involvement events.



## 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 the public in the planning, delivery and evaluation of services

### 5. Application of interim service user, carer and stakeholder reimbursement guidelines and procedures for HC organisations

- ◆ Continued application of guidelines and procedures developed by the Trust and adapted by PHA for regional use. A copy of the guidelines is available to download at:

<http://www.southerntrust.hscni.net/about/1600.htm>

### Engage – a central resource for Involvement in Health and Social Care

Engage – a central resource for Involvement in Health and Social Care is now available to support staff in the Southern Trust. The Engage website was developed in partnership with staff, service users and carers and is designed to provide a wide range of information, guides and links to support Personal and Public Involvement (PPI).



The website is focused on supporting HSC staff to build their knowledge and skills on involvement. It is a resource to provide the information and good practice tools for staff to effectively involve service users and carers. Brian O'Hagan, a service user and carer representative who co-produced the resource, commented:-

*“the resource will stimulate people to get involved and provide them with the necessary information to start to understand Health and Social Care.”*

The resource is also public facing, providing information for service users and carers on Involvement, Consultation etc. An e-learning programme is available to help the public understand Health and Social Care and the importance of ensuring their voice is heard.

Engage was officially launched on 13 November 2017 by Dr Michael McBride, Chief Medical Officer who predicted that:-

*‘Engage will develop into one of the most important resources that Health and Social Care uses.’*



Engage also provides a platform to showcase best practice by providing a range of case studies to demonstrate Involvement in practice in a range of areas. Links to tools are also available to support staff to identify tools to enable them to effectively involve service users, carers and the public.

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



## 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 the public in the planning, delivery and evaluation of services

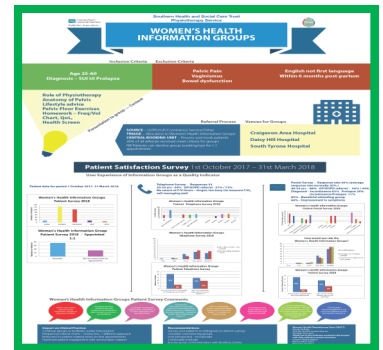
### Provide feedback to those involved in each engagement as standard practice

**Feedback** is a crucial element of PPI. It is really good practice to let participants know what has been achieved as a result of their involvement otherwise they may be reluctant to become involved again.

Feedback to service users, carers and the public can be made in different formats. The following are mechanisms that the Trust has in place, to ensure feedback is standard practice:

- ◆ **The PPI Annual Report gives summary feedback of overall Trust PPI Activity**
- ◆ **PPI Directorate and Carer Summary flyers**
- ◆ **Variety of service newsletters e.g. ICT Newsletter, Recovery Newsletter**
- ◆ **PPI Feedback poster**

The PPI Team in partnership with the PPI Panel and Trust staff has developed a PPI Feedback template which is available to download from the Trust's website <http://www.southerntrust.hscni.net/about/1600.htm> and can be tailored to suit the needs of your activity.



### Identification of barriers to involvement and develop actions to overcome these

While the Trust continues to prioritise and remains committed to PPI it continues to do so within existing resources. It has identified a number of barriers that limit development and progress and has continued work throughout the year to progress actions to overcome these.

### Resources to support PPI

The Trust makes best use of its available resources and continues to highlight the need for additional recurrent resource for PPI to the PHA and DoH. The Trust's Senior Management Team has approved a proposal for the appointment of a second PPI Officer to support staff in principal pending the identification of a funding stream.

### Capacity within the PPI Team

During 17/18 approval was obtained to employ a temporary part-time administrator to support staff with resource development including questionnaire design and action plan and report development. The PHA also requires Trusts to deliver Personal and Public Awareness (PPI) raising and training programme, however, due to the limited capacity within the PPI Team and the availability of similar learning in other existing Trust training programmes the options offered for Southern Trust staff are detailed in a new booklet together with a list of resources to support staff to understand and incorporate PPI into their work practice (see pages 25, 26 and 27.)

### Ability to capture comprehensive information on PPI activity across the Trust

A further PPI self-audit checklist exercise is planned for 18/19 and this will enable the Trust to measure progress on compliance with its PPI Indicators against the baseline exercise completed in March 2016. This will also help to further promote the PPI Impact template and increase returns across programmes of care.

### Capacity building and support programme for service users and carers

This has been raised with the PHA and the Patient Client Council. A programme is being developed through the Mental Health Forum. The PPI Team is developing a questionnaire in partnership with its PPI Panel to scope the range of service user/carers groups active across the Trust and identify training and support needs. This will be rolled out in 2018/19.



## 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

In line with the regional PPI Standards key performance indicators, the Trust:

- ✓ Integrates basic PPI awareness training into induction arrangements for all new staff
- ✓ Evidences compliance with any annually agreed regional targets for the provision of and access to PPI training
- ✓ Ensures a mechanism is in place to capture information on the up-take of PPI training
- ✓ Demonstrates service user and carer involvement in the design, delivery or evaluation of PPI training

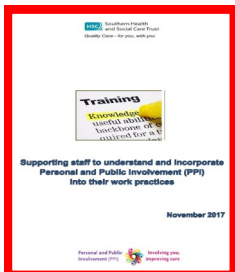
### Basic PPI Awareness Training

The Trust's Corporate Induction Programme makes reference to PPI/PCE and User Views. In addition a PPI Information leaflet for staff outlining support available can be downloaded from the Trust website and continues to be used as a hand-out at training and events. The PPI Team also provide PPI Awareness training to staff and teams on request. Over the past year the majority of this training has been during Team meetings, which suit teams best. The PPI Awareness training is also promoted in the PWB Training Directory which is up-dated and circulated each quarter.

- ◆ PPI Awareness is also presented at the core induction programme for student social workers and new social care staff twice a year
- ◆ PPI Awareness raising is also included in the Trust's Continuous Improvement Quality Improvement Leader programmes
- ◆ The PPI Team also contribute to the Professional Development Programme for Registered Staff Nurses and Registered Midwives SHSCT and QCF and the Lean Practitioner Master Class Programmes. Lean Training packs include all of our PPI resources.

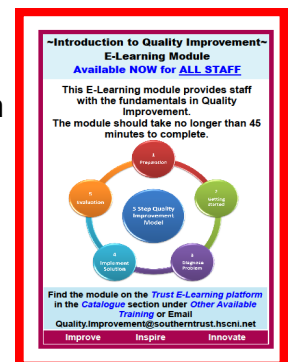
***The new Personal and Public Involvement Awareness E-Learning Programme is now available on the Southern Trust E-Learning Platform.***

This programme, developed by the PHA through the Regional PPI Forum, is aimed at all staff. It provides an introduction to PPI which includes an overview of the statutory duty and case studies to showcase PPI in practice.



### **PPI Training Booklet for Staff**

co-produced by the PPI team and the PPI Panel to help staff to understand and incorporate PPI into their work practices.

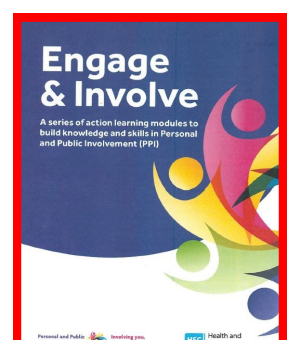


### Recording uptake of PPI training

During 2017/18 a total of **792 completed** PPI Awareness e-learning. This brings the overall total of Trust staff now trained in PPI awareness to **3,172** which is more than a quarter of the work force.

### Involvement in designing, delivering and evaluating PPI training

The Trust continues to ensure that service users and carers are involved in the design, delivery or evaluation of PPI / Service User and Carer Involvement training.

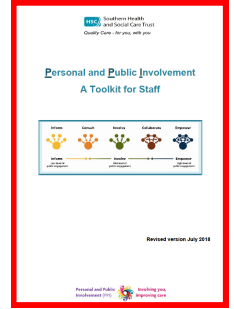


# Standard Four - Knowledge and Skills

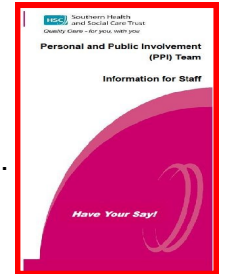
HSC organisations will provide PPI awareness raising and training opportunities as appropriate to need, to enable all staff to deliver on their statutory PPI obligations

## Other SHSCT PPI Resources

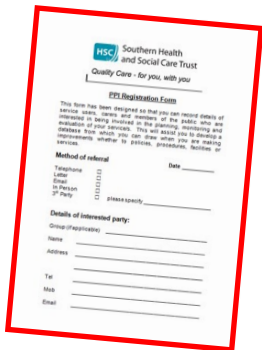
The Trust's **PPI Toolkit** which was developed to provide staff and managers with information and good practice guidance to enhance PPI within their area of service has been reviewed and up-dated in line with new guidance issued and the regional PPI standards and will be available to download from the Trust website and SharePoint from September 2018.



**Have Your Say posters and leaflets** so that staff, service users and carers are aware of the right to involvement

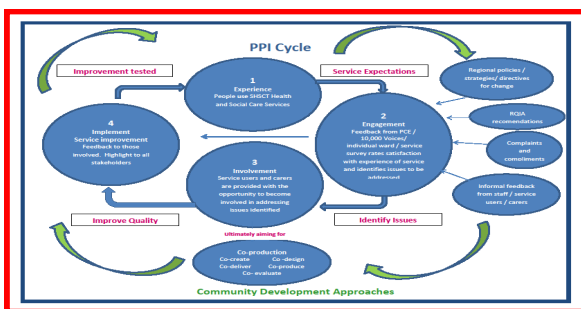
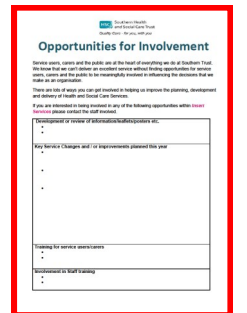


**PPI Information leaflet for staff** outlining the support available from the PPI Team.



The **PPI Registration form** so that service teams can develop their own local lists of interested people

**Opportunities for Involvement template** is still being used so that service teams can let their service users and carers know what opportunities are available



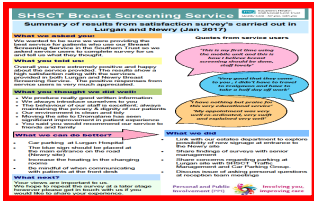
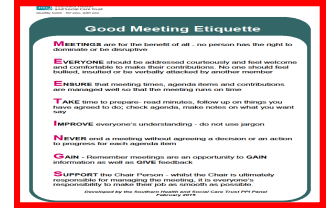
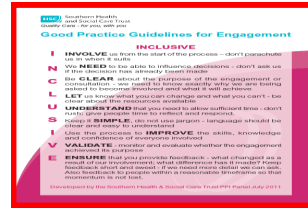
**PPI Cycle** – has been developed to outline the Personal and Public Involvement Cycle within the Southern Trust highlighting the connections between the Patient Client Experience/10,000 Voices, Complaints and Compliments, Co-production and Quality Improvement which are underpinned by the use of community development approaches throughout.

# 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

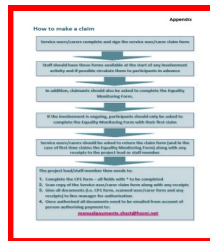
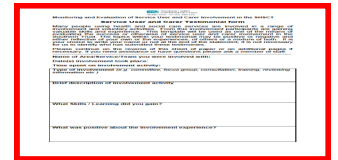
## Other SHSCT PPI Resources continued

Good practice guidelines for engagement **'INCLUSIVE'** poster and **Good Meeting Etiquette checklist** complement the PPI Toolkit



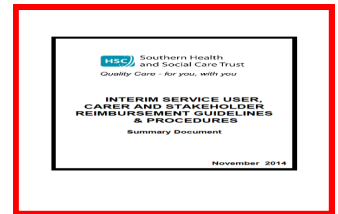
**PPI Feedback poster - Feedback** is a crucial element of PPI. It is really good practice to let participants know what has been achieved as a result of their involvement otherwise they may be reluctant to become involved again

**Service user/carer testimonial template-** to record what service users and carers thought of the involvement process and the impact it had for them



**PPI Activity Record - Completion** of this form will guide you through the various stages to be considered and completed in PPI Activity

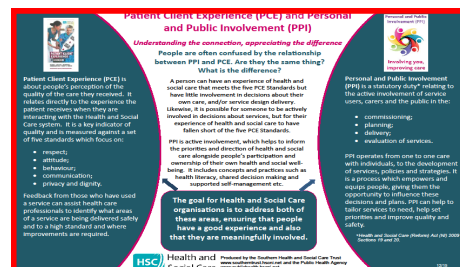
**Service User, Carer and Stakeholder Reimbursement Guidelines Procedures** so that those who become involved are not left "out of pocket" as a result of their involvement



**PPI compliments poster -** to showcase compliments received about care and treatment. This not only provides reassurance for others using the service but it improves staff morale to know that the service they provide is of a high quality and is appreciated

**A range of factsheets** to complement the Toolkit

- \* **Facilitating Focus Groups**
- \* **How to set up a Service User Group**
- \* **Methods of Involvement**
- \* **What is PPI?**
- \* **Questionnaire design**
- \* **Working with Hard to Reach Groups**
- \* **Advocacy Information Booklet**
- \* **PPI/PCE**



All resources are available to download from the Trust's website <http://www.southerntrust.hscni.net/about/1600.htm>

## Standard Five

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

In line with the regional PPI Standards key performance indicators, the Trust:

- ✓ **Evidences service user and carer involvement in the monitoring and evaluation of PPI activity**
- ✓ **Demonstrates through its annual report:**
  1. **How the needs and values of individuals and their families have been taken into account in the development and delivery of care**
  2. **The outcomes and impact achieved by using PPI approaches in respect of policy, investments, decisions and service delivery across the organisation**

### Service user and carer involvement in PPI monitoring and evaluation

The **PPI Panel** consists of **12 service users** and carers across all programmes of care, Trust localities and section 75 groupings and provides feedback on how the Trust is progressing its PPI agenda. It also works with the Trust to enhance PPI across all of its services. Trust staff from across the programmes of care have attended PPI Panel meetings to provide progress up-dates on PPI within their area of responsibility. All PPI action plans, progress reports, resources and training are discussed with and approved by the PPI Panel. The PPI Panel is also involved in the annual PHA PPI monitoring process; overseeing the completion of the self-audit questionnaire and participating in the verification visit.

Four PPI Panel members are full voting members of the **Patient Client Experience Committee (PCEC)** that is responsible for leading the coordination, development, implementation and monitoring of the Trust's PPI Action Plan across the organisation as well as the Patient Client Experience Standards and Complaints and Compliments.

The **Mental Health User and Carer Service Improvement Group (UCSIG)** consists of service users, carers, and independent mental health user and carer advocates (NIAMH, CAUSE) and mental health staff. This group seeks to shape and improve the quality and delivery of mental health services within the Southern Trust. UCSIG has representation on a range of strategic fora including: Trust Carers Reference Group, Recovery Steering Group, Support and Recovery Governance Forum and ImROC x 3 Sub-Groups, PPI Panel and the Mental Health Senior Management Group. Divisional PPI Action Plan is signed off by the group and progress monitored at each meeting.

There are 6 places available for carers on the Trust's **Carer Reference Group**. This group oversees the development and implementation of the Trust's Carer's Action Plan and influences how the Trust plans, delivers, monitors and evaluates carer support.

**Equality Screening** - In addition to involvement in developing, all completed Equality Screening forms are available to view on the Trust's website at:

<http://www.southerntrust.hscni.net/about/Publications.htm>



**Further examples of service user and carer involvement in PPI monitoring and evaluation are contained within other sections of this report.**

## Standard Five

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

### Taking the needs and values of individuals and their families into account in the development and delivery of care

#### Patient Client Experience Programme

Patient experience is recognised as a key element in the delivery of quality healthcare. The PCE Programme is one method employed by the Trust to determine patient and service user priorities and ensure that these are reflected in the Trust and directorate specific annual work plans. The PCE Steering Group coordinates the programme and ensures that best practice and learning is disseminated across the Trust and that the actions and work plans inform other Trust activities such as PPI initiatives and actions, Serious Adverse Incident reviews, complaint processes and regional work plans.



#### What we did

During 2017/18 the PCEC Steering Group progressed work to address the regional PCE priorities, continued with the collection of patient and client stories through the use of 10,000 Voices surveys as agreed by the Regional PCE Steering Group and those identified as Southern Trust priorities.

#### Regional PCE priorities 2017/18 - Need Priorities

- ◆ **Develop a process to reduce noise at night**
- ◆ **Work with HSC Trusts to implement and sustain improvements in relation to mixed gender accommodation**
- ◆ **Implementation of a series of Always Events will be the focus of the PCE Steering Group work plan 2017/18 relating to communication**
- ◆ **Increase uptake of PHA Biennial survey by 40% in areas of low participation by March 2018**
- ◆ **Implementation of 10,000 Voices programme**

#### 10,000 Voices Surveys 2017/18

10,000 Voices is a regional initiative where patient views are gathered on the services they have received measured against the 5 patient client experience standards to inform future commissioning priorities. It gives people an opportunity to highlight anything important, such as what they particularly liked or disliked about their experience

- **Adult Safeguarding - If your experience relates to the process of Adult Safeguarding please click here: [10K Voices Adult Safeguarding](#)**
- **Eye Care Services focus period of story collection commenced March 2017 [10K Voices Eyecare services](#)**
- **Discharge services - if your experience relates to Discharge services please click here: [10,000KMOREVoicesExperienceofDischargefromHospital](#)**
- **Delirium survey - [10KMOREVoicesExperience of delirium](#)**
- **Staff stories - [10KVoicesStaffExperience](#)**
- **Northern Ireland Ambulance Service - if your experience relates to the Northern Ireland Ambulance Service please click here: [10KNIAS](#)**
- **Health and Social Care in NI - if you have had any other kind of experience within Health and Social care and wish to share your story please click here: [10 Health and Social Care in NI](#)**

**Further information is available in the PCE Annual Report 17/18 and May 2017 PCE Newsletter**

# Standard Five

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

## Taking the needs and values of individuals and their families into account in the development and delivery of care continued

### Southern Trust priorities 2017/18

Each directorate identified 5 improvement programmes to progress under patient client experience:

- ◆ **Improving Communication - Outpatient Department, Ramone, CAH (Acute Services)**
- ◆ **Looked after Children (Children and Young People)**
- ◆ **South Down Integrated Care Team (Older People and Primary Care)**
- ◆ **Communication with Carers (Mental Health and Disability)**

Always Events are aspects of the patient experience that are so important to patients and family members that health care providers must aim to perform them consistently for every individual, every time. These can only be developed with the patient firmly being a partner in the development of the event, and the co-production is key to ensuring organisations meet the patients' needs and what matters to them.

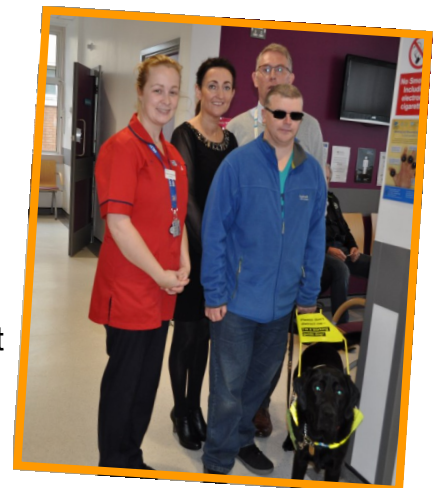
### An Always Event must meet four criteria:

<p><b>1. <u>Important:</u></b></p> <p>Patients and family members have identified the event as fundamental to improving their experience of care, and they predict that the event will have a meaningful impact when successfully implemented.</p>	<p><b>2. <u>Evidence-based:</u></b></p> <p>The event is known to contribute to the optimal care of and respect for patients and family members (either through research or quality improvement measurement over time).</p>
<p><b>3. <u>Measurable:</u></b></p> <p>The event is specific enough that it is possible to determine whether or not the process or behaviours occur reliably. This requirement is necessary to ensure that Always Events are not merely aspirational, but also quantifiable.</p>	<p><b>4. <u>Affordable and Sustainable:</u></b></p> <p>The event should be achievable and sustainable without substantial renovations, capital expenditures, or the purchase of new equipment or technology.</p> <p>This specification encourages organizations to focus on leveraging opportunities to improve the care experience through improvements in relationship-based care and in care processes.</p>

### What Difference Did it Make?

#### Sensory Disability

In response to feedback from deaf and visually impaired service users, the staff at the Outpatients Department Ramone in Craigavon Area Hospital have worked in partnership with representatives from the Sensory Disability Team and introduced a number of service improvements in an effort to improve communication. These include new yellow name badges for staff; the introduction of Deaf Communication cards; improved signage at check-in kiosk; improved signage and access at front entrance of Craigavon Area Hospital; the introduction of yellow fleeces/tee shirts for Trust volunteers; and support for the '#Hello My Name is' Campaign. These improvements ensure that all aspects of the service are responsive and focused on the needs and priorities of service users and the general public and have led to improved levels of service user satisfaction.



## Standard Five

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

### Taking the needs and values of individuals and their families into account in the development and delivery of care continued

#### What Difference Did it Make?

##### Looked After Children

Rather than requiring new interventions this Always Event focused on a Service developing a new approach in relation to how it engaged with service users, shared information and managed a Looked After Child's review. This new approach is based on beginning the process much earlier, ensuring that parents, young people and carers are fully consulted, know what to expect from the Review Meeting and receiving a copy of the report 7 days in advance of the meeting. Two Looked After Children teams commenced this project in February and initial feedback indicates that reports are currently being received 3-4 days in advance of the meeting, which is already an improvement on average baseline.

##### South Down Integrated Care Team

'Hello My Name is' has now been embraced by all staff when they take phone calls with the Always Event Point of Care Team recording 100% compliance with check phone calls. The process of receiving and acting upon service user phone calls to the South Down Integrated Care Team was also mapped and suggestions sought and explored for improvement using Quality Improvement methodology. As a result of the Always Event work, the team has strengthened their process for promptly responding to patient telephone calls. Service users also reviewed contact information in the Care Management Information packs.

##### Mental Health Division -Communication with Carers

A 'Point of Care' team which included local carers was established and it co-produced an information leaflet to assist with the collection of collateral information.

A project plan following the 'IHI Always Event Framework' was then devised to enhance the experiences of care for both patients and carers. The team also co-designed a leaflet and piloted it within two areas within the Mental Health Directorate. A change to PARIS electronic recording enabling easier identification when collateral information has been obtained is also being tested. Over the coming months the team will continue working through the IHI methodology to ensure that staff in Newry & Mourne Home Treatment Team and Cloughmore Ward at Craigavon Area Hospital will offer all (100%) service users' carers dedicated time (face to face or via telephone) to discuss what is important to them.



## Standard Five

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

### Taking the needs and values of individuals and their families into account in the development and delivery of care continued

#### What Difference Did it Make?

##### Recovery and Wellness College

The College uses an educational approach to help people recognise and develop their personal resourcefulness and awareness in order to become experts in their own self-care, make informed choices and do the things they want to in life. During 2017/18 560 individuals engaged with the college, there was a 75% increase in the number of courses on offer and stronger links made with local communities resulted in courses being delivered from a greater number of venues.

For more information please visit:

<https://www.youtube.com/watch?v=Vj2QRSshYW4>



##### Dementia Inpatient Care

Service Users and Carers were involved in establishing priorities and developing plans in relation to the future location of Dementia Inpatient Care. Plans for the development of stepped care model for dementia have been co-produced with a group of experts by experience. Education and training programmes have also been co-produced. And service users are represented on the both the Trust's Dementia Strategy Implementation Group and Dementia Improvement Group.



##### Take 5 Steps to Wellbeing

The Mental Health Improvement Officer worked in partnership with people with lived experience of mental and physical health challenges to co-design and co-deliver the Take 5 Steps to Wellbeing course. There are five simple steps to help maintain and improve our wellbeing: Connect, Be active, Take notice, Keep learning and Give. This course looks at what well-being means to each of us and explores practical way to build the 5 steps into our daily lives.

##### Fracture Liaison Service

Staff from the Fracture Liaison Service developed a satisfaction survey to gather the views and experiences of service users and carers. As well as providing the opportunity to offer feedback on aspects of their own individual care, this survey also gathered information on specific issues including waiting times for assessment, distances travelled to the clinic and the demand for further information sessions. The survey which was conducted with 40 consecutive service users in May revealed 90% never considered the need for an osteoporosis assessment prior to being contacted by the Service; 100% were satisfied with the information and literature provided; and 90% believed that it was convenient for them to travel to the clinic.

##### Welcome Packs

Welcome Packs have been introduced for children admitted to the new Daisy Children's and Young People's Unit at Daisy Hill Hospital and aim to make a hospital stay that little bit easier for families. The packs include some essential items for an unplanned admission such as; toothbrush and toothpaste, a hairbrush, shower gel and shampoo, snacks, wipes and information leaflets. Molly a recent patient on the Paediatric Ward in Daisy Hill Hospital designed the packs.





# Standard Five

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

## Taking the needs and values of individuals and their families into account in the development and delivery of care continued

### What Difference Did it Make?

#### Modernisation of Stroke Services

In July the Trust hosted a public consultation in relation to the reshaping of Stroke Services across N Ireland. This ensured that patients, service users, staff, the general public and key partners, including the voluntary and community sector are at the heart of designing services.



#### Community Nutrition Education Programmes

Over the course of the last 12 months staff from the Community Nutrition Education Team have consulted with over 70 facilitators who are delivering a range of nutritional and weight management training programs in our local communities. These programs, which include Cook It, Food Values and Choose To Loose, are targeted at particular groups including young people, those with a disability and BME communities and the team was keen to discover the views and experiences of facilitators in relation to delivery, identifying specific areas for improvement. This information was gathered via evaluation forms and semi structured interviews, both in person and via the telephone. This involvement ensured that the team are able to offer additional support where needed and improves the flow of nutritional and weight management information into our local communities to support people to make healthier choices.

#### Safety in Partnership

Uses a strengths based approach with families and young people who have experience of being involved with social services. The main emphasis is on children's safety and welfare, while recognising strengths within families and other support systems, in order to assist social workers in keeping children safe while ensuring that parents are fully involved in the process, and able to express their views. Parental and carer feedback within the Southern Trust has strongly validated this model as ensuring that they felt listened to, felt fully included in the decision making process, and had an increased understanding of social services' concerns around their children. Staff also felt that this model helped improve working relationships between users and social work staff.



#### Promoting Good Nutrition - Adult Community Services

In December a representative from the Community Dietetic Service provided the PPI Panel with an overview of 'Promoting Good Nutrition - A Strategy for good nutritional care for adults in all care settings in NI 2011-2016'. The Panel also offered advice to the Trust's Promoting Good Nutrition Adult Community Services Group which seeks to address malnutrition across the southern area by planning where services / resources should be directed and by identifying individuals at risk in their own home / in the community.

#### The Butterfly Scheme

The Trust continues to implement the Butterfly Scheme in its Acute and Non-Acute settings, identifying service champions and involving carers in the delivery of training. The Butterfly Scheme is a way of sharing carer expertise and insight with all staff who take over that care in hospital. It provides a system of hospital care for people living with dementia or who simply find that their memory isn't as reliable as it used to be and is an active request for support – empowerment of people with dementia and their carers to personalise the care they receive.



## Standard Five

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

### Taking the needs and values of individuals and their families into account in the development and delivery of care continued

#### What Difference Did it Make?

##### Neonatal Units

To mark World Prematurity Day on the 17 November awareness raising events were held at Daisy Hill Hospital Special Care Baby Unit and Craigavon Area Hospital Neonatal Unit. These events included presentations from parents, information displays and tea parties. Both events were supported by Tinylife, N Ireland's premature and vulnerable baby charity which is dedicated to reducing premature birth, illness, disability and death in babies born here.



##### Staff Health and Wellbeing Strategy 2018 - 2021

The Workplace Health & Wellbeing Steering Group sought the views of the workforce in relation to the Staff Health & Wellbeing Strategy 2018 - 2021. The group hosted 3 engagement sessions in each locality to allow staff to identify the key priorities that the organisation should focus on to improve staff health and wellbeing over the next three year period and how they wish it to go about achieving these.

##### Your Visit to the Hospital

A video which is helping to prepare children for surgery in Southern Trust hospitals is now available in a range of different languages. 'Your Visit to Hospital' was the first of its kind produced in N Ireland to help reduce anxiety in children and parents before surgery. Developed by Dr Sam Dawson, the video has been so well received by families that it has now been translated into the four most commonly spoken languages – Polish, Portuguese, Bulgarian and Lithuanian. Preoperative anxiety can result in nightmares, separation anxiety and fear of doctors in children after surgery. This video will help many of the 2,400 children requiring anaesthetic in the Southern Trust each year.



##### Physiotherapy Rehabilitation Service

The Physiotherapy Rehabilitation Service conducted a series of semi-structured interviews with 10 stroke patients prior to discharge from Lurgan hospital, to discover their experiences. If the patient was agreeable carers were also invited to attend the interviews. The interviews focused on a range of topics including communication, information provided and goal setting. The service displayed the feedback as a poster and will use it to improve quality and inform future service provision and development, particularly in regards to weekend provision.

##### Trust Excellence Awards

The Excellence Awards steering group has developed a new category for the 2018 event: The Award for Partnership Working with Service Users / Carers in the design / delivery of Services. This award will be for an individual or team who can demonstrate excellence in engaging and involving service users / carers in shaping the services they receive. The individual / team must demonstrate how through their relationship with service users and carers, and the methods of engagement, involvement and co-production, they have contributed to improved outcomes ensuring that services truly meet the needs of the user.

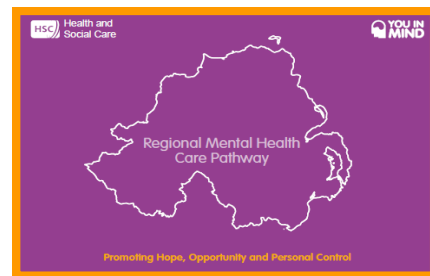


## Standard Five

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

### Mental Health Care Pathway Training

Service users and carers are currently co-delivering Mental Health Care Pathway Training to staff at various locations across the Southern Trust. This training ensures that staff are able to support individuals to take personal responsibility for their own wellbeing and enable staff and people with mental health challenges to better work together, taking account of the person's individual values and beliefs and also the promotion of wellbeing.



### Functional Support Services

Functional Support Services completed its annual Laundry Services Satisfaction Survey with service users in both the Southern and Belfast Trusts. An improvement plan was developed after the results were collated and this has led to improved stock management with an increased supply of linen in circulation to meet the rising demand.

### Consultation on new home delivery service for Community Equipment



On Monday 5th of February, the Trust launched a consultation on the introduction of a home delivery and recycling service for simple items of community equipment. Within a health and social care context these include simple aids to daily living such as, grab rails/raised toilet seats etc. It also includes continence products and specialised beds, mattresses, chairs, hoists, slings, and other more complex equipment. The potential introduction of this service model will allow the Trust to deliver a high quality responsive patient focused community equipment service while also securing an annual saving of approximately £200k. This consultation closed on 30th of April and the feedback is currently being analysed.

### Parking Enforcement at Daisy Hill Hospital

In response to ongoing traffic issues and acting on feedback from service users, gathered via informal engagements and a recent car parking survey, which indicated support for parking enforcement at Acute sites the Trust introduced new parking arrangements at Daisy Hill Hospital on 6<sup>th</sup> of November 2017. As a result service users are now able to get closer to hospital doors for pick up / drop off, there is reduced congestion and improved traffic flow around the site and improved safety for pedestrians. Completing the survey also allowed the Trust to develop a better understanding of parking patterns.

### Care Home Support

The Care Home Support Service captured the views and experiences of carers in relation to its annual Review meeting. An exit survey, which focuses on issues such as the timing and location of reviews and access to the key worker, is issued to all carers at the end of the process. Responses reveal high levels of satisfaction with the Review meeting and have provided staff with a unique and invaluable perspective resulting in improved levels of morale.

### New Aseptic Suite for Craigavon Area Hospital

During the construction of the new Aseptic Suite at Craigavon Area Hospital, it is necessary to close the main front doors of the Macmillan Building. Planning staff have therefore worked in partnership with service users to co-produce a Patient Information Leaflet that outlines the benefits the new suite will offer to service users; Information on interim access routes to the Macmillan Building; Advice on seeking assistance when accessing the Macmillan Building; and Information on interim car-parking arrangements.



## Standard Five

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

### Acute Services Directorate

#### Paediatric Units

A busy year for those involved in the development of the new Paediatric units at Daisy Hill and Craigavon Area hospitals included hosting workshops where staff and parents shared their views on the interior design of these units.

Comments and feedback were noted and taken into account during the development. The Trust also invited staff and service users to a presentation by **Learning Space**, a specialist provider of play and sensory equipment. At this event staff and service users had the opportunity to identify products that they believed would improve a child's experience and aid their development. Involvement initiatives such as these will generate a sense of ownership amongst all stakeholders and lead to increased levels of satisfaction for service users, carers and staff.



#### Breastfeeding Peer Support Volunteers

Breastfeeding Peer Support Volunteers were recognised at a recent awards ceremony to celebrate their successes in completing Open College Network (OCN) Level 2 accredited training.



Breastfeeding Peer Support Volunteers are local mums who have breastfed their own children and who, following specialised training, offer encouragement and support to their peers. New mums can be linked with a Peer Support Volunteer as soon as they leave hospital. They can call the volunteer for support and advice over the phone or if necessary, they can organise to meet them in person. By sharing their own skills and experiences, Peer Volunteers can help new mothers to overcome many problems with breastfeeding and encourage them to discuss any concerns they may have.

#### Bereavement Forum



After gathering the views of service users and staff in relation to the **'End of Life Symbol'** and then piloting its use in Lurgan and South Tyrone hospitals, the month of October saw the Bereavement Forum introduce the symbol to the acute settings of Daisy Hill and Craigavon Area hospitals. Developed by the Hospice Friendly Hospitals Programme the symbol can be displayed at the nurses' station, the entrance to a ward/unit or on the door of a single room to alert visitors and staff who may be passing through that a patient has died. The symbol aims to be a subtle alert to everyone in the area that a grieving family is present and as such enhance the respect and solemnity that should be observed when a patient dies. This initiative led to increased levels of satisfaction for service users, carers and staff.

#### Breast Care Team

Working in partnership with local service users and cancer charities, the Breast Care Team raised awareness of the disease with staff and members of the public during the month of October by encouraging all women and men to be more aware of what is normal for their breasts so that any changes can be discovered early. The successful campaign featured in the local press and on BBC news and the flow of reliable and accurate information ensured that local communities across the region are better informed.



## Standard Five

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

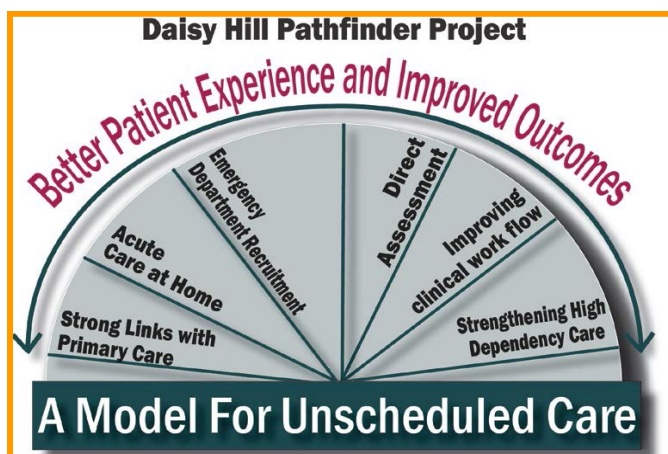
### Inflammatory Bowel Disease Patient Panel

Service users marked World IBD Day on 19th May 2017 by hosting an education day in Craigavon Area Hospital. As well as raising awareness of the disease, the event also provided an opportunity for the Patient Panel to engage with and support other local people living with IBD. The following month, the Panel also supported the regional IBD Interest Group with the coordination and promotion of a strategic planning event which sought to map current service provision and plot the development of a new referral pathway. To round off a hugely productive year the panel also organised an awareness raising / departmental evening on 5th December 2017. This event which coincided with IBD awareness week was also promoted and supported by Crohns and Colitis UK.



### Daisy Hill Hospital Pathfinder Project

The Daisy Hill Hospital Pathfinder Project was set up in response to an inability, despite numerous attempts, to recruit senior medical staff to work in the Emergency Department.



Following a regional summit meeting, it was agreed that a Pathfinder group would be established to assess the unscheduled care needs of the local population and to bring forward recommendations on the best way to meet those needs in the future. The DHH Pathfinder Group adopted a co-production and co-design approach from the outset, ensuring that the voice of service users and carers was central in the planning of future emergency care services.

To ensure full and inclusive community participation the project group:-

- ◆ **Developed an Engagement and Consultation strategy**
- ◆ **Hosted a series of engagement meetings with the local community / voluntary groups, Service Users / Carers, staff and public representatives to discuss how best to work in partnership to develop proposals to stabilise, safeguard and sustain local services**
- ◆ **Involved 5 community representatives who were nominated by the Community Forum**
- ◆ **Established 'Task and Finish' Groups to take account of co-production and stakeholder involvement in undertaking a population health needs assessment, in developing proposals and in preparing a high level implementation and investment Plan**
- ◆ **Developed a monthly newsletter and utilised the local press to keep the local community informed**

In December a final report was submitted to the Chief Medical Officer, Dr Michael McBride and in June the Department of Health confirmed details of an investment package as part of a long-term plan to sustain and bolster urgent and emergency care at the Newry hospital.

It includes an initial £650,000 this year from the Department's health and social care transformation fund. The package also includes a £1m capital funding allocation this year from the Southern Trust, to improve infrastructure at the hospital site. A ROADMAP for the future of Daisy Hill Hospital's Emergency Department is now a reality - thanks to a meaningful partnership between the local community, workforce and the health and social care system.

## Standard Five

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

### Older People and Primary Care Directorate

#### Carer's Action Planning Workshop

The Carer's Reference Group champions the rights of carers across the Southern Trust and supports them to become involved in the planning and evaluation of services. During 2017/18 the Group undertook a Comprehensive engagement process to discover carers' knowledge and experiences of support services and what they thought would help them in their caring role going forward. This engagement process consisted of a questionnaire, 6 focus groups and 8 workshops eliciting the views of 195 carers.



**The main issues of concern identified by local carers were:**

- ◆ **the need for financial, emotional and practical support and regular information and where to access this locally**
- ◆ **the challenges in understanding the system and navigating health and social care services**
- ◆ **Carers Assessments to be carried out by well trained staff with an understanding of carers issues and provide effective, sensitive support**
- ◆ **the impact of caring role on the carer's own health and wellbeing, in particular mental and emotional wellbeing**
- ◆ **the need for replacement carer cover and contingency planning for the cared for person**
- ◆ **availability and accessibility of day opportunities, day care and volunteer placements for cared for person and**
- ◆ **training and support to be become more involved in shaping health and social care services**

This information will be used as the basis for the development of the Carer's Action Plan for 18/19 at a co-production workshop planned for May 2018.

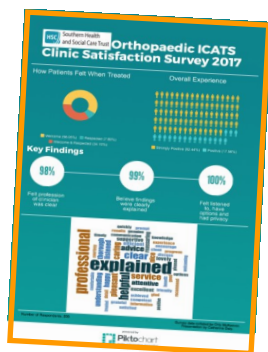
During the year the Carer's Reference Group also co-produced a booklet for carers outlining the range of support services and resources available locally. A Carers Assessment Support Booklet to provide Trust Staff with information to enhance their knowledge and understanding of carer's issues and existing sources of support is also being developed so that staff can provide effective, sensitive assistance when offering and completing a Carers Assessment and developing a carer's needs and support plan.

#### Orthopaedic Integrated Clinical Assessment and Treatment Service (ICATS) Clinic Satisfaction Survey

During the year staff from the Orthopaedic ICATS Clinic used a satisfaction survey to capture the views and experiences of service users in relation to the service provided. Two hundred and five individuals completed the survey and the collated results reveal that:

- ◆ **98% of service users felt the profession of the clinician was clear**
- ◆ **99% of service users believed findings were clearly explained**
- ◆ **100% of service users felt listened to, were provided with options and had their privacy respected**

**This feedback helps the Trust to deliver to a more efficient and effective service better meeting the needs of service users and carers.**



## Standard Five

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

### Palliative Care Experience Group

The Trust is committed to ensuring that the palliative and end of life care services it provides are of the highest possible quality. To ensure that this is the case, the Palliative and End of Life Care Team hosted a recent Information Morning to discover what matters to patients and carers and to hear their suggestions on how services could be improved. This engagement proved to be extremely worthwhile with those in attendance agreeing to join the Palliative Care Experience Group and work in partnership with staff to address a number of recommendations endorsed in the palliative and end of life care strategy for N Ireland, **'Living Matters, Dying Matters.'**

### Improving Day Care Experiences for Older People

Over the last 12 months, staff from Older People's Day Care Services have used a range of methods and tools, to capture the views and experiences of local service users and carers. These included a '10,000 Voices' survey, satisfaction questionnaires, annual reviews and regular focus groups. The Service shared the findings of these engagements / consultations at a workshop in October that was attended by a wide range of stakeholders including service users, carers, the Commissioner for Older People in N Ireland and representatives from the Health and Social Care Board and the Public Health Agency. This workshop also provided an opportunity for the stakeholders to discuss approaches and initiatives that would help improve the service and further support the independence of service users and carers. These included empowering service users and staff to shape and develop additional programmes such as 'Brain Fit' and 'Moving More Often' and 'Community Connectors', a service to signpost service users to rewarding community based activities for the days when they aren't attending day care. Feedback also included requests from carers for more information in relation to meals, activities and planned closures over holiday periods. In response staff have developed a Carers' Database which includes email addresses and regular updates are now issued to keep them better informed of developments. This small initiative has improved communication and relationships and aided the flow of information into local communities.



### Women's Health Information Groups

Women's Health Information Groups commenced in Southern Trust in November 2015 and were introduced to facilitate patient-peer support through education / awareness; to educate patients on the role of physiotherapy in the management of continence / prolapse; to facilitate improved engagement on the part of patients; and to address the loss of clinical time through patients not attending their first appointment. From the 1<sup>st</sup> of October 17 to 31<sup>st</sup> of March 18 the Physiotherapy Service conducted a user satisfaction survey to gather views and experiences in relation to the overall experience, the quality of the information provided and perceived benefits.

- The survey revealed:
1. 85% of service users stated that they thought attending a group setting before attending an individual appointment was beneficial
  2. 66% of service users noted an improvement in their condition after attending an information group

**This exercise ensures that staff understand and appreciate the experiences and perspectives of users and are able to identify service areas where further improvements need to be made going forward.**

## Standard Five

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

### Independent Domiciliary Care Sector Stakeholder Consultation

The Trust is currently in the process of reviewing the way that independent domiciliary care services are commissioned and delivered and is proposing a new approach, which will be a person-centred model supporting independence. It is therefore involving carers, service users, GP's and those Trust staff who are involved in arranging care packages, in the development of this model. Views have been gathered via a questionnaire which was available in both hard copy and on Survey Monkey. This feedback will help the trust to deliver to a more efficient and effective service better meeting the needs of service users and carers.

### Mental Health & Disability Directorate

#### Mental Health Peer Support Workers

Acting on recommendations from the Implementing Recovery through Organisational Change (ImROC) programme, the Trust introduced a team of Peer Support Workers onto the Acute Inpatient Ward in December. This action ensures that users across all of Mental Health services now have access to peer support.



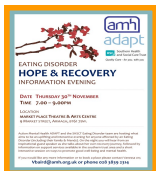
Peer support is a system of giving and receiving help and is founded on the key principles of respect, mutual empowerment, shared responsibility and agreement on what is helpful. It is about one individual understanding another's current situation empathically through a shared experience of emotional and psychological pain.

The role of these Peer Support Workers can include helping people to use self-management tools and techniques, facilitating education and support groups, supporting individuals through transitions such as from hospital to home and assisting social prescribing initiatives that help service user's access community based opportunities to improve their health and wellbeing.

Peer support delivers a range of outcomes for those receiving the support, the peer support workers themselves and the system as a whole. Receiving peer support leads to increased levels of self-esteem and confidence, a sense of belonging and the motivation to learn new skills. Peer support workers also report increased levels of self-esteem, confidence and often experience an increase in their own ability to manage periods of ill-health. The benefits for the system include reductions in both the number and length of admissions and a truly comprehensive and integrated model of care, with the voice of those with lived experience at the centre. A Peer Educator has also recently been introduced into the Personality Disorder Service to support groups bring the recovery ethos into greater focus.

#### Eating Disorder Team

Working in partnership with local service users and the regional charity AMH Adapt, the Eating Disorder team co-delivered a Hope & Recovery Information Evening for individuals affected by eating disorders and their carers during November in Armagh.



Those in attendance heard a service user outline her own experiences and recovery journey. This was followed by information on support services available in the Southern Trust area and then a short interactive session on ways to promote good well-being and mental health. The event improved the knowledge of those in attendance and also ensured greater understanding and awareness of eating disorders in local communities.

#### Mental Health Service Leaflets

A new series of information leaflets is now available to help people using mental health services in the Southern Trust area. The Trust in collaboration with service users, has been at the forefront in N Ireland for co-producing such information. The set of 14 leaflets aims to offer mental health service users help and support in a user friendly way. The leaflets cover many of the wide range of services available including community addictions, eating disorders, inpatient services, supported living, home treatment and recovery and were developed in response to feedback from service users.





## Standard Five

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

### Mental Health Day Opportunities

Representatives from the Mental Health Division and the regional charity MindWise worked in partnership with the local Service User Forum to co-design a new model of day opportunities for those with mental health issues.

Under the previous system, service users would have to attend specifically arranged group activities at set times and in particular locations, but with the new flexible model each individual has greater opportunity to choose how they wish to spend their day. During the planning stages, staff also consulted with individual service users to identify interests, activities and the ongoing support that would be required. All stakeholders believe that this new model will enable and promote recovery and independence by supporting service users to better engage with their local community through training, employment, leisure and recreational activities.



### Disability Day Services Review

In September the Disability Division initiated a review of Disability Day Services -Day Care and Day Opportunities to identify inherent strengths, areas for development and to make recommendations for a modernized day services model. The Health and Social Care Board's consultation on regional Learning Disability Day Opportunities Model (2014) required the Trust to review its daycare provision and ensure that those who do not meet the criteria for daycare avail of a wider choice of day time activities to meet their needs. The project team will ensure that service users and staff are meaningfully engaged and involved in the review and have developed and implemented an Engagement Plan to communicate with service users, carers, families, staff and local communities.

### Accessible Information Strategy Group

The Trust's Accessible Information Strategy Group coordinated a number of campaigns in partnership with staff from Learning Disability Community Services, Promoting Wellbeing and service users and carers to raise awareness of Learning Disability Week. This included **'Treat Me Well'**, Mencap's campaign to transform how the health services treats people with a learning disability in Hospital.



### Learning Disability Services Carers Forum

In 2013 the Trust established a Learning Disability Services Carers Forum to provide carers with the opportunity to be involved in any proposed service changes or developments in respect of Respite, Day Opportunities, Day Care, Supported Living and Transition. After a number of years both the Trust and carers representatives believed that an comprehensive evaluation of the forum was needed and commissioned an independent organization to measure its effectiveness against Public Health Agency values and principles of PPI and to identify any recommendations to define and enhance the role of the group. Views and experiences were gathered via surveys, focus groups and semi-structured interviews and a final evaluation report was issued in June. The report's recommendations now form the basis of an improved relationship between the Trust and carers representatives. The chair of the Forum is now an independent which ensures continued objectivity throughout the decision making process.

### Learning Disability Day Care

Service users supported the development of a Epilepsy Toolkit for adults with a learning disability and also an epilepsy diagnosis by co-producing a 'Record What You See' poster and a record keeping chart. This improvement initiative improved governance and the safety and quality of services.

## Standard Five

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

### Children & Young Peoples Directorate

#### Step 2 - Intellectual Disability Child and Adolescent Mental Health Service

In February the Trust launched a new 'Step 2' Intellectual Disability Child and Adolescent Mental Health Service (ID CAMHS). One in forty children have an intellectual disability, which means they have difficulty understanding information and learning the skills needed for everyday life and they are at least four times more likely to develop a significant mental health, emotional or behavioural problem than the average across the childhood population.



The ID CAMHS service works directly with children/young people and their families offering a 'Stepped Care' approach which means that services are based on what service users need, rather than what services have to offer. The team has therefore adopted a strong co-production approach, recognising the expertise of service users and their families and carers in their own health care needs and are striving for the service to be truly designed and delivered for, with, and by children/young people and their families.

To develop and maintain this co-production approach to service development and delivery, the team also commissioned The Participation Network to establish a base-line of how satisfied parents/carers and children/young people are with the current service, identifying any areas for improvement and to determine how interested parents/carers and children/young people are in becoming active participants in the development of the service. To discover these views, Participation Network drafted a survey that was completed by 16 parents / carers, hosted 2 focus groups involving a total of 10 parents / carers and conducted 1-1 interviews with a sample of parents, carers, siblings and service users. At the launch the Service provided feedback from these engagements and outlined its plans for the development of a service information leaflet, Parents Support Group, User Forum and a Sibling Group which aim to help families engage with and support each other.



#### Family Nurse Partnership Programme

In December a group of young, first time mothers graduated from the Family Nurse Partnership programme. This home visiting programme is offered to young mums aged 19 and under who reside in the Southern Trust. A family nurse visits and works in partnership with the mum from early pregnancy until the child's second birthday supporting them to have a healthy pregnancy, improve their child's health and development and plan their own futures. Since 2012, 180 young mums in the Southern Trust have participated in the programme.

#### Corporate Parenting

Working in partnership with service users, foster carers and Fostering Network, the UK's leading fostering charity, the Corporate Parenting service co-delivered an awards ceremony to celebrate the successes of young people in care. Approximately ninety young people were nominated by their social workers and received awards for a wide range of achievements which prioritised the importance of education outcomes for looked after children. The Fostering Achievement programme supports the aspirations of children and young people in foster care and also recognises the role of foster carers and kinship foster carers as primary educators.



## Standard Five

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

### Local Engagement Partnership

In July 2017, the Trust established a Local Engagement Partnership (LEP), a key standard of **'Improving and Safeguarding Social Wellbeing - A Strategy for Social Work 2012 - 2022.'** The LEP, which is a cross sectorial partnership of social workers, social work managers, service users and carers, has agreed that its key priority for 2017 - 2018 is the promotion and enabling of a co-production approach within social work.



To date the partnership, which is co-chaired by a service user, has identified and recruited 26 co-production champions to promote the approach within their teams and services and developed a PowerPoint presentation to raise awareness and understanding of co-production as a way of working. It has also developed a questionnaire to gauge staff's understanding of co-production and to identify services where the approach is currently being utilised.

### Pre-school Child Development Service

Staff from the Pre-school Child Development Service hosted a focus group for parents / carers on the St Luke's site, Armagh. This event provided the parents / carers in attendance with the opportunity to outline their experiences of the Service and identify areas where they believed improvements could be made. These areas included facilities, equipment, training, language and the lack of signposting to relevant voluntary and community organisations. Over the course of the evening Trust staff developed a better understanding of the emerging needs of parents / carers and secured their commitment supporting future improvement initiatives.



### The Family Placement Service

Staff and local carers co-delivered a Fostering and Adoption Information evening held in the Seagoe Hotel, Portadown. The event, which was attended by over 200 people, sought to raise the profile of adoption and foster care and assist with the recruitment of additional carers to meet the growing demand for placements. During the course of the evening, those in attendance heard presentations from 2 experienced carers detailing their respective journeys in becoming carers and what it has meant to them, their families and children placed with them. Those who attended also had the opportunity to speak directly with the carers, meet social workers and learn more about specific children needing placements. For the carers who co-delivered the Information evening this presented an opportunity to further develop their confidence, self esteem and understanding of the demands currently being faced by the Family Placement Service.



### Autism Services

In addition to service users and parents / carers being involved in the 'Co-production Work Stream Initiative' which will deliver a single 0-18 service to assess / diagnose autism, staff also secured the involvement of the young people in developing an ASD Awareness DVD and co-delivering awareness raising training in local communities. The staff have also involved young people in preparing a funding application to the Big Lottery Fund which is seeking support with developing a social enterprise to support the transition process and to enhance employment opportunities. Involvement initiatives such as these generate a sense of ownership amongst all stakeholders and lead to increased levels of satisfaction for service users, carers and staff.

# Thanks



This report has highlighted only some of the progress we have made over the past year, yet it also shows the great potential for making improvements to the experience of patients, carers and the wider public through involving and working in partnership with them to make our services more person-centred.

We would like to thank all those who have contributed to this report and to all involved in any of the PPI activity. This includes service users, carers, volunteers, the PPI Panel, Trust staff, community and voluntary organisations etc. For further information or support please contact the PPI Team at:

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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:

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St Luke's Hospital  
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You can also email us at: [carolyn.agnew@southerntrust.hscni.net](mailto:carolyn.agnew@southerntrust.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 \_\_\_\_\_

Comment: