



**Personal and Public Involvement (PPI)
Annual Progress Report
1 April 2016 – 31 March 2017**

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in alternative formats on request

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Foreword

Welcome to the Western Trust's fourth annual Personal and Public Involvement (PPI) Progress Report for 1 April 2016 to 31 March 2017. I introduce this report in my role as Director of Performance and Service Improvement and Executive Lead for PPI within the Trust. This report should be read alongside the Trust's Annual Report for 2016/2017.

PPI is a statutory duty, the Western Trust has a requirement to effectively involve local people in plans and decisions about services in their area. The Trust remains committed to a culture of openness and transparency. We have continued to strengthen involvement of the public, patients and carers in our services. We recognise the importance and benefits that service user and carer involvement adds to our organisation. We hope that this report showcases some of the work and how we have listened, responded and worked in partnership with patients, service users and the public.

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

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

During 2016/17 staff from within Equality and Involvement Team, who have responsibility for PPI, have actively sought additional membership for the Trust PPI Forum from Carers and Service Users and I am pleased that a number have now joined this Forum. A service user was also appointed as co-Chair.

The PHA has responsibility for leading the implementation of PPI policy across HSC organisations. This is outlined in the Department of Health (DoH), PPI policy circular (2012). The PHA has a responsibility for monitoring PPI across the HSC system, but has particular responsibility for providing assurances to the DoH in relation to the compliance with and progress of PPI in HSC Trusts.

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.

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



Teresa Molloy
Director of Performance and Service Improvement
WHSC

What is Personal and Public Involvement (PPI)?

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

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

PPI is the active and effective involvement of service users, carers and the public in Health and Social Care (HSC) services. It is a process whereby service users, carers and the public are empowered and enabled to inform and influence the commissioning, planning, delivery and evaluation of services in ways that are relevant and meaningful to them. People have a right to be involved and increasingly, they expect to be actively involved in decisions that affect them. We know that when people are meaningfully involved in decision making about their health and social wellbeing, or listened to when they complain or raise concerns, this leads to improved quality and safety.

Involvement can range from one-to-one clinical or social care interactions with service users and carers, through to larger engagements to assess needs, design services and influence commissioning priorities and policy development.

The Western Health and Social Care Trust (WHSCT) is committed to Personal and Public Involvement (PPI) as outlined in the PPI Strategy and Action Plan (WHSCT, April 2015), a copy of which is available via the Trust website under ‘Publications’ section.

The Trust recognises and values the needs and rights of all service users and stakeholders to be effectively and meaningfully involved in all aspects of Health and Social Care development.

PPI, done well, will lead to:

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

PPI Standards

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

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

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

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

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

Standard 1 - Leadership

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

To ensure effective leadership, coordination and on-going development of the PPI agenda the Trust has developed mechanisms to ensure that Directors and Senior Managers are accountable for the integration and development of the PPI agenda across all aspects of their business. Teresa Molloy is the Executive Lead for PPI and provides overall direction and drive for PPI within the organisation. The Non-Executive Director, Stella Cummings chairs the PPI Forum which has responsibility for the on-going coordination, development and implementation of the PPI Action Plan. Roy McCullough, service user, was appointed as co-Chair during 2016/2017. The Forum comprises senior staff from the Directorates, representatives from the community and voluntary sectors, service user and carer representation.

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

Standard 2 – Governance for PPI

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

We have prioritised PPI within all aspects of our business agenda and have established a range of governance, management and reporting mechanisms to reflect this. To demonstrate how lessons are being learnt and involvement activity is being integrated in to the work of the Trust, to continue to improve the quality and safety of services, a patient story is presented at most Trust Board meetings.

Our PPI Forum, chaired by Ms Stella Cummings with co-chair Roy McCullough, seeks assurance that the Trust is compliant with PPI statutory requirements. The PPI Forum reports to the Trust Governance Committee, which in turn reports to the Trust Board on PPI.

A PPI Strategy and Action Plan for 2015 – 2017 is in place and Annual PPI Reports are produced.

Standard 3 - Opportunities and Support for Involvement

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

An 'Interested in getting involved' form is available online and the details of those who register are then forwarded to the Equality and Involvement Team. The form is then forwarded to relevant Directorates who will contact the individual/organisation regarding opportunities for involvement within the Directorate. The form is also distributed at carers events, engage events etc.

The Trust continues to increase its social media presence and encourages staff to ensure that communication is accessible and user friendly. The Regional 'Making Communication Accessible Guide for Health and Social Care Staff' is available for all staff and provides practical tips advice and guidelines to ensure that people get the support with communication that they need.

The Trust has interim service user, carer and stakeholder reimbursement guidelines and procedures for HC organisations.

Standard 4 – 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

The Equality and Involvement team continues to provide support, advice and guidance to staff and service users, carers etc. Members of the PPI forum received an induction and induction pack that includes information on PPI, the Trust, Good Meeting Etiquette etc.

The Trust has mechanisms in place to capture information on the up-take, by WHSCT staff, of the Regional Engage and Involve e-learning programme. 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.

There are a range of resources relating to PPI available for staff on the Trust Intranet. PPI leaflets and posters are available so that staff, service users and carers are aware of the right to involvement. These are also available for staff to use to distribute to service users to highlight areas for involvement.

Standard 5 – Measuring Outcomes

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. PPI action plans, progress reports, resources and training are discussed with the PPI Forum. The PPI Forum is also involved in the annual PHA PPI monitoring process and services users/carers on the Forum participate in the verification visit.

We demonstrate through the annual report how the needs and values of individuals and their families have been taken into account in the development and delivery of care. The outcomes and impact achieved by using PPI approaches in respect of policy, investments, decisions and service delivery across the organisation is also detailed.

Values underpinning PPI

Dignity and respect

Each person is treated with dignity and respect.

Inclusivity, equity and diversity

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

Collaboration and partnership

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

Transparency and openness

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

Supporting PPI in the Western Trust

Western Trust PPI Forum

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

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

Members of the PPI Forum

Barry Boyle	Fermanagh Rural Community Network
Patricia Bray	Disability Action
Maeve Brown	Service Manager, Acute Directorate, WHSCT
Therese Brown	Head of Clinical Quality & Safety, WHSCT
Shaun Canny	Campaigners Active Network
Pauline Casey	Head of Service & Lead Nurse for Mental Health, WHSCT
Tom Cassidy	Assistant Director, Corporate Parenting, WHSCT
Stella Cummings	Non-Executive Director, WHSCT, Chair of PPI Forum
Colin Devine	North West Community Network
Elizabeth England	Cancer Services Manager, WHSCT
Sorcha Forbes	PPI Officer, Patient Client Council
Vi Gray	Patient & Client Experience/10,000 Voices facilitator WHSCT
Caroline Kelly	Carer Representative
Anne Love	Volunteer and Work Experience Manager, WHSCT
Cathy Magowan	Carers Co-ordinator, WHSCT
Caroline McCaughey	Alzheimers Society NI
Roy McCullough	Service User
Pauline McHenry	Carers Representative
Fionnuala McKinney	Acting Head of Health Improvement, WHSCT
Joe McMonagle	Service User/Chair of Altnagelvin Renal Support Group
Avril Morrow	Assistant Manager, Health Improvement Department, WHSCT
Siobhan O'Donnell	Head of Equality & Involvement, WHSCT
Maura O'Neill	Head of Service, Performance & Service Improvement, WHSCT
Gabrielle Quinn	Service User
John McCosker	Assistant Director, Adult Physical and Sensory Disability and Autism, WHSCT
Paul Rafferty	Head of Allied Health Professionals, WHSCT
Vincent Ryan	Assistant Director, Primary & Community Care, WHSCT
Karen Scrivens	Service User/Chair of Active Citizens Engaged (ACE)

What the Forum does

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

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

Regional HSC PPI Forum

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

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

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

WHST PPI Strategy and Action Plan 2015 – 2017

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

The Action Plan sets out how the Trust will continue to work to enhance the involvement of service users, patients, communities, other stakeholders and partners in the planning, development, delivery and evaluation of its services. Its implementation will ensure service users, patients, communities and the wider public remain at the heart of everything we do and that our services are effective, innovative and centred on addressing the needs of all our service users and stakeholders within the Western Trust area.

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

- Identify any barriers to involvement and develop actions to overcome these.
- Consider how to most effectively communicate and make accessible the range of current training materials/resources which support the active involvement of service users/carers.

- Feedback to be embedded as standard practice at all levels across the organisation.
- Senior Management Staff will regularly reinforce the need for PPI considerations to be regarded as an integral element of the responsibilities of staff and the organisation, whether operating at the individual care or strategic planning level.

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

The WHSCT PPI Strategy and Action Plan 2017 – 2022 will be developed in coming months.

Regional PPI Training

Engage and Involve, an e-learning training package developed by the PHA with input from PPI teams throughout HSC is available for Trust Staff.

PPI in Action

The following sections highlight some key areas of on-going PPI work across the Trust Directorates from 1 April 2016 to 31 March 2017:

ACUTE DIRECTORATE

Suite of Videos Highlighting Cancer Support in Western Area

The Western Trust, in partnership with the Cancer Locality in the West Group, formally launched a suite of videos highlighting cancer support available in the western area. This is the first time in Northern Ireland that cancer support information has been coproduced between Health and Social Care and voluntary organisations.

The Western Cancer Locality Group is a local community partnership group working with the Trust to make cancer support services more integrated and accessible. Member organisations of the Western Cancer Locality Group include: Action Cancer, Cancer Connect NI, Cancer Focus NI, Derry Well Women, Macmillan Cancer Support and the Pink Ladies.



WHSCT Chief Executive, Elaine Way with Cancer Services staff and members of the North West Cancer Locality Group at the launch of the cancer support resources

New Cancer Centre Altnagelvin Hospital

The New Cancer Centre, based at Altnagelvin Hospital, opened in November 2016. Throughout the development of the radiotherapy service there has been extensive consultation with staff, unions, local politicians and users through focus groups, presentations, public consultation etc. to ensure that everyone could hear and see what the development would bring to and for the people of the North West of Northern Ireland. The Trust recognises that the needs, experiences and priorities of people were central to the development of a patient focused service.

Intra-Trust and cross border collaboration and co-production have been key to designing patient pathways. Without input from stakeholders we could not have achieved such a high quality and safe service. Evaluation during the pre-service evaluation with stakeholders confirmed that their views and opinions had been realised. One key area was in relation to privacy and dignity for patients with the ambulance route direct from the carpark to the radiotherapy and in-patient ward. The design of the radiotherapy treatment suites was based on feedback from patients who had experienced radiotherapy in other hospitals.

Continuous improvement will be an ongoing priority and service users have been encouraged to speak to staff about their experience and how it could be improved.

Eye Care Liaison Officers

The Eye Care Liaison Officers (ECLOs) are employed by the Trust through Royal National Institute for the Blind (RNIB). They work directly with people with low vision, deteriorating vision, sight loss or impending sight loss.

The Eye Care Liaison Officers have also been delivering Visual Awareness Training to Western Trust staff since 2011. RNIB have worked with Trust staff to ensure that facilities are as accessible as possible for people with a Visual Impairment and have been involved in the development of new Signage in Radiology.

ADULT MENTAL HEALTH AND DISABILITY SERVICES DIRECTORATE

Reform of Foyle Disability Resource Centre (FDRC) Day Centre

Service users and staff from Foyle Disability Resource Centre (FDRC) formed a Steering group In January 2017 with the aim of reforming the delivery of daycare service available to users with a physical disability and/or an Acquired Brain Injury.

As part of the quality improvement work, staff worked with the community based social work team at Slievemore House to improve information recording and sharing with FDRC. Staff and members explored how to improve the service user's journey from the community teams into FDRC.

The Reform will offer a range of activities within a hub-style approach incorporating the day opportunity model. Staff and members were invited to give feedback on their experiences of the centre and to give their suggestions for future improvement and development. This feedback will be used to develop future practice, training and improvements.

Supportive Living

Person-centred care planning is recovery focused and strengths based there has been active involvement of service users, their families and carers in the planning, delivery and evaluation of care and services. A service user has been a member of Trust interview panels to recruit new staff for the supportive living service.

PERFORMANCE AND SERVICE IMPROVEMENT DIRECTORATE

Equality & Involvement Team

The Team continues to support staff to fulfil their obligations in relation to the implementation of PPI. They provide administrative support and guidance to the Trust PPI Forum which is a sub-committee of the Western Trusts Governance Committee and comprises of Trust staff, service users, carers representatives and community and voluntary sector representatives. This Forum meets quarterly and is tasked with supporting the development of meaningful and active Personal and Public Involvement across the delivery of health and social care within the Western Trust. The Forum supports learning and sharing of good practice to better promote and develop implementation of PPI practices.

During 2016/17 the Equality and Involvement Team focused on developing the Forum further and, as well as a service user being appointed as co-Chair of the group, the team actively promoted the forum. They sought, in particular, new service users and carer representatives as well as voluntary and community sector representatives to join. The induction pack for Forum members was reviewed and updated.

Forum members are provided with ongoing support, information and an induction to the role of the PPI Forum and reimbursement for out of pocket expenses in line with Trust guidance.

The Equality and Involvement Team also organised the Trust's fourth annual 'Engage Event' on 10 March 2017 – see page 25 for further details.

The Regional 'Engage and Involve' e-learning programme continues to be promoted to Trust staff. The team continues to work with the PHA and completed the Trust PPI Monitoring Report and arranged the subsequent PHA verification visit.

In January 2017 the Equality and Involvement Team held a pre-consultation event for service users, carers, staff and community and voluntary representatives to assist to make plans for 2017 – 2022 to help meet equality and disability duties. A member of the Trust Disability Steering Group and PPI Forum, Patricia Bray, from Disability Action was a co-facilitator at the Café Style Event.

Launch of Making Communication Accessible for all Guidance for HSC Organisations

The Guide was produced for Health and Social care staff so that they can communicate more effectively with people who may have a disability or a communication support need. The document provides guidelines, tips and advice and aims to help staff and services think differently about their communication and make them aware of current legislation. A wide range of organisations and individuals from the disability sector and other HSC colleagues, collaborated in the multi-disciplinary Accessible Communications project group. This resource has been greatly informed and enhanced by their knowledge and expertise.



Siobhan O'Donnell, Head of Equality & Involvement sharing the "Making Communication Accessible for All" Guidance with Catriona Doherty, Eye Care Liaison Officer, RNIB.

Health Improvement Department

Neighbourhood Health Improvement Project

The aim of the Neighbourhood Health Improvement Project (NHIP) is to develop an integrated and collaborative approach to addressing health improvement across all six Neighbourhood Renewal Areas (NRAs) in the North West by developing a process to enable communities in each NRA to improve their health and well-being. These NRAs include Limavady, Outer North, Outer West, Strabane, Triax and Waterside.

The project is core funded by the Department for Communities (DfC). The WHSCT Health Improvement Department is contracted by DfC to coordinate the project. The project is managed by a partnership drawn from the community/voluntary and statutory sectors with a shared commitment to working together to improve health and wellbeing and reduce health inequalities. The partnership is co - chaired by the Bogside Brandywell Health Forum and the WHSCT.

The project has three priority themes reducing obesity and overweight, improving mental health and wellbeing and strengthening collaboration. In each area a Health Development Worker works with the local health forum to support the development and implementation of an annual local health plan. Many of the programmes are delivered by local groups and organisations.

Omagh and Enniskillen Neighbourhood Renewal Health Project

The Omagh and Enniskillen Neighbourhood Renewal (NR) Health Projects work within 5 NRAs in Omagh and in Enniskillen town centre. The NRAs in Omagh include Strathroy, Gallows Hill, Campsie, Mullaghmore and O'Kane Park. In Enniskillen there are 4 key partners who deliver their projects within the NRAs, these are; Devenish Partnership Forum, SOLACE, Nexus NI and the Aisling Centre.

Both the Omagh and Enniskillen projects are funded by DfC. The WHSCT Health Improvement Department is contracted by DfC to coordinate the project.

Residents from the NRAs sit on their respective partnerships along with representatives from local organisations – and together they aim to improve health and wellbeing and reduce health inequalities in the NRAs.

The project has three priority themes; reducing obesity and overweight, improving mental health and wellbeing and reducing alcohol and substance abuse.

PRIMARY CARE AND OLDER PEOPLE'S SERVICES DIRECTORATE

Updated Carers Handbook

The Western Trust, in conjunction with Carers Northern Ireland, launched an updated carers handbook. The handbook is a carers guide to and how and where to access support and also contains general health and wellbeing advice. The handbook contains valuable information for carers who look after family members, partners or friends in need of help because they are ill, frail or have a disability. The booklet includes information on how to keep well by ensuring a balanced diet and exercise. It refers to emotional health, sleep and back care, which are issues that carers often struggle to maintain in their lives.



Simon Hodgson, Director Carers Scotland and Northern Ireland; Clare-Anne Magee, General Manager, Carers NI; Anne Donnelly, Carer; Niall Birthistle, Western Trust Chairman; Martina Anderson, MEP; Elaine Way, Western Trust Chief Executive; Deirdre Walker, Assistant Director PCOPS, Western Trust and Cathy Magowan, Carers Coordinator, Western Trust.

Involvement of *Stoma Patients in Stoma Service Development

The Stoma Care Service within the Western Trust is unique compared to any other Trust: there are specific hospital and Community Stoma Care Nurses reviewing the patients following bowel surgery and a stoma being formed.

Improving patient care and service delivery is paramount, so the department have organised various focus groups to identify what information, education and support patients would like to receive and what they think would be beneficial in enhancing their quality of life. As a result of one of the focus groups Patients indicated that they were satisfied with the level of professional intervention on a one to one basis but requested group shared learning would be beneficial and also a form of social support.

In response to the feedback the Stoma team arranged open days whereby information has been provided on e.g. rehydration for patients with a stoma, colour enhancing and self-image display, colostomy irrigation. In addition various stoma companies displayed their products and coffee mornings were held to allow patients to discuss and meet other service users in an informal setting. The events are held each quarter, feedback is collated and acted on and future sessions are planned according to what patients request.

Stoma care nurses aim to involve service users as much as possible as they know what works well for them and e.g. what areas need improved. Service users have been involved in a focus group meeting with representatives from Medicine Management to discuss the provision of stoma products and accessories as these are currently under review; this had given service users an opportunity to input into the current review of products available to them. Input from the patients is vital as they are the people using the products, this helps build and improve the service for the future.

(*A **stoma** is an opening on the surface of the abdomen which has been surgically created to divert the flow of faeces or urine. People who have had **stoma** surgery are more common than people might think.)

STRATEGIC CAPITAL DEVELOPMENT DIRECTORATE

Omagh Hospital and Primary Care Complex

The Omagh Hospital and Primary Care Complex will open its doors in June 2017 and provide clinical care and treatment to patients and clients in modern, well-designed surroundings using the latest technologies and equipment.

Trust staff delivering services in the new complex have been fully involved in designing their future space and in planning for moving and commencing service delivery. A Community Forum for the project was established with membership including representatives from established community groups. Regular meetings of the group have been held to share plans and proposals and give group members an opportunity to make suggestions, including how improvements could be incorporated into the design and construction from a user perspective.

WOMEN'S AND CHILDREN'S SERVICES DIRECTORATE

Involvement of Young People in Health and Wellbeing Web-App

The Trust Looked After Service and the Health Improvement Department identified that Looked After Children (LAC) and Care Leavers, experience one of the highest levels of health disadvantages in our community. The LAC Health Forum was set up to improve the health outcomes of our young people.

The Forum looked at health leaflets, websites and information, which were available to young people. The Forum identified that the majority of the information was text based, and did not take into consideration young people with learning disabilities or poor literacy.

Trust Staff on the LAC Health Forum Education Committee were tasked with finding an alternative to leaflets and text based information. They organised a focus group of care leavers to look over examples of leaflets and websites targeting health information for young people. The discussion centred on the material not being relevant to the young people, e.g. English and American websites, and the local information being text based leaflets. In conclusion, the young people wanted visual based local information, which they could access from their smartphones. An app was suggested by the young people and the Committee decided to build this web-app along with care leavers as they could decide on content and usability. Funding was secured from the Public Health Agency.

Young people in care and care leavers also experience high level of educational inequality so it was decided that those taking part in the project would also receive 3 OCN qualifications in:

1. Personal Development
2. Film making
3. Web Design

Information gained from Specialist Nurses, social workers and care leavers identified 4 key areas of the highest concern:

1. Alcohol and Substance misuse (smoking cessation)
2. Mental health and emotional wellbeing
3. Staying safe online (including Child Sexual Exploitation (CSE))
4. Sexual health and healthy relationships

12 care leavers were recruited for the LAC Health And Wellbeing Web-App Project. They were identified as those with the highest level of health and educational inequality. It was felt that they would benefit the most from exploring the four health themes of the project as well as gaining the qualification. The project was as much about the journey for the young people as it was for the finished product. From the 12 young people:

- 7 were NEETs (Not in Education, Employment & Training) and were not engaging in any programmes that were being offered;

- 2 young people were previous school refusers;
- 3 young people were registered with a Statement of Educational Needs.

Aims of the LAC Health Web-App:

The young people involved in the project decided that the format was to be user-friendly and tailored to the needs of young people. The web-app uses a Graphic User Interface (video clips), as opposed to text based, for easier access of information. The young people decided that the video clips for the web-app should showcase health and well-being services in the Western Trust which provide support and information to Looked After Children (LAC).

The young people wrote, filmed and edited the video clips as well as recommending video clips already in existence. Unity Training then built the web-app based on the recommendations and suggestions of the young people. In the final stages, another group of young people assessed the web-app and recommended further changes.

The web-app is presently being used in Trust education programmes. Further videos and material will be added by the young people, whilst they gain valuable qualifications.

Innovative Oral Health Programme in Melrose Day Centre

Staff from the Community Dental Service worked with carers and Service Users to develop an oral health programme for clients. Evidence suggests that people with mental health issues have greater experience of oral disease and treatment needs but are often not able to access the care they require.

An Oral Health Coordinator met with the Service Users group initially to get an understanding of their oral health issues. This was followed up with an information session which provided important on diet, tooth brushing, smoking cessation and the importance of attendance for treatment. Many Service Users had ongoing dental concerns and had not attended a dentist for many years.

The Oral Health Coordinator facilitated appointments with the dental team in the Waterside Health Centre while staff in Melrose Day Centre supported the Service Users to attend by providing transport and reminding them of their appointments.

Feedback on the initiative, from both staff and service users has been very positive.



Staff and Service Users from Melrose Day Centre

Western Health and Social Care Trust 'Engage' Event 10 March 2017

The Western Trust's Equality and Involvement Team held another highly successful café style 'Engage' Event on 10 March 2017. This year the event was held in the Fir Trees Hotel, Strabane.



The event, which was funded by the Public Health Agency, provided another opportunity for the Trust to highlight Personal and Public Involvement (PPI) work, share learning and celebrate and showcase good practice in relation to PPI within the Trust.



Photo shows: Stephen McElhinney, Young person and Malachy Daly, Project Lead discussing the Involvement of Young People in Health and Wellbeing Web-App

The number of attendees at this year's event was smaller than in previous years, however, a significant number of new service users and community and voluntary sector staff attended.

Service users/members of the public, community and voluntary representatives and Trust staff had the opportunity to speak informally to service users/clients and staff involved in the planning, development and delivery of Health and Social Care Services in the Western Trust. Attendees also learned of further opportunities for involvement with a number requesting that their information be added to the Trust Consultee List. Attendees were also able to record their interest in particular service areas with the Trust; this information has been forwarded for action to relevant Directorates by Equality and Involvement staff.



Photo shows: Briega McClean, Service User and Olive Young, Recovery College Co-ordinator, WHSCT discussing the Recovery College

Initiatives represented on the day were: the Recovery College; Involvement of Young People in Health and Wellbeing Web-App; Neighbourhood Health Improvement Project; Work of the Eye Care Liaison Officers; Involvement of Stoma Patients in Stoma Service Development; WHSCT Personal and Public Involvement (PPI) Forum.

The event was opened by Teresa Molloy, Director of Performance and Service Improvement and closing address was delivered by Donna Allen, Assistant Director of Performance and Service Improvement. Both used the opportunity to emphasise the Trusts commitment to PPI.



Photo shows: Roy McCullough, Service User & Co-Chair of PPI Forum and Siobhan O'Donnell, Head of PPI and Equality, Western Trust discussing the WHSCT Personal and Public Involvement (PPI) Forum.

Post event evaluations from the event have again been extremely positive with attendees commending the opportunities to learn about good practice and network. Those in attendance also commented on how interesting, informative and well organised the event was.



Photo shows: Sinead Morrison, Service User and Pauline Brown Stoma Care Nurse Specialist informing attendees of Involvement of Stoma Patients in Stoma Service Development.

Evaluations

Post event evaluations have been extremely positive with attendees commending the opportunities to network and learn about good practice within the Trust. Those present commented on how they enjoyed the format and how well organised the event was with a range of facilitators.

"It was encouraging to hear about all the efforts being made to involve services users, carers etc."

"Thoroughly enjoyed all the talks."

"Really great engagement at each table. Excellent projects as examples of PPI."

"Well done in particular to the service users.... for sharing your stories in an open and honest way."

"Enjoyed learning about the ways to become involved as a service user."

"Great networking event, very informative."

"Very well structured and informative."

".....the way it was set up, it allowed for engagement."

"Enjoyed the contribution by all the facilitators".

Conclusion and Way Forward

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

The Trust will revise, in conjunction with the PPI Forum, the PPI Strategy and Action Plan for 2017 – 2020.

This report highlights only some of the PPI work ongoing throughout the Trust.

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

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

Equality & Involvement Team

Western Health & Social Care Trust

Tel: 028 8283 5278

Textphone: 028 8283 5345

Email: equality.admin@westerntrust.hscni.net

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