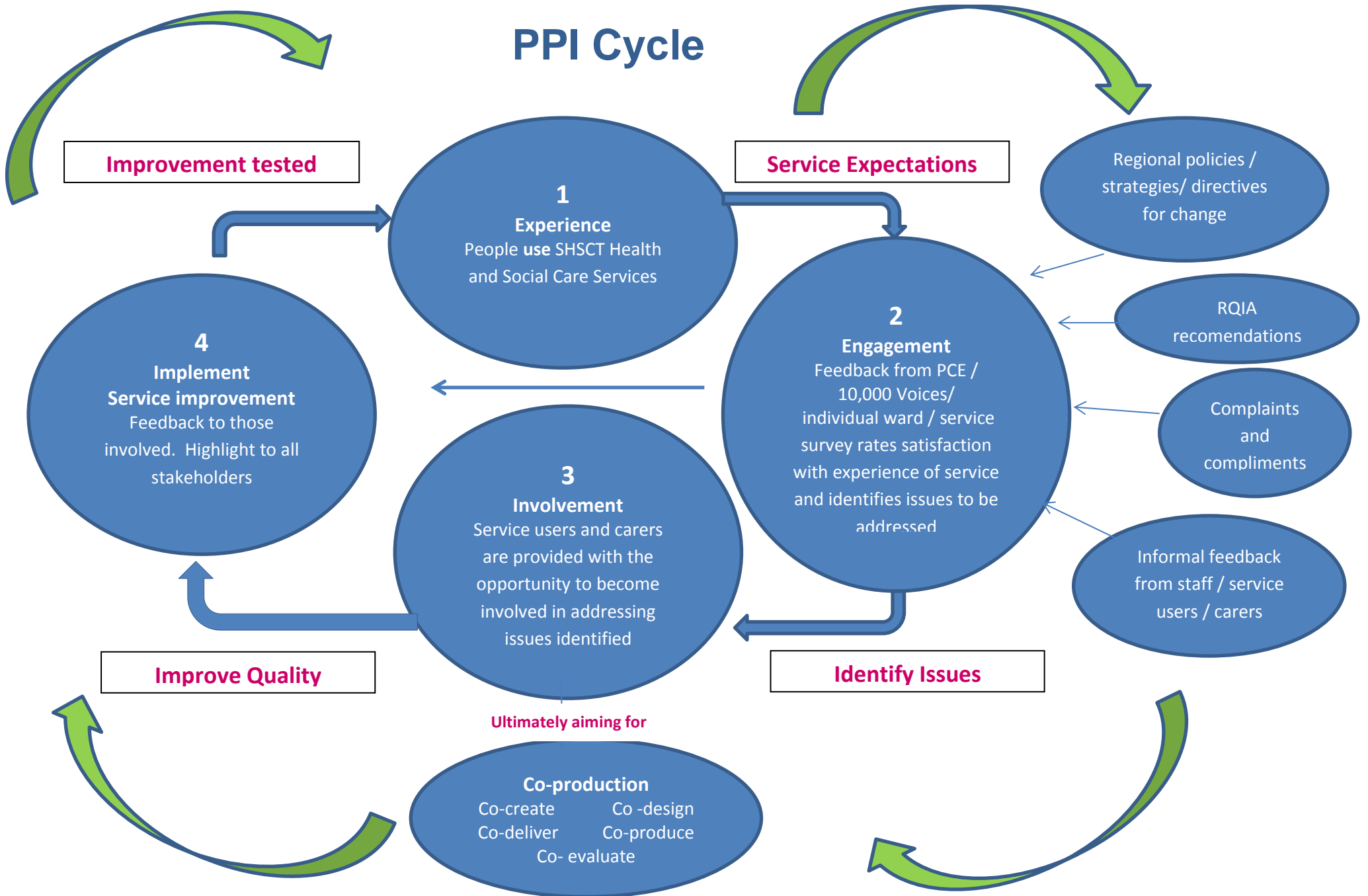


PPI Cycle



Community Development Approaches

Personal and Public Involvement Cycle

This flow chart has been developed to outline the Personal and Public Involvement Cycle within health and social care 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. People can have a good experience, a bad experience or a mixture of good and bad experiences throughout their treatment and care. They have **service expectations**.
It is important that we provide clear, accessible information on what the service is, how to access it, its limitations and the standards people can expect so that those expectations are realistic.
- 2. Engagement** –The Trust employs a number of mechanisms to gather feedback and rate service user satisfaction of the experience of its services. The Patient Client Experience Programme including the 10,000 Voices Sensemaker survey, individual ward and service questionnaires and focus groups together with compliments and informal feedback from staff, service users and carers provide 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. 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.
- 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.

Community development approaches are used throughout the PPI Cycle