



**Action Plan to Enhance Personal and Public Involvement
Within the Older People and Primary Care Directorate
2017-2018**



This PPI Action Plan outlines the key actions that will be taken to enhance Personal and Public Involvement during **2017/2018** and will feed into the overall Trust Corporate PPI Action Plan.

The key contacts in relation to this action plan are:

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PPI Indicators

1. Information

1. Do you have information explaining who you are, what you do and how you can be contacted?
2. Do you provide information on the standards service users and carers can expect from your service?
3. Do you provide information to help service users or carers to better understand and manage their health and/or social care needs?
4. Do you signpost and/or provide information to service users / carers of other sources of support available locally?
5. Do people who use your service and their carers know how to make a complaint?
6. Do people who use your service and their carers know that they have a right to be involved in the planning, development and evaluation of the service you provide?
7. Do you provide a list of opportunities for involvement?
8. Do you maintain a database of interested people?
9. Do you provide feedback to those who have been involved?
10. Do you provide feedback on impact and learning?

2. Levels of involvement

1. Do you involve service users in the development of their care and/or treatment plan and have mechanisms in place to monitor and evaluate how staff in your area of responsibility uphold the 5 Patient Client Experience standards:
 - **Respect**
 - **Attitude**
 - **Behaviour**
 - **Communication**
 - **Privacy and Dignity**

2. Do you involve service users and their carers/ family in the evaluation of the service you deliver?
3. Do you involve service users, carers and the public in the development of new services or in planning service improvements for the service you deliver?
4. Do you involve service users, carers and the public in the planning and development of services/projects that influence the way your Directorate carries out its business?
5. Do you involve service users, carers and the public in the planning and development of services/projects that influence the future direction of the Trust?

3. Training






1. What mechanisms do you have in place to assess the training and development needs of your staff to enhance their skills in personal and public involvement?
2. What mechanisms do you have in place to assess the training and development needs of your service users, their carers and the public to enable them to participate in involvement activities?
3. What training and support do you provide for staff, service users and carers?
4. What opportunities can you identify for service users and carers to become involved in the training of your staff?

4. Monitoring and Evaluation

1. How do you measure/assess the impact and outcome of your involvement activities?
2. What has been the impact of your PPI activities on services?
3. Has PPI improved the patient client experience/quality of care? If so, how?
4. What did those involved think about the process of involvement?


2. Service User and Carer Involvement

Key Objective: Service Users, Carers and the public are directly involved in the planning, delivery and monitoring of Trust services at each of the 5 levels identified in the Trust's Strategic PPI Action Plan Framework

Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Implement PPI Strategic Action Plan Framework and Consultation Scheme	<ul style="list-style-type: none"> Review and up-date PPI Strategy in line with regional guidance Review and up-date Consultation Scheme in line with regional guidance Continue to develop detailed directorate action plans across the 4 Directorates delivering services directly to the community Monitor progress through Patient Client Experience Committee 	<p>PPI Team March 2018</p> <p>Quarterly</p>	   	<ul style="list-style-type: none"> Completed - Updated strategy was also cross referenced with PCE and QI Ongoing - Awaiting approval of regional template Directorate action plans 17/18 completed and implemented. 18/19 action plans being developed Quarterly reports submitted to PCEC
PPI Panel	<ul style="list-style-type: none"> Continue to support further development of PPI Panel and action plan Continue to support PPI Panel representation on range of strategic fora including Regional PPI Forum, PCEC, Race Equality Forum, PCE Steering Group, Mental Health Forum and Mental Health Users & Carers Service Improvement Group etc. 	<p>Relevant Chairs supported by PPI Team March 2018</p>		<ul style="list-style-type: none"> 17/18 action plan completed and implemented; PPI Annual Report 16/17 completed and available on Trust website; TOR updated; PPI Panel recruitment flyer promoted via a range of mediums and 2 new members recruited; Induction / refresher training delivered; OCN NI Level 3 Award in Quality Improvement for service users / carers currently being delivered by CIT; Review of Advocacy Information booklet completed; Toolkit revision completed and formatting well advanced Ongoing - Continued representation on a range of fora; involvement in judging panels for Trust's Excellence Awards; and 7 members involved in the PHA's PPI Monitoring visit <p>Impact – Support in tackling health and social wellbeing inequalities and priority setting and decision making</p>




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Carers Reference Group	<ul style="list-style-type: none"> Continue to develop Trust Carers' Reference Group to support involvement of carers in planning, development and evaluation of Trust services Continue to monitor implementation of Trust Carers Action Plan Continue to liaise with POCs to ensure establishment of involvement mechanisms as appropriate- Memory Service, AC@HT, CWD Produce report on stakeholder consultation held on 1/3/17 relating to the way forward for carer support services Monitor progress with generic carers support contract provider Gather the views of carers in relation to the provision of a short break support which will be disseminated in hard copy and via Survey Monkey 	AD Older People; HO UI&CD; Carers Coordinator & Donna Sloan March 2018		<ul style="list-style-type: none"> Ongoing - Quarterly meetings continue 17/18 action plan completed and implemented; Carers Annual Report 16/17 completed and available on Trust Website; Quarterly progress reports completed CWD have parents groups and short break carer's forum established. Physical Disability provide monthly carer's clinic. Gillis Dementia inpatient unit has a monthly carer and patient involvement group facilitated by independent facilitator. ICT involvement of carers in Always event on communication, ICS & Community Stroke 10,000 voices survey in progress Completed- Report and feedback poster developed Ongoing - Remedial action plan agreed with provider Completed- Report and feedback poster developed <p>Impact – Support in tackling health and social wellbeing inequalities and priority setting and decision making</p>



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Trust Traveller Action Group	<ul style="list-style-type: none"> Continue to support development of Trust Traveller Action Group so that Travellers continue to be involved in the planning, development and monitoring of Trust services Involvement of Travellers in development of pregnancy info booklet Participate in Regional Traveller HWB Forum planning workshops Continue to monitor progress of Traveller Health Training Programme 	AD PWB & HO UI&CD March 2018		<ul style="list-style-type: none"> Ongoing - Quarterly meetings continue; 17/18 action plan completed and implemented; and TAG Progress Report 16/17 completed and available on Trust website Final draft being formatted Completed Ongoing - Health Training Programme progressing well with Travellers inputting into the program delivery <p>Impact – Support in tackling health and social wellbeing inequalities and priority setting and decision making</p>
Arts for Health Strategy	<ul style="list-style-type: none"> Seek the views of a range of stakeholders, including service users and carers, in relation to the development of an Arts for Health Strategy for the Southern Trust 	Nina Daly March 2018		<ul style="list-style-type: none"> Ongoing
Volunteer Service	<ul style="list-style-type: none"> Develop Service User / Carer Comment Card so that service users can evaluate the service provided both in hospital and day-care settings and use feedback to improve the service 	Gerardette McVeigh March 2018		<ul style="list-style-type: none"> Completed - Comment card developed, piloted with a random sample of service users and currently in use. <p>Impact - Improved experience; More efficient and effective service; and Improved Volunteer morale</p>



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Key Deliverables	Key Deliverables	Key Deliverables	Key Deliverables	Key Deliverables
Community Sector Training	<ul style="list-style-type: none"> • Ensure that local voluntary / community sector organisations are able to shape the content and direction of training programmes and support for community groups via continued representation on CST's Steering Group • Review content, delivery, accessibility and identify gaps in support with voluntary / community sector organisations via an online survey and a number of consultations across the Trust 	Ruth Allen March 2018		<ul style="list-style-type: none"> • Completed • Completed <p>Impact – Feedback from VCS groups has resulted in course length reduced to 3 sessions; a review of participant's pack to better meet needs; Adult safeguarding awareness course pilot completed; evaluation highlights better access to training by small groups through open courses</p>
MCN T&F Group- dispute resolution	<ul style="list-style-type: none"> • Explore discharge planning & transitional moves from hospital. • Coordinate Involvement in the development of regional questionnaire. 	F Waldron March 2018		<ul style="list-style-type: none"> • Regional Patient Choice Protocol presented and discussed at a PPI Panel meeting on 2/12/16, Awaiting regional approval of protocol • Ongoing <p>Impact – Help in priority setting and decision making</p>



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Unscheduled Care Managed Clinical Network (MCN)	<ul style="list-style-type: none"> The HSCB and PHA have put in place revised structures for oversight of USC including a Strategic Accountability Group, a Regional Network Group and 5 locality Network Groups. Trust to review MCN arrangements in light of this new guidance. Support MCN to improve engagement with services users and local communities to help further coordinate Unscheduled Care services in light of the significant developments in TYC 	G Rocks March 2018		<ul style="list-style-type: none"> Ongoing - 3 members of PPI panel recruited to Southern USC Locality Network, Meetings to review membership, TOR, resources, Action plans / progress from the work of the previous USC MCN reviewed and building on learning from this winter period agreement on some initial priority areas/ work streams for improvement Ongoing <p>Impact – Help in priority setting and decision making</p>
ICS	<ul style="list-style-type: none"> Continue to offer and complete Carers assessment Service user / client feedback form held in client notes 	C Sheeran March 2018		<ul style="list-style-type: none"> Ongoing – Carers' assessments offered where appropriate. Weekly Qlikview reports will identify target areas/staff Completed <p>Impact - Improved communication, Services are more patient centred and Improved access to external services – signposting / onward referral</p>



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Stroke Services	<ul style="list-style-type: none"> • Host public consultation in relation to the Reshaping of Regional Stroke Services, ensuring that patients, service users, staff, key partners and the general public are at the heart of designing services • SSNAP audit results • Involve the Young Women's Support Group in co-producing a service information leaflet • Work in partnership with CHS and support service users to express their experiences of stroke on their lives via the medium of art • Gather the views and experiences of service users / carers (Physiotherapy Input) via semi structured interviews • Involve a service user in the coproduction of a vodcast, in partnership with the community stroke team 	Noelleen Lambe Colleen Plunkett March 2018		<ul style="list-style-type: none"> • Completed - Public consultation hosted on 27/7/17 – Future engagement clinics are planned (May 2018 – though dependent on launch of regionally agreed Stroke Consultation document) • Ongoing • Ongoing - 4 semi-structured focus groups were hosted. Stoke psychologist meeting with group on 24/4/18 to feedback about additional information it had requested • Completed • Ongoing – Interview structure and protocol reviewed; 9 interviews completed (Positive feedback in relation to communication and number and length of sessions – suggestion for weekend provision) • Completed – Planned trail - Greater awareness of support from community team and voluntary / community sector on discharge from hospital <p>Impact - Improved communication and services are more patient centred (Greater awareness of what to expect after discharge)</p>
Consultation on new home delivery service for Community Equipment	<ul style="list-style-type: none"> • Consult service users / carers on a new home delivery service for people who use simple aids to assist with daily living 			<ul style="list-style-type: none"> • Ongoing - Consultation launched on 5th of February and open until 30th of April. Promoted on Trust Website



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Non Acute	<ul style="list-style-type: none"> • Develop information booklet for service users and carers • Conduct a series of semi structured 1-1 interviews with stroke patients being discharged from ward 1 Lurgan hospital to discover their views on the quality and quantity of physiotherapy provided, communication, information and areas for improvement • Capture the views and experiences of service users / carers in relation to the recently introduced family meetings that are conducted with 3-5 days of admissions • Support service user with quality improvement project 	Donna Turkington Fiona Waldron March 2018		<ul style="list-style-type: none"> • Completed • Completed – Awaiting last interview feedback to assess outcomes and impact expected completion date 30th April 2018 • Ongoing – Review of Communication folder (Additional information included) Comment Cards developed to capture the views and experiences of service users / carers. These also capture the contact details of those who wish to be further involved in the planning, development and evaluation of services • Ongoing – CMcC (Early resolution of complaints) <p>Impact - Improved communication and experience, services are more patient centred and responsive – Rehab sessions - (Early Intervention and greater partnership working), and more efficient and effective service (Effective discharge planning)</p>
Diabetes (Adult)	<ul style="list-style-type: none"> • Engagement with service users & GPs in line with the Diabetes Strategic framework (under consultation) • Remodelling of diabetes service underway, informed by views of service users & GPs • Update service user information. 	March 2018		<ul style="list-style-type: none"> • Ongoing - Regional working groups for Diabetes Management Strategic Framework established – all with service user involvement • Ongoing - Services being aligned on a locality basis, in lines with the views expressed by service users • Ongoing – Focus group held to support development of Pre-pregnancy literature and posters <p>Impact - A more patient-centred service with improved access and patient experience and improved communication</p>




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Fracture Liaison Service	<ul style="list-style-type: none"> • Ensure patient involvement in the development of Osteoporosis Regional Pathway • Host patient information sessions following feedback from National Osteoporosis Society regarding demand for patient education and support • Gather the views of service users in relation to the Fracture Liaison Service via a patient satisfaction survey (Waiting times for assessment; Information provided; Travelling to clinic; Demand for further information sessions) 	T Ross Karen McCoy March 2018		<ul style="list-style-type: none"> • Ongoing • Ongoing • Ongoing - Patient Satisfaction Survey developed, piloted with a sample of service users and currently being rolled out. <p>Impact - Services are more patient centred and responsive, more efficient and effective service and staff have a better understanding of the needs of patients</p>
Fit4U	<ul style="list-style-type: none"> • Ensure service users are represented on the Fit 4 U Steering Group and possible Service user Forum • Gather and review feedback from participants and carers and use this to identify possible areas for improvement • Signpost and provide information to service users on other physical activity and sports opportunities. 	Rhonda Richardson March 2018		<ul style="list-style-type: none"> • Completed - All service users were contacted seeking expressions of interest for 4 service user / carer roles on the steering group. After 9 expressions of interest were received the coordinator once again contacted all service users again requesting that they vote for their preferred candidate. 4 representatives (2 PD & 2LD) have been elected and the unsuccessful candidates have also been informed • Completed – Annual service user / carer evaluation questionnaires circulated and returned • Ongoing – Information on other physical activity opportunities (Disability Sports NI; Get out Get active; local councils and Special Olympics) circulated to service users <p>Impact – Help in decision making and priority setting; Reported physical, mental and social health benefits</p>






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Community Nutrition Education Programmes	<ul style="list-style-type: none"> Continue to involve workers / volunteers from the community / voluntary sector in the review and evaluation of Community Nutrition Education Programmes (Cook it; I can Cook it & Food Values) via evaluation forms and semi structured interviews (telephone & in person) where appropriate Collect and review feedback from the participants and use this to identify areas for improvement. 	Elaine Abbott March 2018		<ul style="list-style-type: none"> Ongoing Ongoing <p>Impact - Greater understanding within the team and across steering groups of the experiences of facilitators / participants, additional support delivered by the dietitian is tailored to address the issues identified by the facilitators and participants, improved communication and better flow of nutritional information into local communities</p>
MH Promotion / PLIG	<ul style="list-style-type: none"> Support the continued representation of the Families Voices Forum on the PLIG partnership Work in partnership with the Mental Health Forum representatives to co-produce '5 Steps to Wellbeing' Programme Co-deliver the programme with service users via the Recovery and Wellness College 	Deirdre McParland Liz McGrath March 2018		<ul style="list-style-type: none"> Ongoing - Families Voices Forum continues to be represented on the PLIG partnership Completed - Mental Health Improvement Officer hosted a number of meetings with the representatives from the Mental Health Forum Ongoing <p>Impact - Better flow of Protect Life information into local, improved link with the Recovery College and improved communication</p>
Macmillan Cancer Health and wellbeing Service	<ul style="list-style-type: none"> Continue to support development of Cancer User/Carer Group Involve Cancer User/Carer group and volunteers in the planning, development and delivery of cancer services 	L Smart S Clarke March 2018		<ul style="list-style-type: none"> Ongoing - Cancer User/Carer group continues to meet every 3 months, ongoing recruitment of new members via HWB events and Macmillan Information Centre Cancer User/Carer Group involved in the review of the Breast Cancer Screening Survey and co-producing Patient Information Leaflet relating to the new aseptic suite at the Mandeville unit <p>Impact - Responsive and appropriate services and support in priority setting and decision making</p>





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Enhanced Division	<ul style="list-style-type: none"> Deliver workshop which will enable teams to develop a local action plan which will include PPI actions 	March 2018		<ul style="list-style-type: none"> Ongoing – PPI / Co Production Workshop scheduled for 18/4/18 (Directorate)
Nutrition and Dietetic Services	<ul style="list-style-type: none"> Update service leaflet (Generic & Home visiting) and pilot with service users Develop service poster for displaying at Dietetic clinics Obtain user feedback on services on an ongoing basis to aid improvement Explore the possibility of developing service users / carers group 	M Gilmore March 2018		<ul style="list-style-type: none"> Completed – pending printing Completed – pending printing Service user evaluations completed on a quarterly basis reviewed and actioned Community Team Lead Dietitian presented to PPI Panel on 1/12/17 (Promoting Good Nutrition - A Strategy for good nutritional care for adults in all care settings in Northern Ireland 2011-2016 / MUST)
Heart Failure	<ul style="list-style-type: none"> Continue to engage and gather feedback from service users and carers Gather feedback from service users in relation to the development of an Alert Card to improve communication. 	M Thompson March 2018		<ul style="list-style-type: none"> Ongoing - 500 patients views have been sought & data currently being analysed. Implementation of findings from the satisfaction survey ongoing Ongoing - Service User questionnaire has been developed and will be piloted with 20 service users before being rolled out <p>Impact – Increased levels of safety and service satisfaction; Reduced symptom burden & improved QOL; & Reduced bed days & Avoidable admissions</p>
Older People's Strategy Redevelopment	<ul style="list-style-type: none"> Re-establish Steering Group Review TOR and agree action plan 	M McClement March 2018		<ul style="list-style-type: none"> 2 PPI Panel members recruited to attend
Tissue Viability Service	<ul style="list-style-type: none"> Gather the views of service users, carers and residents via a satisfaction survey. Use feedback to discover what is good about the service and what needs to improve (information). The survey will be conducted on an annual basis 	Denise McDonagh March 2018		<ul style="list-style-type: none"> Ongoing - Satisfaction survey reviewed and amended, piloted with a sample of service users and currently being rolled out <p>Impact – Responsive and appropriate services and increased staff morale</p>



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Podiatry	<ul style="list-style-type: none"> Deliver workshop which will enable teams to develop a local action plan which will include PPI actions Scoping exercise and public consultation workshops to be undertaken in all service areas in relation to centralisation of clinics and introduction of evening and weekend clinics 	D Russell March 2018		<ul style="list-style-type: none"> Ongoing Ongoing - Questionnaire developed seeking patients views in relation to accessibility (Evening and weekend clinics) <p>Impact – Responsive and appropriate services</p>
Integrated Care Team	<ul style="list-style-type: none"> Develop and pilot an exit questionnaire to capture the views of service users. Use feedback to identify what is good about the service and areas for improvement. Conduct questionnaire on an annual basis 	Ruth Simpson March 2018		<ul style="list-style-type: none"> Ongoing - Questionnaire drafted - piloted with a sample of service users and currently being rolled out <p>Impact – Responsive and appropriate services and increased levels of service satisfaction</p>
Palliative Care	<ul style="list-style-type: none"> The Palliative Care Experience Group will host 6 events 3 during Dying Matters Awareness Week (8th – 14th May) and 3 during October - November. These events entitled 'The Health of Living and Dying' and will be based on the Open Space method of involvement follow up questionnaires also issued to attendees The Palliative Care Experience Group will develop an action plan to increase representation of service users / carers and address key issues: Communication; Information and Awareness Raising. 	Aileen Mulligan March 2018		<ul style="list-style-type: none"> Completed - The events were planned and delivered in partnership with ArtsCare (NI) and Southern Area Hospice Services. Members of the public were encouraged to talk about what matters to them in their living and their dying and to begin to think about planning ahead. - Feedback very positive. Ongoing <p>Impact – Increased sense of self responsibility; Provided opportunity to discuss challenging topic with family / friends; Responsive and appropriate services</p>
Integrated Care Partnerships	<ul style="list-style-type: none"> Division to help ensure ICP's focus on how care is provided to frail older people, particularly by the GP, community nurse and care manager, with much closer working one with the other Continue to chair SHSCT Interface meetings with ICP 	M McClement March 2018		<ul style="list-style-type: none"> Ongoing - HSCB ICP Project Workers continue to link with PPI team. ICP managers linking closely with PPI team Ongoing - Continuing to chair Interface meetings



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Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Continence Service Trust wide	<ul style="list-style-type: none"> • Host Service User/Carer Engagement Groups across trust localities REF: Storage and distribution of continence products • Share the feedback of these engagements along with the proposals for service improvements with users / carers • Seek the views of service users via a Patient Satisfaction Survey 	C Cranston W McQuillan March 2018		<ul style="list-style-type: none"> • Completed - 6 focus groups held in June 2016; Equality screening completed (Minor Impact); Letters, leaflets and questionnaires sent to all service users; Information leaflets sent to GP's, elected representatives and C&V groups; Articles in local press, internal publications and across social media to keep public informed; PPI panel reviewed all information and processes; Briefing sessions conducted with staff • Completed - Feedback posters displayed in all distribution centres to inform service users of change and other influencing opportunities • Ongoing <p>Impact - Improved communication between users and staff; Staff more aware of patient needs; Improved efficiency (Better use of District Nursing time); Improved Access (Opening Saturday morning & Late night); Improved quality and safety; and Better patient experience and services more person centred</p>
Orthopaedic ICATS	<ul style="list-style-type: none"> • Complete patient satisfaction questionnaire in relation to the overall service. 	Orla McKeever June 17		<ul style="list-style-type: none"> • Completed - Survey completed with 205 service users / carers. Results collated and promoted in relevant clinics <p>Impact - Services are more patient centred and responsive and Improved staff morale</p>






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GP OOH (Bannview Medical Practice)	<ul style="list-style-type: none"> • Create a Newsletter to improve the flow of information into the community • Host a focus group to ensure service users / carers have the opportunity to influence the planning, delivery and evaluation of service • Gather the views of service users / carers via feedback surveys • Continue to signpost service users to support service within Trust and community / voluntary sector. 	Catherine Reid March 2018		<ul style="list-style-type: none"> • Two newsletters have been produced and circulated to patients (July 2017 & December 2017) to inform patients of the appointment of the new clinical lead – Dr Peter Wilson. The Practice Leaflet also updated to include new staff members and SHSCT protocols and contact details, leaflet given to every new patient and is available at reception to existing patients • Ongoing • Ongoing - Patient Surveys will be used to identify levels of patient satisfaction and areas of concern/improvement required (currently being collated) • Ongoing <p>Impact – Improved communication; Improved links with Access & Information; Reduced number of GP Appointments for non-medical issues</p>
Acute Care at Home & Ambulatory Older Persons Services	<ul style="list-style-type: none"> • Continue to gather the views of service users / carers via feedback forms • Continue to gather the views of Nursing Home Managers via questionnaire • Recruit service users / carers to the Acute Care at Home Planning Group to support the further development of the service • Support individual staff to develop their knowledge and understanding of the importance of service user and carer involvement. 	Eamon Farrell March 2018		<ul style="list-style-type: none"> • Ongoing – The service has adopted a model of ongoing feedback • Ongoing • Ongoing - Feedback forms amended to highlight further involvement opportunities on the AC@H Planning Group - Expression of Interest forms drafted. All staff promoted involvement opportunities on the AC@H Planning Group • Specialist Nurse completed masters reviewing the feedback of patients and carers <p>Impact - Greater understanding of the needs of service users / carers. More responsive patient centred services</p>





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Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
CASH Service (Contraception and Sexual Health)	<ul style="list-style-type: none"> Undertake a service user feedback exercise Develop a service user register of those who have agreed to participate in a co-design workshop supporting an improvement programme for CASH services Undertake a co-design workshop using Always Event model to inform improvement within the service. 	Martina Thompson March 2018		<ul style="list-style-type: none"> Ongoing - Added as a work-stream to CASH improvement action plan. PPI Officer meeting with Sexual Health Nurse to advise on the development of an annual satisfaction survey. Meeting scheduled for 16/03/17 to plan user involvement in service improvements (Centralised evening clinics) Ongoing Ongoing
Physiotherapy MSK Service	<ul style="list-style-type: none"> Gather the views of service users on the 'Over to You' Scheme via satisfaction surveys Use feedback to identify areas for improvement and share proposed areas for improvements with service users 	Denise Hall March 2018		<ul style="list-style-type: none"> Completed - September 2017 – 19 surveys returned – Feedback positive (100% satisfaction / 100% suitability of appointment time / 95% believed programme effective) Ongoing – Areas for improvement: Telephone / Admin & Parking
Physiotherapy Women's Health Service	<ul style="list-style-type: none"> Review, update and distribute Service User Satisfaction surveys Gather service user feedback from 'Women's Health Information Group' via telephone survey / written questionnaire Gather service user views (PGP groups) via patient questionnaires. 	Wendy McNabb March 2018		<ul style="list-style-type: none"> Ongoing - Questionnaires to be distributed November 2017 with analysis in January 2018 Ongoing - Telephone survey to be conducted in January 2018 with analysis completed in March 2018. Ongoing - Questionnaires to be distributed November 2017 with analysis in January 2018
Physiotherapy – Domiciliary Care	<ul style="list-style-type: none"> Gather the views and experiences of service users of the Domiciliary Care Service in the Armagh and Dungannon area via '20 second feedback card' 	Teresa Ross March 2018		<ul style="list-style-type: none"> Completed – 20 service users completed feedback card (October 2017) <p>Impact – Improved communication and staff morale</p>
Lymphedema Clinic	<ul style="list-style-type: none"> Gather the views and experiences of service users via patient satisfaction surveys 	Teresa Ross March 2018		<ul style="list-style-type: none"> Ongoing - Surveys to be distributed


2. Service User and Carer Involvement

Key Objective: *Service Users, Carers and the public are directly involved in the planning, delivery and monitoring of Trust services at each of the 5 levels identified in the Trust's Strategic PPI Action Plan Framework*

Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Healthy Legs Programme	<ul style="list-style-type: none"> Gather the views and experiences of service users via pre and post-programme questionnaires. 	Teresa Ross March 2018		<ul style="list-style-type: none"> Completed <p>Impact – Improved knowledge and skills to self-manage condition; Improved efficiency; Improved emotional and social wellbeing</p>
Access and Information	<ul style="list-style-type: none"> Review Service User / Carer Satisfaction surveys Commence rolling Service User / Carer service satisfaction survey and use feedback to improve service 	I Stewart M Kirk March 2018		<ul style="list-style-type: none"> Review of Service User / Carer Satisfaction survey complete Ongoing - Survey commenced <p>Increased levels of service user satisfaction</p>
Care Home Support	<ul style="list-style-type: none"> Ongoing development of the service via the Care Home Managers Forum Use service user / carer feedback from review meetings and complaints to improve service provided by the home via performance management Develop an exit survey to capture the views of service users and carers in relation to the annual review process. Questionnaire to focus on issues such as timing, location of reviews and access to key worker 	Jane Greene March 2018		<ul style="list-style-type: none"> Ongoing Ongoing Exit survey developed, piloted with a sample of carers and then rolled out, with analysis in March 2018 <p>Impact - Greater understanding of the needs of service users / carers, Improved quality and safety and Better patient experience and services more person centred</p>
Independent Domiciliary Care Service	<ul style="list-style-type: none"> Conduct a review of the way Domiciliary Care Services are commissioned and delivered via a questionnaire, which will be disseminated in hard copy to service users and carers and via Survey Monkey to DCS workers and local GPs Consultation document relating to model and procurement exercise will be issued to all stakeholders, promoted on Trust website and all service users will be notified when the consultation is live Host 2 consultation events 	Roisin Harkin Fitzpatrick March 2018		<ul style="list-style-type: none"> Completed - Questionnaire drafted and reviewed. Staff undertaking reviews (22nd – 29th May) completed survey with Service User / Carers. Link to questionnaire on Survey Monkey forwarded to Service Users / Carers Group and GP's across Southern Trust. Closing date for feedback: 5th of June Ongoing Ongoing





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Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Day and Residential Care Services	<ul style="list-style-type: none"> Gather the views of service users, carers and residents via annual satisfaction surveys, reviews, service user meetings and focus groups (Edenderry & Roxborough). Use feedback to identify what is good and where improvement is needed Provide ongoing opportunities for service users to influence activities within the centres Host 'Improving the Experience of Day Care for Older People' Workshop to review the final report from the 10,000 Voices Project. Invite service users, carers, staff & the OPCNI so all can have the opportunity to comment. Involve service users and staff in developing plans / actions to address the issues identified in report Co-design an 'easy read' service information leaflet with users, residents and carers. Pilot and use feedback to identify communication barriers and develop action plan to overcome Involve service users in the planning and development of a proposal to Arts Care NI Involve service users in planning and monitoring of the 'Move More Often' project including the completion of Activity Logs Involve service users in a focus group designing Trust posters (Adult Safeguarding) Evaluate outcome of engagement on the delivery of services based on personal experience 	Tierna Armstrong December 2017		<ul style="list-style-type: none"> Completed - Annual user satisfaction surveys, Reviews (carers requested information on menus/activities/planned closures - Regular emails are now being issued) Ongoing - Service users continue to have a strong influence over activities: Presentations /Chosen Charities/ Furnishings/Menus/Food providers /Landscaping etc. Completed - Workshop hosted on 5th of October in the Navan Room, St Luke's. Over 60 in attendance. Services delivered by community sector that users can access to be identified (Community Connector) Ongoing - Service user involvement commenced - Easy read information leaflet at advanced stage (Lisnally DC) piloted May to September 2017. Information Leaflet developed for Cloughreagh Short Stay Service December 2016. Feedback currently being gathered on both. Outcomes and impact of engagement will be included in the evaluation. Completed - Successful application to Arts-care (greater variety of activities) Ongoing Completed <p>Impact - Improved experience of day care for Service Users, Improved quality and safety within the Centres, More effective communication (emails), Improved partnerships with community sector - Improved health and wellbeing – Reduced isolation</p>




2. Service User and Carer Involvement

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Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
NHS Benchmarking – Older people's Care in Acute Settings	<ul style="list-style-type: none"> Explore the pathway of older people through secondary care, beginning in AE, through to assessment units and inpatient care and finishing with supported discharge teams 	ADs OPPC March 2018		<ul style="list-style-type: none"> Links with community sector partners identified.
Evidencing compliance with the 5 Patient & Client Experience Standards and 10,000 Voices Project	<ul style="list-style-type: none"> Chair PCE Steering Group Develop and monitor implementation of PCE and 10,000 Voices Action Plan Support service users / carers to sit on Steering Group and Committee 	M McClement March 2018		<ul style="list-style-type: none"> Ongoing Ongoing Ongoing
	<ul style="list-style-type: none"> Continued attendance at Regional PCES Steering Group and Working Group to drive and shape this initiative and develop mechanisms to address issues raised through audits 	M McClement March 2018		<ul style="list-style-type: none"> Ongoing
	<ul style="list-style-type: none"> Agree OPPC PCE priorities for 17/18 Implement and provide quarterly up-date reports to PCE & 10,000 Voices Coordinator 	ADs OPPC March 2018		<ul style="list-style-type: none"> Priorities agreed and being implemented Ongoing





3. Training

Key Objective: *Training is provided to support staff, service users, carers and other stakeholders to develop skills and knowledge to enhance service user involvement at all levels across the Trust*

Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Staff receive training to develop skills and knowledge to enhance service user involvement within their area of work.	<ul style="list-style-type: none"> Continue to provide PPI Awareness training to staff teams on request Continue to provide PPI Awareness training to student social workers at core induction programme Promote and encourage up-take of PHA e-learning training Provision of PPI Team Briefing and Coaching resources Carryout TNA for Engage and Involve taught modules and develop programme for delivery 	PPI Team March 2018		<ul style="list-style-type: none"> Ongoing - PPI Information leaflet for staff outlining available support distributed Completed - August 2017 and January 2018 Ongoing Ongoing Resource pressures have resulted in the TNA not being taken forward. Greater partnership working with the CIT to capture completion of PPI within its programmes
	<ul style="list-style-type: none"> Deliver In-service training/awareness sessions with Various voluntary agencies/ ICS MDT 	March 2018		<ul style="list-style-type: none"> Completed - MDT more awareness/understanding of various voluntary services available, promotion of same and referral to same
	<ul style="list-style-type: none"> Complaints and comments training Staff induction Patient and Client Council awareness Customer care training 	Heads of Service March 2018		<ul style="list-style-type: none"> Ongoing - All teams received an update on complaints requirements – this remains an area for further development and education especially with regard to local resolution Ongoing Ongoing Ongoing






3. Training

Key Objective: *Information that supports the engagement and involvement of service users, carers and the public is available in a variety of formats to meet identified need*

Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
Service Users, Carers and the public have access to training to develop skills & knowledge to participate effectively	<ul style="list-style-type: none"> Disseminate information about relevant training courses to voluntary/ community sector Information on OCN Level 3 Award in Quality Improvement–for Service Users, Carers and community / voluntary groups promoted to C&V mailing list and to Service User/Carer groups (CIT). 	PWB Managers & key staff March 2018		<ul style="list-style-type: none"> Ongoing - Information about relevant training courses continues to be disseminated via the mailing list Completed - Information on Quality Improvement Award for Service Users, Carers and community and voluntary groups promoted to C&V Sector mailing list and to Service User / Carer groups. 7 service users currently completing course
	<ul style="list-style-type: none"> Provide basic awareness training in capacity building issues e.g. committee skills, presentation skills etc. 	CD Workers On request		<ul style="list-style-type: none"> Completed and detailed in CD Annual progress report
	<ul style="list-style-type: none"> Provide tailored Community Development & Health Initiatives Training to Community Groups & individuals. 	CST Project Manager March 2018		<ul style="list-style-type: none"> Ongoing - Community Health Champion course has been developed and piloted to enable communities to be involved in the cascading of key health messages at a local level
Service Users and Carers are involved in staff training.	<ul style="list-style-type: none"> Identify opportunities to involve Service Users, carers and the public when developing staff training 	ADs, HOS & Team Leaders March 2018		<ul style="list-style-type: none"> Ongoing - Members of Young Women's Stroke Group involved in awareness training for GPs and nursing in the OOH service on signs and symptoms of stroke in young women and Carers participated in Carer Assessment Training for AHP's during 2017

4. Monitoring and Evaluation

Key Objective: *Establish systems and process to monitor and evaluate PPI activity across the Trust*

Key Deliverables	Key Actions 2017/18	Timescale & Leads	RAG rating	Progress Update/Impact @ 31/3/18
External Monitoring and Evaluation	<ul style="list-style-type: none"> Complete PHA PPI Monitoring Self Audit and facilitate verification visit Develop draft response to PHA PPI Monitoring report Ensure recommendations from PHA PPI Monitoring report included in Corporate PPI Action Plan 17/18 	HO UI&CD June 2017 Sept 2017 Sept 2017		<ul style="list-style-type: none"> PHA PPI Monitoring self-audit & PHA PPI Verification visit completed (20/6/17, 7 service users / carers involved in the verification visit) Response to PHA PPI Monitoring report drafted and issued Recommendations from PHA PPI Monitoring report included in Corporate PPI Action Plan 18/19
Internal monitoring of Trust compliance with regional PPI standards	<ul style="list-style-type: none"> Develop annual Corporate PPI Action Plan Develop Annual PPI Progress Report highlighting progress against regional standards 	June 2018		<ul style="list-style-type: none"> Corporate PPI Action Plan completed Annual PPI Progress Report highlighting progress against regional standards completed
Monitor progress against key deliverables in PPI Action Plans	<ul style="list-style-type: none"> Include recommendations PHA PPI Monitoring report in directorate PPI Action Plans 17/18 Provide progress up-date twice a year Continue to complete and return PPI Impact Template Continue to gather directorate PPI Impact Templates and develop summary flyers Produce regular reports as required 	HO UI&CD HOS/ Team Leaders PPI Team		<ul style="list-style-type: none"> Completed Ongoing Ongoing Ongoing Ongoing
Continue to record new PPI activity	<ul style="list-style-type: none"> Continue to encourage the completion of Impact Template to capture new PPI activity and impact to contribute to Annual PPI Report 17/18 	PPI Team March 2018		<ul style="list-style-type: none"> Ongoing
Evaluate how those involved in PPI Activity think about the process of involvement	<ul style="list-style-type: none"> Divisions to develop evaluation strategies to capture how those involved in PPI activity think about the process of involvement and link with PPI Team to support this PPI Team to continue to promote the use of the Service User Testimonial Template 	All staff March 2018		<ul style="list-style-type: none"> Ongoing Ongoing