



Quality Care - for you, with you

Personal and Public Involvement (PPI) Panel

Action Plan

2016 - 2017

Personal and Public
Involvement (PPI)



Involving you,
improving care

Introduction

In 2009, the Southern Health and Social Care Trust developed a draft PPI Action Plan Framework which outlined how the Trust intended to work towards achieving the vision of effective and meaningful service user, patient, community and public involvement within health and social care services. Feedback from the consultation process led to the development of a PPI Panel.

In 2010, following a recruitment process, a core group of twelve service users, carers and other stakeholders came together to form the Southern Trust's Service User and Carer PPI Panel. Following induction training the PPI Panel agreed Terms of Reference, developed an action plan. The Panel membership and action plan are reviewed on an annual basis. Since its inception the PPI Panel has achieved the following:

- Development of good practice guidance for consultation and engagement, Advocacy Information Booklet and Good Meeting Etiquette guidance
- Reviewed and commented on existing Trust PPI training and resources, action plans and performance management reports
- Contributed to the development of the PPI Toolkit for Trust staff, the new Trust website, PPI Newsletters and Annual Reports
- Commented on a range of leaflets including the Hospital Information Booklet, A&E Information Leaflet, Discharge Leaflet and useful contacts for patients and carers leaving hospital
- Hosted a PPI Information Event and PPI Workshop for Trust staff
- Participated in PHA PPI E Learning pilot
- Commented on the revised Trust Consultation Scheme

In addition, individual members have represented the Panel on a number of relevant fora including:

- Trust's Patient Client Experience Committee (Terms of Reference amended to include PPI Panel representatives as full members)
- Trust Carer's Reference Group
- Regional PPI Forum; Training sub group, Standards sub group and Performance Management sub group
- Trust Patient Client Experience Steering Group
- Living Your Life to the Full Steering Group
- Mental Health Forum and Mental Health Service Users and Carers Improvement Group

This action plan outlines the key pieces of work that the Panel has agreed to focus on for 2016-2017. This work falls under three key action areas: Further development of the PPI Panel, Development of PPI Resources, continued representation on relevant groups relating to PPI

Key Action 1: Further development of PPI Panel			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31/3/17
Review current membership under terms of reference to ensure locality, POC, SU/Carer and S75 balance.	PPI Panel	By April 2016	Sub group established to look at recruitment and communication plan
Identify any further training needs and develop programme to address these needs	PPI Team	By April 2016	Sub group established to look at induction training and information pack
Review Panel Chair arrangements	PPI Panel	By April 2016	To remain as is.
Agree areas of work for PPI Panel	PPI Panel	By April 2016	Completed
Agree calendar of dates for full PPI Panel meetings	PPI Panel	By April 2016	Completed

Key Action 2: Development of PPI Resources			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31/3/17
Development of further editions of PPI Newssheet /Annual Report	PPI Panel	By June 2016 & March 2017	PPI Annual Report 15/16 under development
Review & up-date current resources Consultation Scheme PPI Strategy PPI Toolkit PPI Fact sheets PPI Corporate Action Plan 16/17	PPI Panel	By March 2017	Sharon attended SET workshop on consultation. Toolkit revision commenced Fact sheets to be included in Toolkit Draft completed awaiting recommendations from PHA monitoring report
Contribute to PPI Performance Management Monitoring	PPI Panel	By May 2016	PPI Self Audit Assessment completed March 2016 PPI verification visit completed April 2016.
Contribute to PPI training for Trust staff	PPI Team and PPI Panel	On request	

Key Action 3: Continue representation on relevant fora

What needs to be done	Who will do it?	When will it be done?	Progress made @ 31/3/17
Representation on Regional PPI Forum.	Peter Donnelly Sharon Doherty	Quarterly	
Representation on Regional PPI Forum Performance Management sub group	Peter Donnelly Sharon Doherty	Quarterly	
Trust's Patient Client Experience Committee	Ray Hamilton Annie Burrell Sharon Doherty Peter Donnelly	Quarterly	
Trust's Carer's Reference Group		Quarterly	Request for replacement for Anne
Race Equality Forum	Annie Burrell	Quarterly	
Older People's Strategy- LYLTF	Annie Burrell Marie Quinn	Quarterly	
Patient Client Experience Steering Group	Andrew Martin Annie Burrell	Quarterly	
Mental Health Forum	Joanne Fearon	Monthly	
Mental Health Service Users and Carers Service Improvement Group	Joanne Fearon	Monthly	
Car Parking	Andrew Martin Mags Farrell	Quarterly	
Palliative Care Experience	Annie Burrell	Monthly	
SW Strategy Citizen's Forum	Ray Hamilton Peter Donnelly	Quarterly	
SW Student Workshop presentation SW College	Andrew Martin Peter Donnelly Sharon Doherty Ray Hamilton	Annually 2 – 3 sessions	
Cleanliness Audit Steering Group	Sharon Doherty	Quarterly	Peter has been involved in 1 audit and attended 1 meeting of steering group