



*Quality Care - for you, with you*

## Personal and Public Involvement (PPI) Panel

### **Action Plan**

**2015 - 2016**

## 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 identified the need for further development to involve service users, carers and other stakeholders at a strategic level. While some expressed an interest in being involved in the committee established to monitor the implementation of the Trust's PPI Strategic Plan, others did not want to engage at this level but still wanted to be informed of the work and the progress being made by this group. In order to accommodate both aspects, the Trust decided to establish 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
- 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
- Developed an Advocacy Information Booklet
- Hosted a PPI Information Event

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 Working Group
- Learning Disability Carers Forum
- 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 2015-2016. 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

<b>Key Action 1: Further development of PPI Panel</b>			
<b>What needs to be done</b>	<b>Who will do it?</b>	<b>When will it be done?</b>	<b>Progress made @ 31/3/16</b>
Review current membership under terms of reference	PPI Panel	By April 2015	Ongoing review in place- those members who do not attend 3 consecutive meetings and do not send apologies will be contacted to see if they are still interested
Identify any further training needs and develop programme to address these needs	PPI Team	By April 2015	
Agree areas of work for PPI Panel	PPI Panel	By April 2015	
Agree calendar of dates for full PPI Panel meetings including guest speakers	PPI Panel	By April 2015	

<b>Key Action 2: Development of PPI Resources</b>			
<b>What needs to be done</b>	<b>Who will do it?</b>	<b>When will it be done?</b>	<b>Progress made @ 31/3/16</b>
Development of further editions of PPI Newssheet	PPI Panel	By June 2015 & March 2016	
Review and up-date current resources including translations Service User definition Good Meeting Etiquette	PPI Panel	By March 2016	
PPI Performance Management Monitoring Report	PPI Panel	By Dec 2015	

### Key Action 3: Continue representation on relevant fora

What needs to be done	Who will do it?	When will it be done?	Progress made @ 31/3/16
Representation on Regional PPI Forum.	Peter Donnelly Anne Mallon	Quarterly	
Representation on Regional PPI Forum Performance Management sub group	Peter Donnelly Brian O'Hagan	Quarterly	
Trust's Patient Client Experience Committee	Ray Hamilton Brian O'Hagan Sharon Doherty	Quarterly	
Trust's Carer's Reference Group	Anne Mallon	Quarterly	
Race Equality Forum	Annie Burrell	Quarterly	
Older People's Strategy- LYLTF	Anne Mallon Brian O'Hagan Annie Burrell	Quarterly	
Rapid Response	Annie Burrell	TBC	
Trust in Community Steering Group	Andrew Martin	Quarterly	
Learning Disability Carers Forum	Fiona Rowan	Monthly	
Trust's Patient Client Experience Working Group	Andrew Martin Annie Burrell	Quarterly	
Integrated Care Partnership N&M	Brian O Hagan	Quarterly	
Mental Health Forum	Joanne Fearon	Monthly	
Mental Health Service Users and Carers Service Improvement Group	Joanne Fearon Elaine Abraham	Monthly	
Car Parking	Andrew Martin	Quarterly	