



Quality Care - for you, with you

Personal and Public Involvement (PPI) Panel

Action Plan

2014 - 2015

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
- 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 and the A&E Information Leaflet
- 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
- Trust Carer's Reference Group
- Trust in Community
- Service Users Disability Forum
- Regional PPI Forum; Training sub group, Standards sub group and Performance Management sub group
- Trust Patient Client Experience Working Group
- Learning Disability Carers Forum

This action plan outlines the key pieces of work that the Panel has agreed to focus on for 2014-2015. 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 @ 31/12/14
Review current membership under terms of reference	PPI Panel	By April 2014	Completed. 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 2014	PPI Panel Induction/Refresher held 14 th November 2014- 9 attended- 4 new members. Evaluation summary produced. Suggested amendments to Induction presentation to be actioned for next session. No further training needs identified. Joanne and Peter undertaking PCC/HSCB accredited SU and Carer training
Agree areas of work for PPI Panel	PPI Panel	By April 2014	Completed
Agree calendar of dates for full PPI Panel meetings	PPI Panel	By April 2014	Completed
Facilitate PPI Promotional Road show to raise awareness and increase membership	PPI Panel	By April 2014	Funding secured Dec13 Planning meetings held 17/1/14 & 11/2/14 Event arranged for 16/4/14 Completed- Newsletter developed and DVD being finalised

Key Action 2: Development of PPI Resources			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31/12/14
Development of further editions of PPI Newsheet	PPI Panel	By June 2014 & March 2015	4 th Edition featuring PPI Roadshow completed May 2014 PPI Annual Report 13/14 completed Aug 2014
Work with Reform & Modernisation Department to explore use of social media to gather service user views	PPI Panel	March 2015	Awaiting consultant report- due to be presented at Trust SMT September 2013. Feedback on report shared with Panel members Dec 2013. Trust has now got a Facebook page and You Tube and Twitter Accounts monitored by the Communications Department.
Review and up-date current resources including translations Service User definition Good Meeting Etiquette	PPI Panel	By March 2015	Advocacy Guide completed and launched at PPI Roadshow 16/4/14. Advocacy Guide now also referenced in fact sheet on "Working with hard to Reach Groups"
PPI Performance Management Monitoring Report	PPI Panel	By Dec 2014	SHSCT submission emailed for comment 3/11/14. Reminder sent 27/11/14. Approved formally at Dec Panel meeting.

Key Action 3: Continue representation on relevant fora			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31/12/14
Representation on Regional PPI Forum.	Peter Donnelly Anne Mallon	Quarterly	Regular attendance and feedback to Panel.
Representation on Regional PPI Forum Standards sub group	Peter Donnelly Brian O'Hagan	Quarterly	5 draft standards developed and approved by DHSSPS. To be launched in New Year
Representation on Regional PPI Forum Performance Management sub group	Peter Donnelly Brian O'Hagan	Quarterly	Performance Management Framework revised and up-dated using learning from pilot exercise. Trust to submit returns to PHA 31/1/15. Peter and Brian will be part of the verification Team.
Trust's Patient Client Experience Committee	Ray Hamilton Brian O'Hagan Sharon Doherty	Quarterly	Regular attendance and feedback to Panel. PPI Panel up-date presented. PCEC has amended TOR to include 3 PPI Panel reps as full members.
Trust's Carer's Reference Group	Anne Mallon	Quarterly	Regular attendance and feedback to Panel.
Race Equality Forum	Annie Burrell	Quarterly	To attend next meeting 24/9/14
Older People's Strategy- LYLTF	Anne Mallon Brian O'Hagan Annie Burrell	From Oct 2014	Annie and Brian attended the first meeting 15/10/14
Rapid Response	Annie Burrell	TBC	
Trust in Community Steering Group	Andrew Martin	Monthly	Regular attendance and feedback to Panel.
Service User Disability Forum	Andrew Martin Maureen McNulty	Monthly	Disability Action liaising with Trust Disability Service to try and get this re-established
Learning Disability Carers Forum	Fiona Rowan	Monthly	2 sub-groups established- Respite Criteria and Day Opportunities
Trust's Patient Client Experience Working Group	Andrew Martin Annie Burrell	Quarterly	Regular attendance and feedback to Panel.
Integrated Care Partnership N&M	Brian O Hagan	Quarterly	
Mental Health Forum	Joanne Fearon	Monthly	3 groups streamlined into 1 that is seeking charitable status. Recovery Coordinator appointed in Mental Health Services
Mental Health Service Users and Carers Service Improvement Group	Elaine Abraham Joanne Fearon	Monthly	Joanne to attend next meeting in January 2015
Car Parking	Andrew Martin	Quarterly	

