

Personal and Public Involvement (PPI) Panel

Action Plan and Progress Report

2013 - 2014

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
- Contributed to the development of the new Trust website
- Contributed to the development of a regular PPI Newsletter
- Commented on a range of leaflets including the Hospital Information Booklet and the A&E Information Leaflet
- Developed an Advocacy Fact Sheet

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
- Living Your Life to the Full Steering Group (Trust Older People's Strategy redevelopment)
- 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 2013-2014. 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 @ 31/3/14
Review current membership and terms of reference	PPI Panel	By September 2013	Completed 13/9/13.
Identify any further training needs and develop programme to address these needs	PPI Team	By September 2013	Completed 13/9/13
Agree areas of work for PPI Panel	PPI Panel	By September 2013	Completed 13/9/13
Agree calendar of dates for full PPI Panel meetings	PPI Panel	By December 2013	Completed 13/12/13
Facilitate PPI Promotional Road show to raise awareness and increase membership	PPI Panel	By March 2014	Funding secured Dec13 Planning meetings held 17/1/14 & 11/2/14 Event arranged for 16/4/14
Key Action 2: Development of PPI Resources			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31/3/14
Development of further editions of PPI Newsheet –develop subscription list	PPI Panel	By June 2014	To be discussed at PPI Panel meeting 14/3/14
Explore involvement opportunities for service users and carers in observations of practice and gathering patient stories	PPI Panel	By March 2014	2 Panel members now members of Trust PCES Working Group
Work with Reform & Modernisation Department to explore use of social media to gather service user views	PPI Panel	March 2014	Awaiting consultant report- due to be presented at Trust SMT September 2013. Feedback on report shared with Panel members Dec 2013.
Review and up-date current resources including translations	PPI Panel	By March 2014	Have Your Say Leaflet translated into Polish and now available in pdf. Panel members participated in pilot for PCC PPI E Learning module which was launched 27/2/14

Key Action 3: Continue representation on relevant fora			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31/3/14
Representation on Regional PPI Forum.	Peter Donnelly Anne Mallon	Quarterly	Email re new rep sent 23/9/13. Anne attended first meeting October 2013
Representation on Regional PPI Forum Training sub-group	Sharon Doherty Peter Donnelly	Quarterly	Training tender specification developed and approved. Training provider appointed Feb 2014
Representation on Regional PPI Forum Standards sub group	Peter Donnelly Brian O'Hagan	Quarterly	PPI Standards group resurrected. Regular attendance at meetings. 4 standards developed and approved by DHSSPS. Workshop held 7/11/13 to agree 3 additional operational standards. Awaiting DHSS approval
Representation on Regional PPI Forum Performance Management sub group	Peter Donnelly Brian O'Hagan	Quarterly	Performance management framework agreed and pilot commenced. Trust Self Audit completed and returned by 25/11/13
Trust's Patient Client Experience Committee	Ray Hamilton Brian O'Hagan Sharon Doherty Ciara McGovern	Quarterly	Regular attendance at meetings and feedback to Panel
Trust's Carer's Reference Group	Brian O'Hagan Anne Mallon	Quarterly	Regular attendance at meetings and feedback to Panel
Older People's Strategy Redevelopment- LYLTTF	Brian O'Hagan Anne Mallon Maureen McNulty	Monthly	Email to B Beattie re up-date and date of next meeting 24/9/13 No further meetings planned
Trust in Community Steering Group	Andrew Martin Drew Neill	Monthly	Regular attendance at meetings and feedback to Panel
Service User Disability Forum	John Stewart Mark Bennett Andrew Martin Maureen McNulty	Monthly	Regular attendance at meetings and feedback to Panel
Learning Disability Carers Forum	Fiona Rowan	Monthly	Regular attendance at meetings and feedback to Panel
CAH car parking working group	Andrew Martin	Monthly	Completed
Trust's Patient Client Experience Working Group	Andrew Martin Annie Burrell	Quarterly	Review of PCES audits carried out in 12/13- quarterly reports to PHA 10,000 Voices project established– phase 1 completed and phase 2 underway

