



*Quality Care - for you, with you*

## Personal and Public Involvement (PPI) Panel

### **Action Plan**

**September 2012 – August 2013**

## **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

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 and Impact and infrastructure sub group

This action plan outlines the key pieces of work that the Panel has agreed to focus on for 2012-2013. 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 @ 31/8/13</b>
Review current membership and terms of reference	PPI Panel	By September 2012	Completed 21/9/12 at PPI Panel review workshop. Older Person's, Visually Impaired and LGB&T reps identified.
Identify any further training needs and develop programme to address these needs	PPI Team	By September 2012	Completed 21/9/12 at PPI Panel review workshop Induction session planned 17/10/12 but cancelled as only 1 member could attend. Completed 21 <sup>st</sup> Feb 13
Agree areas of work for PPI Panel	PPI Panel	By September 2012	Completed 21/9/12 at PPI Panel review workshop
Agree calendar of dates for full PPI Panel meetings	PPI Panel	By September 2012	Completed 21/9/12 at PPI Panel review workshop
<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 @ 31/8/13</b>
Development of guide on advocacy options available across Southern Trust	PPI Panel	By March 2013	Options scoped. Funding application made to Regional PPI Forum. Application unsuccessful – alternative funding sources being explored. Advocacy Fact sheet developed for approval at September meeting
Development of further editions of PPI Newsheet –develop subscription list	PPI Panel	By January 2013 June 2013 & Dec 13	3 <sup>rd</sup> Edition completed and circulated January 2013. PPI Annual Report completed and circulated June 2013
Explore involvement opportunities for service users and carers in clinical audit	PPI Panel	By March 2013	Panel members interested in observations of practice and gathering patient stories rather than clinical audit. Invitation extended to join 10,000 Voices project group. 1 Panel member now a member
Development of standard template for satisfaction questionnaires	PPI Panel	By March 2013	Completed and added to Questionnaire fact sheet. Available on Trust intranet
Work with Reform & Modernisation Department to explore use of social media to gather service user views	PPI Panel	March 2013	Awaiting consultant report- due to be presented at Trust SMT September 2013
Review and up-date current resources including translations	PPI Panel	By March 2013	Have Your Say Leaflet updated and reprint ordered. PPI Panel Information Pack up-dated

<b>Key Action 3: Continue representation on relevant fora</b>			
<b>What needs to be done</b>	<b>Who will do it?</b>	<b>When will it be done?</b>	<b>Progress made @ 31/8/13</b>
Representation on Regional PPI Forum.	Andrew Martin Peter Donnelly	Quarterly	Regular attendance at quarterly meetings and sub groups. New rep to be nominated at September meeting.
Representation on Regional PPI Forum Training sub-group	Sharon Doherty Andrew Martin Peter Donnelly	Quarterly	Training tender specification developed and awaiting approval
Representation on Regional PPI Forum Infrastructure and Impact sub group	Peter Donnelly Ann McGlone Brian O'Hagan	Quarterly	PPI Standards group resurrected. Regular attendance at meetings
Representation on Trust's Patient Client Experience Committee	Ray Hamilton Andrew Martin Sharon Doherty Ciara McGovern	Quarterly	Regular attendance at quarterly meetings. New rep identified to replace Andrew- to be ratified at September meeting
Representation on Trust's Carer's Reference Group	Brian O'Hagan	Quarterly	Regular attendance at quarterly meetings
Representation on Older People's Strategy Redevelopment –Agree second rep.	Brian O'Hagan  PPI Panel	Monthly	No further meetings arranged
Representation on Trust in Community Steering Group	Ann McGlone & Fiona Rowan Drew Neill Ciara McGovern	Monthly	Regular attendance at quarterly meetings Workshop held 16/5/13
Representation on Service User Disability Forum	John Stewart Mark Bennett Andrew Martin Maureen McNulty	Monthly	Regular attendance at quarterly meetings