

Personal and Public Involvement (PPI) Panel

Action Plan

September 2010 – August 2011

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.

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. The first meeting of the Panel was held on 15th September, 2010, this was followed by an induction training session on the 1st October, 2010 and at the second meeting held on 12th November, 2010, Panel members began to develop the action plan detailed overleaf.

This action plan outlines the key pieces of work that the Panel has agreed to focus on for 2010-2011. This work falls under seven key action areas:

- Establishing and developing the PPI Panel (actions 1 & 2)
- Representation on relevant groups relating to PPI
- Development of standards for consultation and engagement
- Involvement in the redesign of the Trust's website
- Involvement in the development of training and other resources to support PPI
- Involvement in the development of evaluation tools to measure the impact of PPI activity and organisational change.

Key Action 1: Establish PPI Panel			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31st August 2011
Develop PPI Panel Information Pack	PPI Team	By end May 2010	Completed
Draft Press Release for all local papers across Southern Trust and invite expressions of interest	PPI Team & Communications Manager	By end May 2010	Completed
Circulate PPI Information Pack to Main voluntary/ Community Networks mailing list, Trust Directorates and existing Service User groups and invite expressions of interest	PPI Team	By end May 2010	Completed
Carry out skills audit and training needs analysis	PPI Team & PPI Panel members	By end August 2010	Completed
Agree dates for first meeting and induction training to suit all those interested.	PPI Team & PPI Panel members	By end August 2010	Completed

Key Action 2: Development of PPI Panel			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31st August 2011
Develop and deliver initial PPI Induction training	PPI Team	By 1 st October 2010	Completed
Identify any further training needs and develop programme to address these needs	PPI Team	By December 2010	Discussed at PPI Panel meeting 12/11/10. No further training needs identified at this point. To review on regular basis as Panel membership grows.
Agree Terms of Reference	PPI Panel	By January 2011	Completed
Agree areas of work for PPI Panel Action Plan	PPI Panel	By December 2010	Completed
Agree mechanisms for progressing key actions	PPI Panel	By January 2011	Completed
Agree calendar of dates for full PPI Panel meetings and sub groups	PPI Panel	By January 2011	Completed

Key Action 3: Agree representation on relevant fora and feedback mechanisms to wider Panel			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31st August 2011
Regional PPI Forum	Andrew Martin	Attend first meeting October 2010	Andrew attended first meeting 25 th October 2010. He has attended all other quarterly meetings, fed back to PPI Panel and brings forward any issues raised.
Trust's Patient Client Experience Committee	Ray Hamilton Andrew Martin Sharon Doherty	By February 2011	Andrew attended first meeting 16 th June 2011 DONM 15 th September 2011.
Disability Action Plan- Local Implementation Team – Employment Work stream	Ann McGlone	By February 2011	Nomination submitted to meeting on 2 nd February, 2011. Awaiting date of next meeting
Trust's Carer's Reference Group	Brian O'Hagan	Already a member	Brian continues to attend quarterly meetings and feeds back to the Panel on progress made. Brian was also involved as an independent carer in development of new tender specification for Trust wide Carer Support Services and in the adjudication process
Older People's Strategy Redevelopment & associated fora (when established)	Brian O'Hagan Brendan O'Hare	June 2011.	Brian and Brendan attended first meeting in July 2011 and second meeting in August.
Trust in Community Steering Group (when established)	Ann McGlone & Fiona Rowan Eddie Wallace	June 2011	To be invited to the next meeting on 6 th June 2011.

Key Action 4: Develop standards for consultation and engagement			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31st May 2011
Establish sub-group	PPI Panel & PPI Team	By February 2011	Ann McGlone, Laura Fegan, Rosemary Murray, Peter Donnelly, Fiona Rowan and Brian O'Hagan have agreed to be involved. Nikki and Sinead will coordinate
Scope existing examples available	Sub Group members	By March 2011	Completed
Develop standards for Southern Trust	Sub Group members	By May 2011	Draft standards with sub group for final approval. Consultation process to be agreed for Trust staff and wider community
Seek approval for adoption	PPI Team	By September 2011	
Develop training to support mainstreaming	Sub Group members	By October 2011	
Launch and publicise	Sub Group members & PPI Team	December 2011	
Promote and monitor compliance	PPI Team, Trust Directorates & PPI Panel	December 2011 onwards	

Key Action 5: Work with Trust to develop user friendly, accessible website that is easier to navigate			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31st May 2011
Liaise with Communication Department to explore involvement options	Carolyn Agnew	By December 2010	Lisa Cartmill, Communications Manager has agreed to coordinate subgroup
Agree Panel representatives	PPI Panel	By January 2011	Ray Hamilton, Andrew Martin and Brian O'Hagan agreed to be involved in this sub-group. Brendan O'Hare joined the group in April 2011.
Establish sub group	Lisa Cartmill and PPI Team	By February 2011	Contact made and information shared via email. One meeting held 6 th May 2011.
Review existing website	Sub group	By April 2011	Sub group members received information on the SHSCT intranet structure and views on current Trust website compiled by PCC. Members were also invited to view other Trust websites for comparison.
Develop new website on standard template that is user friendly, accessible and easy to navigate	Sub group	June 2011 Further meeting planned for 10 th June, 2011.	Sub group members have received information on proposed layout for the new website. Further meeting planned for 10 th June, 2011.

Key Action 6: Develop PPI training and other support for Trust staff and service users			
What needs to be done	Who will do it?	When will it be done?	Progress made @ 31st May 2011
Establish sub-group	PPI Panel & PPI Team	By February 2011	Ray, Ann, Andrew, Sharon, Laura, Rosemary, Peter, Doreen and Sinead have agreed to be involved in this subgroup. Nikki and Sinead to coordinate
Scope existing examples and other providers	Sub group	March 2011	<p>The PPI Panel members have reviewed and commented on existing PPI training and resources developed by the PPI Team including:</p> <ul style="list-style-type: none"> • PPI Awareness Training for Trust staff • PPI Fact sheets • PPI Tool kit for staff <p>The Regional PPI Forum has established a sub group to develop regional PPI and Service User capacity training. This sub group is chaired by the Patient Client Council. The PPI Team have developed some training for service users which together with the training materials and resources developed for Trust staff and the PPI Panel has been shared with the Patient Client Council who carried out a scoping exercise as part of the Regional PPI Forum's Training Sub Group. At the last meeting held in May 2011 it was agreed that there was less need for a local group to develop further PPI training and that PPI Panel members would participate in the regional sub group instead to influence the direction of regional training</p>
Agree priority areas for Southern Trust	Sub group & PPI Team	April 2011	
Develop programme of PPI training for staff at 3 levels- awareness, practical skills and advanced	Sub group & PPI Team linking with Regional PPI Forum	TBA	
Develop good practice guidelines for involving service users in staff training	Sub group	April 2011	
Develop training to support service users who wish to become involved	Sub group linking with Regional PPI Forum	TBA	
Further develop PPI Toolkit	Sub group	March 2011	Completed. Toolkit launched 16 th June 2011.
Further develop PPI Fact Sheets	Sub group	As required	Completed

Key Action 7: Work with Trust to develop effective evaluation tools to measure the success and impact of PPI activity

What needs to be done	Who will do it?	When will it be done?	Progress made @ 31st May 2011
Establish sub-group	PPI Panel & PPI Team	By February 2011	Fiona, Brian, Peter and Sinead have agreed to be involved in this subgroup. Nikki and Sinead to coordinate
Scope existing examples and work carried out to date	Sub group	March 2011	Completed and shared with Regional PPI Forum sub-group.
Agree priority areas for Southern Trust	Sub group & PPI Team	April 2011	Completed
Develop evaluation tools to measure the impact of PPI Activity	Sub group & PPI Team linking with Regional PPI Forum	TBA	The Regional PPI Forum's Evaluation and Impact Sub Group has been established to develop evaluation tools and processes regionally so as with the Training sub group it was agreed that the Panel would nominate representatives to sit on the regional sub group to influence the development of regional evaluation mechanisms. The PPI Panel sub group will continue to meet to develop a PPI Newsletter.
Develop evaluation tools to measure organisational change	Sub group & PPI Team linking with Regional PPI Forum	TBA	
Develop PPI Newsletter	Sub group	March 2012	