

Why do we record PPI?

Under the Health and Social Care (Reform) Act (NI) 2009 organisations such as the Trust have a statutory duty to involve and consult people on:

- ⇒ The planning and provision of care
- ⇒ The development and consideration of proposals for change in the way that care is provided
- ⇒ Decisions that affect the provision of care

The Trust is required to evidence that PPI is happening and the difference it is making to service delivery. We can only do this in partnership with you, using the following resources:

PPI Action Plan Template

(team, divisional or directorate plans) setting out planned PPI activity under the 4 key areas:

- ⇒ Information
- ⇒ Levels of involvement including evidencing Patient/Client Experience Standards
- ⇒ Training and
- ⇒ Monitoring and evaluation

PPI Impact Template

summarising the difference made by PPI activity and any lessons learnt.

Is there support available?

PPI Awareness E Learning

available on E learning platform.

PPI Toolkit

all teams should have a hard copy.

PPI Leaflets and Posters

display in waiting areas, public areas and use to help you recruit.

Opportunities for Involvement Template

display beside PPI posters so that people know what involvement opportunities in your service are available to them.

PPI Registration Form

use this to develop your own database of those who have expressed an interest in becoming involved in your service. Add the name of the person in your team who will record this in the space on the PPI Poster.

PPI Feedback Template

let people know what has been achieved as a result of their involvement.

You can also access PPI information and resources through the Intranet or the '**Involving You**' section of the Trust website www.southerntrust.hscni.net/about/1600.htm or SharePoint: <http://sharepoint/oppc/uicd/>

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Personal and Public Involvement (PPI) Team

Information for Staff

Have Your Say!

Who are we?

The Personal and Public Involvement (PPI) Team works across **all** Directorates and Programmes of Care and includes:

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PPI Team

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How can we be contacted?

The PPI Team is based within the Promoting Wellbeing Department in St Luke's Hospital, Armagh and can be contacted Monday to Friday 9am - 5pm by telephone, email or in person.

What do we do?

The PPI team provides expertise and support to staff to ensure that service user and carer involvement is integral to the development and evaluation of services across the Trust.

We will support and guide you when you are:

- ⇒ Planning your PPI Activity
- ⇒ Developing your PPI Action Plans
- ⇒ Recording the impact of PPI Activities

Our aim is to tailor this support to suit you / your team and we deliver over the phone, through email or by attending team meetings etc.

Why is PPI Important?

As we plan and develop services we can only make improvements by involving people who have experience of using our services.

What are the benefits of PPI?

PPI gives people the opportunity to get involved in what affects their health and social care services locally. PPI is about working in partnership to get the best service possible.

How can people become involved?

People can become involved as individuals, groups, organisations or within local communities.

If you are:

- ⇒ Involving service users and carers in the development of their care and/or treatment plans or in discharge arrangements
- ⇒ Supporting them to be involved in managing their condition or the condition of someone they care for
- ⇒ Gathering and acting on service user and carer experience of a service
- ⇒ Consulting service users / carers/ potential service users on changing or developing a service
- ⇒ Providing people with the opportunity to influence Trust policies, strategies and guidelines

You are already using PPI in your practice, so please let us know