

PPI -Have Your Say!

Issue 3 – December 2012



Welcome to the 3rd edition of the Staff Newsletter highlighting User Involvement & Experience in the Southern Trust

CAWT Community Health Question Time Event Accessing Public Services

Individuals and groups from the Southern Trust were among the representatives at a recent cross border 'Community Health Question time' event held in Armagh. Travellers, members of the LGB and T (Lesbian, Gay, Bi-sexual and Transgender) community, local women as well as those living with visual and hearing impairment all raised issues in relation to accessing public services. They had the unique opportunity to question representatives from public sector organisations on how services can be more effectively delivered to meet their needs.

The event was organised by the Co-operation and Working Together (CAWT) cross border Social Inclusion project, with funding from the European Union's INTERREG IVA programme. Attendees came from the Southern Trust, the Western Trust, HSE Dublin North East and HSE West areas and also from across the wider border area, both north and south. As a result of the event, representatives from health and social care, councils, education and housing agreed actions to improve access to services and promote better health for more vulnerable and marginalised groups. Implementation of those actions will be monitored by a cross border social inclusion network, which has been established by the cross border CAWT Social Inclusion project.



SHSCT group who attended the Community Health Question

Practical suggestions for improvements to public services were made. This included ensuring the physical environment was welcoming to those from the LGB and T community. Ideas were shared on how public services could be more responsive to the needs of minorities and those with disabilities. More staff awareness training around the particular needs of marginalised groups was also suggested. Plans are now in place for this training to be rolled out in the Emergency Department in the Southern Trust facilities in the New Year.

If you would like any further information on the CAWT Social Inclusion Project please contact Ciara O'Hanlon, CAWT Access Project Development Worker, Tel: 028 3741 2497 or email ciara.ohanlon@southerntrust.hscni.net

How training and partnership working is helping with User Involvement

User Involvement in Learning Disability Services

A dance project for eight adults with a learning disability, which funded by the Arts Council of Northern Ireland's StArt UP programme, presented a showcase of its work in March. This particular user involvement project shows how we can deliver awareness training differently to organisations.

The service user participants danced with partners from local organisations including Northern Ireland Fire and Rescue Service, Northern Ireland Ambulance Service, Armagh City and District Council, PSNI, the Southern Education and Library Board and the Southern Trust.

This project was a great success with both the participants and the organisations. The idea of rolling out a project to highlight the barriers to accessing services for adults with a learning disability in a fun way was hugely beneficial to all the organisations. Part of the project included the service user participants visiting the organisations mentioned to see how they operate. This helped the service users understand the roles of the organisations and health and public safety services. They visited Armagh Fire Station and had an educational talk on fire safety in the home and they visited the local Minor Injuries Unit to familiarise themselves with a hospital environment.



Since the project relationships with staff of the organisations and the services users have been developed which will ensure enhanced social inclusion and active citizenship for adults with a learning disability in the Armagh and Dungannon area.

Integrated Care Pilot

The Southern LCG (Local Commissioning Group), Southern Trust and GP's in the Southern Area have ***come together with patient representatives*** to develop an Integrated Care Pilot for patients over 65 years. The aim of the pilot is to provide effective and timely care in the most appropriate setting for the more needy patients. By bringing together all the professionals involved it is anticipated that care for the patient can be enhanced.

The first task is to develop a risk stratification tool to identify appropriate patients. The second step is to develop care plans in partnership with patients which identify problems, needs and care expectations. The third step is to develop mechanisms for multidisciplinary case discussions which will enable all involved to have direct communication and coordinate care more effectively.

The pilot is based on the population of nine volunteer GP practices and involves Southern Trust community and secondary care staff, community pharmacists, representatives from the Patient and Client Council and Age NI, along with support staff from the Southern LCG and Trust. It is intended that the pilot will be audited in February and March 2013 following which extension to all practices will be considered.

Promoting Wellbeing Teams

The Promoting Wellbeing Teams work together with Trust Staff, local communities, partners and organisations to:

Develop and deliver services and actions to improve Health and Wellbeing.
Build capacity and increase people's skills to identify health needs and issues.
Support local initiatives that improve health and wellbeing through community development and health improvement approaches.

Services include:

Promoting Positive Mental Health
Accident Prevention
Physical Activity
Suicide Prevention
Workplace Health Improvement
Sexual Health Improvement
Youth Health Improvement
Community Development
Community Sector Training

Healthy Eating
Alcohol & Drugs
Stop Smoking Support
Volunteering
Support for Carers
Traveller and other BME Support
Personal and Public Involvement (PPI)
Resources
Training and advice

Contact your local Promoting Wellbeing Team for further details:

Armagh and Dungannon PWBT St Luke's Hospital, 71 Loughgall Road, Armagh, BT61 7HW t: 028 37 412521

Newry & Mourne PWBT John Mitchell Place, Newry, BT34 2BU t: 028 3083 4325

Craigavon & Banbridge PWBT Brownlow HSS, 1 Legahory Centre, Brownlow, BT65 5BE t: 028 38 34 4973

Head of Health Improvement St Luke's Hospital, Armagh, BT61 7NQ t: 028 37 412881

Head of User Involvement and Community Development St Luke's Hospital, Armagh, BT61 7NQ t: 028 37 41 2468

Lead Specialist Cross Directorate Lead t: 028 38 317155

Lead Specialist Acute Directorate Lead t: 028 38 317156

PPI Awareness Training

Training delivered to you and your team at a time to suit you!

Build your confidence to help you engage with service users, carers and the public especially inline with Transforming Your Care with our short PPI Awareness Course,

The PPI Officer can come to your team and deliver a short training session on PPI and how you can ensure that it is an integral part of your working practice.

Contact the PPI Team and book now for 2013!

A Volunteers Story

Maura Keane volunteers both in a day centre and as a one-to-one befriender for service users with a physical disability. This is her take on being a volunteer in the Southern Trust:

How did you come to be a volunteer?

I had been involved as a carer for an elderly gentleman for many years, 6 days per week and after the gentleman died I lost this routine, I was looking around for something to fill this time and it was then that I considered volunteering. I saw an advertisement for volunteers in the Trust in the local newspaper. I responded to the advertisement and after having a chat with Imelda McPolin, one of the Trust's Volunteer Coordinators, I decided that I would be interested in volunteering with people with physical disabilities as I had some experience in the past. After filling in the forms and completing my vetting and a short interview, I started my first placement in Binian Lodge in Kilkeel which is a centre for people with physical disabilities. After a few months, I started my second role as a befriender for a house bound lady in her own home.

What's involved in the role?

I currently have two roles with the Trust. The first role is in Binian Lodge in Kilkeel. The centre is a lovely world. In this role I relate and interact with clients. I help with activities and through this I really feel I am achieving something. My other role is visiting a house-bound lady in her home. I do this role for an hour per week and we chat about all sorts of things which helps her keep up to date. The lady really enjoys this hour.

What's in it for you?

My volunteering gives me a great sense of achievement and is appreciated both by the people with physical disabilities and by staff. I love the days that I volunteer and am struck by how positive people in Binian Lodge are, every day despite their physical disabilities. Their sense of humour is infectious and the other day during my volunteering session, I was delighted to share their excitement when they won on the golf game on the Wii.

What advice would you give someone considering getting involved in volunteering in the Trust?

My advice if you are considering volunteering in the Trust, is that it is a great opportunity to help Others. You will gain a sense of achievement and you will feel appreciation from those that you help. Volunteering for me has opened up a 'new family' both of the staff I have been involved with and those I have helped.

If you come across service users or indeed staff who have expressed an interest in volunteering please contact the **Volunteer Co-ordinators** in the Trust:

Gerardette McVeigh
Volunteer Co-ordinator
Brownlow H&SS Centre
Tel: 028 3831 1484

Imelda McPolin
Volunteer Co-ordinator
John Mitchel Place, Newry
Tel: 028 3083 4270

Kate Johnston
Volunteer Co-ordinator
St Lukes Hosp. Armagh
Tel: 028 3741 2116

Medical Directorate Research and Development

Personal and Public Involvement in the Trust's Research Governance Committee

Since January 2011, two PPI representatives have been members of the Trust's Research Governance Committee: Mrs Eileen Wright and Mr Lee Wilson. Both members were recruited by the HSC Research and Development Division through the Patient Client Council having expressed an interest in being involved in research in the Southern Health and Social Care Trust area. In December 2010, Dr Peter Sharpe, Associate Medical Director Research and Development and Miss Irene Knox, Research Manager met with Mrs Wright and Mr Wilson to provide background information to the role and function of the Trust's Research Governance Committee. The PPI members attended their first meeting in January 2011 and adapted easily to their role within the functioning of the Research Governance Committee. Both members expressed their amazement at the range and variety of research undertaken within the various staff disciplines in the Trust.

In recent years there has been a requirement for all research applications to have user involvement input from PPI representatives therefore in that respect Mrs Wright and Mr Wilson's membership of the Committee has been timely. User involvement is an important element of research applications and researchers are required to obtain PPI views.

The input of these members has been very beneficial and has brought an added dimension from the user involvement perspective to the Committee which was previously comprised of multi-professional members only. The benefits have been enormous through the PPI contribution to the assessment of research applications. In relation to specific research applications, comments and observations made by PPI representatives are conveyed to the researcher on behalf of the Research Governance Committee for consideration in their final research documentation. PPI members are involved in all aspects of the Research Governance Committee's role and function which includes membership of a Sub Group to review Research Fund applications and award funding provided by the HSC Research and Development Division.

Examples of where Research was undertaken by Trust Staff in 2012. User involvement was integral to each project:

- Stroke Research
- Cardiology Research
- Clinical Research
- Health and Wellbeing
- Social Care
- Laboratory
- Occupational Therapy



Mr Lee Wilson, Dr Peter Sharpe, Trust's Director Research & Development and Mrs Eileen Wright.

Your Life After Care—Regional Website

“What makes this website more valuable is that it was designed by young people for young people ...” Paul Morgan, Director of Children and Young People

To mark Care Leavers Week, a new website has been developed and launched to help young care leavers with their transition to independent living.

Developed by care leavers from the Southern Health and Social Care Trust, the new website offers tips and advice on a range of issues which young adults need to deal with like health and wellbeing, housing and finances, education, training and employment.

The site’s interactive section has activities to help with budget planning, careers advice and how to get support with health issues. It details support available for young care leavers across all health Trusts and also has a section to share views and ideas.

Most importantly six young people from the Southern Area worked on the project with the support of Purpledote, a digital media company based in Dungannon, and in doing so, three of them achieved NVQ Level 2 Use Digital and Social Media in Marketing Campaigns.

Along with the website www.yourlifeaftercare.com, the Health and Social Care Board has introduced www.leavingcareni.com. Aimed at staff, policy makers, carers and the community and voluntary sector, this website gives ready access to a range of materials and information on leaving care issues in Northern Ireland particularly from a young persons perspective.

Paul Morgan, Director of Children and Young People’s Services for the Southern Health and Social Care Trust said: “Moving into adulthood is a challenging experience for all young people and for young people in care there can be additional pressures. This website is an excellent resource to help young people to make the transition from care to independence. It will complement the support of our 16 plus teams by offering practical information on a range of very real issues that we all have to deal with in adult life.

“What makes this website more valuable is that it was designed by young people for young people and I am particularly proud that it was developed by some of our care leavers from the Southern area. I would like to congratulate them all for developing such a professional resource and for sharing their experiences and knowledge to benefit others.”



Well done to all the young people involved in this very worthwhile project.

Transforming Cancer Follow Up Care

Research now tells us that people who take an active role in their care and health are more likely to remain well and therefore the importance of cancer follow up care is crucial to this. The specialist nurses attached to cancer services in the Trust want to ensure that good support is in place to help service users return to as normal a life as possible. This can include someone living with and beyond a diagnosis of cancer and those who provide care or support to others.

Not everyone affected by cancer will have the same experience so it is important to provide service users with a wide variety of information and support service options that they can pick and choose from.

About 40 people who have had cancer and their carers came to a Health and Wellbeing Event in Craigavon Area Hospital at the end of November 2012. The event was organised by Anne Treanor, Macmillan Transforming Cancer Follow-Up Manager to ensure people recovering from cancer are at the heart of service improvement. This education event provided service users with a variety of information and signposting to other support services that are available both locally and regionally. At the event there were brief introductions to a range of services and participants could pick and choose if they needed any further information or support in any particular area.

The group was also asked what they felt was good and what could be done better when being discharged following cancer. The group also found out about the community and voluntary support in their local area. The Citizen Advice Centre staff who work within the Macmillan unit were also there to offer support and guidance to participants. Some participants on the night registered their interest in becoming involved in helping cancer services plan and develop services as the opportunities arise. If you would like to know more about this project please contact Anne Treanor, Macmillan Transforming Cancer Follow-Up Manager Tel: 028 3861 4363 Mobile No:- 07557808309 e-mail:- anne.treanor@southerntrust.hscni.net.

(for more details check out [The Cancer Survivorship Website for Northern Ireland - www.survivorship.cancerni.net](http://www.survivorship.cancerni.net))

Coming Together Event Social Centres for Older People

Older Peoples services organised a **Coming Together** event on the 5th December in Lough Neagh Discovery centre, Oxford Island. Over 85 services users and volunteers attended the event. The purpose of the event was to gather information and feedback from service users on attending social centres and also to undertake a survey to help demonstrate a person-centred approach within Social Centres for older people. By completing the questionnaire it gave service users the opportunity to identify their priority needs in relation to their quality of life.



The event was a huge success and service users were also entertained by story telling and singing by Danny Doran, Newry. This method of involvement was a fun way to engage with users to gather their views and experience of a service and to help shape and develop services in the future.

PPI IMPACT FORM
*Its important to
send them to the
PPI Team!*

Please remember to register any work you are doing to involve service users- however small. This could be a satisfaction survey, questionnaire, holding a focus group, support group, service users attending meetings etc.
Share good practice - everyone benefits!

What to think about during and after your PPI Project.

It is important that we can measure the impact of any PPI Involvement Activity regardless of the method. Therefore it is crucial that you record the following:

- ***Who was involved?***
- ***What changed for service users/carers?***
- ***What changed for the trust?***
- ***What were the benefits/drawbacks to the involvement ?***
- ***What were the lessons learnt?***

Online Registration now available!

Did you know service users, carers and the public can now register their interest in becoming involved on the Trust Website. A registration section has been created and should complement the opportunities for involvement section. Don't forget to highlight any opportunities for service users to become involved on the 'Involving You' section of the Trust website.

**The Trust is keen to gather feedback as it continues to develop the website and if you would like to give some feedback please contact:
Sinead Hughes, User Involvement Officer
Tel: 028 3741 2523 or email:**

PPI Team Contact Details

Carolyn Agnew

*Head of Service for User Involvement &
Professional Lead for Community Development*

Tel: 028 3741 2519

Carolyn.agnew@southerntrust.hscni.net

Sinead Hughes

User Involvement Officer

Tel: 028 37412523

Sinead.hughes@southerntrust.hscni.net