

PPI -Have Your Say!

Issue 2—April 2012



Welcome to the 2nd edition of the Staff Newsletter highlighting User Involvement & Experience in the Southern Trust

Trust Excellence Award for 'Here to Help Volunteers'

The Here to Help Volunteers recently came 1st in the **Community Service Award for Excellence in Volunteering** in the Trusts Excellence Awards. Congratulations to all involved.

The Here to Help service is now operating in the Daisy Hill Hospital site and offers an invaluable support to service users, carers and visitors to the hospital. If you would like to know more about this service contact your local Volunteer coordinator:

Imelda McPolin (N&M) Tel: 3083 4270
Gerardette McVeigh (C&B) Tel: 3831 1484
Kate Johnston (A&D) Tel: 3741 2116



The Southern Trust PPI Consultation Scheme

The Consultation Scheme 2011-15 has been up-dated and is available on the intranet and Trust website. Consultation is an intrinsic element within the Trust's approach to Personal and Public Involvement .

It is the responsibility of each team and division to actively recruit service users, carers and members of the public who wish to be involved in service developments. Resources are available on the intranet including PPI poster, leaflet, registration form and toolkit.

All divisions should nominate a contact person to **collate a database** of all those interested which will facilitate y when involvement is required. A list of planned involvement should be advertised beside the PPI posters so that people are aware of the opportunities in your service.

Reimbursing Out of Pocket Expenses for Involvement

Did you know that the Trust's Reimbursement Guidelines have now been revised and have been adopted by the Public Health Agency and members of the Regional PPI Forum. Don't forget to use the guidelines to help with your User Involvement Activities. *(Click on link below.)*

<http://vsrintranet.southerntrust.local/SHSCT/HTML/PandP/documents/ServiceUserandCarerExpensesPolicyRevisedOct20112.pdf>

Embedding User Involvement into Trust Practice and Culture

In this edition we thought it would be good to highlight some areas of service where user and carer involvement is embedded in everyday work.

PPI Performance Management Pilot Project

Recently the **Corporate Parenting Division**, Corporate Parenting work with children and young people who are or have been in care, undertook a pilot exercise to monitor compliance with the Trusts PPI Indicators / PPI Action Plans. This exercise has now been completed within one Division in each of the Service Directorates. The results from the Corporate Parenting Division show that PPI is embedded extremely well into the Division's culture and day to day practice and the theme of user involvement is a continuing priority.



The Division uses many approaches and methods to involve children, young people and their carers. Some examples are individual care plans, parent groups, peer reviews, young people forums and including children and young people in consultations and developing leaflets etc. ***"Its core to my daily job – its part and parcel of being a social worker"***, comment from a staff member within a respite unit.

User Involvement in Residential & Day Care Services

Day Care Services for Older People- Improvement Project

Being able to influence health service decisions is a fundamental right for all. Enabling clients, family and their carers to work together to create change for themselves is a crucial role for Day Care within the Southern Trust. Recently Day Care Services undertook a review of its services and developed proposals for the reform and modernisation of these services. Service users, their carers and families had an opportunity to be involved in both the review and in developing the proposals. Service user involvement was in place from very start of the project and were involved in the sub groups in Craigavon and Banbridge, Newry, Armagh and Clogher Valley and these groups met monthly from Oct to Feb 2012. The consultations were conducted in a timely, open and inclusive way and involved discussion on proposals affecting the planning of the provision of day care services and enabled consideration of proposals for changes in the way that day care is provided.

Day Care service users were able to speak of their experience at the *'Coming Together Workshop'* which took place in February 2012. Each of the day centres have their own service user/carer group who also fed into the review – a newsletter was also produced to inform users, carers and other stakeholder on updates from project.

User Involvement - Integral to Residential Care Services

Residents in Residential Care are fully informed and involved in all decisions affecting their life and care, and they contribute to the planning and evaluation of the residential home they are in. Each service user / resident is involved in developing their own Life-style Preference Care Plan and a copy of the Care Plan is available to the Service User. The views and opinions of residents and their representatives about the running of all residential homes are sought formally once a year in a confidential survey. Each home also hold Residents Meetings at least four times a year.

Patient Support Service

Patient Support is a confidential service for patients, families and carers within the Trust's acute hospitals. It provides:

- On the spot advice
- Answers to queries and questions
- Information on the Trust and the services it provides
- Information on local health services and support groups
- Support, when needed
- Information on making a complaint
- A way for you to tell us what you think of our services so that we can improve them



As well as helping patients, families and carers the Patient Support service also helps the Trust. Service user views help the Trust to improve services for patients, families and carers and to plan for the future. The Patient Support service has two offices:

- Craigavon Area Hospital– main foyer, opposite the coffee dock
- Daisy Hill Hospital- office on the corridor beside the shop in the main foyer (1st office on left)

Please contact **Edel Corr** or **Paula McAloran** for more information on the Patient Support Service. Tel: 028 38612395 or 028 3861 4285

The User & Carer Service Improvement Group

The User and Carer Service Improvement Group (UCSIG) recently won the Patient Client Council (PCC) 'Making a Difference' award and have been asked to help with the production of a PCC DVD. Filming for the Southern Trust element took place in St Luke's Hospital which included service users, carers and staff members of the group explaining about forum and structures within the Trust Mental Health Services; how they work and what benefits involvement provides to the planning and delivery of mental health services in the Trust.



The Mental Health and Disability Directorate has always had an excellent track record in terms of Personal and Public Involvement. There continues to be excellent PPI approaches and activity within this Directorate.

Minister of Health Edwin Poots with Ingrid Stewart, Betty Beamish, Lorna Stewart and

Alan Leckey, representing the Mental Health User and Carer Service Improvement Group which won the Patient and Client Council 'Making a Difference' award.

Transforming Your Care -

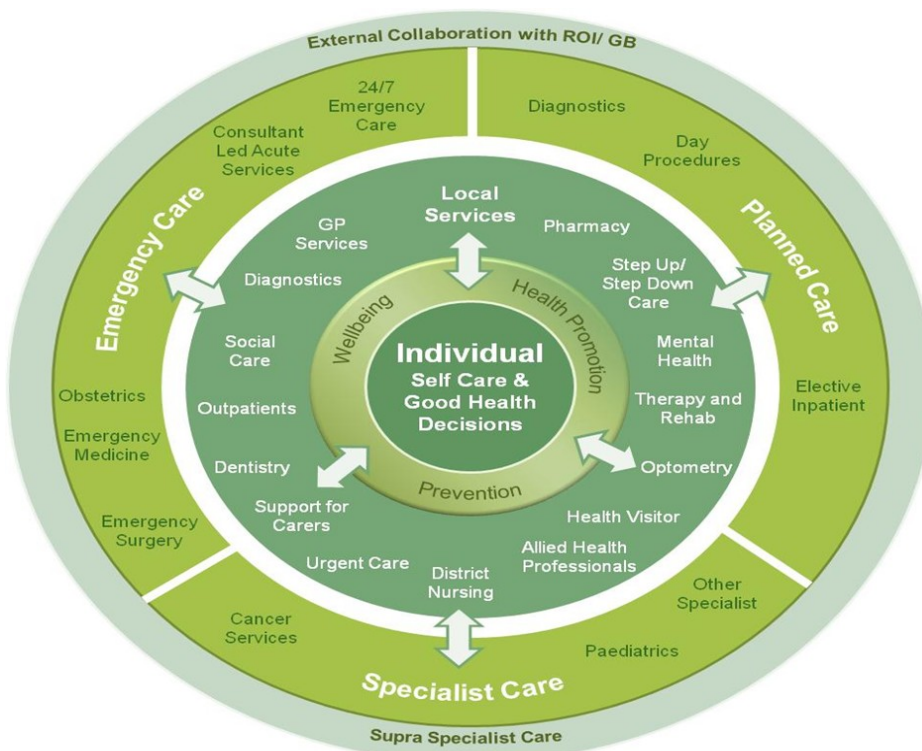
“A Review of Health & Social Care in Northern Ireland”

What's it all about?

In June 2011 the Minister for Health announced a Review of Health and Social Care (HSC) Services in Northern Ireland. The purpose was to assess the current services in Northern Ireland and what changes are needed to make them fit for the future.

You may have heard of this referred to as “The Compton Review”. It has looked at how systems are / have changed elsewhere and the views of people as to what they want to see from a 21st century health and social care service.

As a result it has identified 11 key areas that will drive the need for change and what direction that change needs to go. The review places a major emphasis on individuals being **fully involved** in the decision making and choices about their care which reinforces the PPI agenda. Each Trust is currently working with it's respective Local Commissioning Group (LCG) to develop a population plan. In the southern area this will be finalised by June 2012. It is important that any change that you are proposing as you plan your new service can demonstrate active involvement and should be reflected in your **PPI Action Plans**.



Please contact the PPI Officer for support, guidance or further information to ensure that proper involvement processes are in place in line with ‘**Transforming Your Care**’.

The Future Model for Integrated Health & Social Care

A Service Users Take on ‘Having their Say’

Ray Hamilton spoke about his experience of being involved in projects within the Trust.

“Sinead Hughes and Nikki Girvan visited Millview Resource Centre to inform us that Southern Trust was starting a Personal Public Involvement Panel. They explained what PPI was about and left some literature about it. Among that information there was some details about becoming involved in the PPI Panel. I was very frustrated with other people making the big decisions in my life and wanted to have more of an input so I decided to join up”.



Ray Hamilton, member of the Trusts PPI Panel.

“I went to a one day induction training in Armagh which was attended by other people with disabilities and the people who work with them. This was a new experience for me but very enjoyable”.

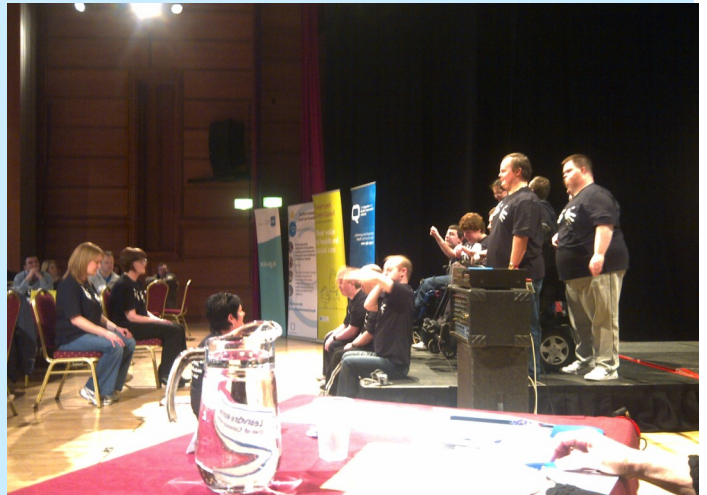
“I volunteered to join the Website Committee which was set up to redesign the Trust’s website. The new look website is now up and running. I was also involved in the drawing up of the PPI Toolkit for all Trust staff. I also attend meetings of the Patient Client Council when I can get the transport arranged”.

“I find the whole experience very informative, helpful and enjoyable. It is nice to be able to work alongside other people from the Trust and is great to know that the voice of the service user is finally being heard”.

Annual User and Carer Conference

Each year the NI Social Care Council, Social Care Institute of Excellence, Regulation, Quality and Improvement Authority and the Patient Client Council jointly host a Service User and Carers Conference. At this year's conference the theme was "Joining Up The Jigsaw Pieces" and it took place recently in Lisburn Civic Centre. The event brought together service users, carers and health and social care organisations to promote and share examples of good practice from a wide range of user and carer projects in Northern Ireland

The Southern Trust gave a video presentation on the day called '**Coming Out of the Dark**'. The presentation gave an overview of how the Trust is involved in a pilot project to better identify carers respite needs. The presentation was delivered by Brian O'Hagan a Carer, Gerry Maguire from the Health and Social Care Board and Brendan Whittle, Southern Trust. The video presentation told the story of the respite journey from a carer and staff perspective and how the carers tool is now in place in the Trust. The presentation was very well received and indeed there is talk of the respite tool could be rolled out regionally. Members of the Trust Carers Reference Forum have been involved in the Annual User and Carer Conference planning committee for the last two years highlighting projects from across the SHSCT area. Service users from the Trusts Makaton choir also performed at the Conference. Well done to all



The Trust Makaton Choir at the Annual User & Carer Conference

PPI - Definition of Terms

Personal refers to service users, patients, carers, consumers, customers, relations, advocates or any other term to describe people who use Health and Social Care Services as individuals or as part of a family.

Public refers to the general population and includes locality, community and voluntary groups and other collective organisations. Individuals who use health and social care services are also members of the general public.

Involvement means more than consulting and informing. It includes engagement, active participation and partnership working.

A **service user** is "Anyone who needs long term care or support from local health, social services or housing or who uses services intensively for a short period of time" (Better Care Higher Standards Department of Health July 2000)

Good Practice Guidelines for Engagement

The PPI Panel recently developed a **Good Practice Guidelines for Engagement** poster. These Guidelines will provide you with a checklist of best practice on key aspects of involvement to complement the PPI Staff Toolkit.

They will also help to develop and support better working relationships between staff and service users, carers and the wider public to ensure service users continue to have the opportunity to influence the planning and delivery of services within the southern area. *Download the Guidelines and display in staff offices!* <http://vsrintranet/SHSCT/HTML/PandP/documents/GoodPracticeGuidelinesforEngagement.pdf>



PPI Panel Members launching the Good Practice Guidelines with Angela McVeigh, Director Older People & Primary Care

Regional HSC PPI Forum

A Regional HSC PPI Forum, led by the Public Health Agency (PHA), has been established on a collaborative basis with other HSC organisations. The forum is comprised of service users, carers and community and voluntary organisations and senior representation from all HSC organisations in Northern Ireland. The forum has established a series of sub-groups to look at taking forward key areas of agreed work. These include:

- ◆ Undertaking a training needs analysis and roll out a PPI training and development programme;
- ◆ Analysing information from engagement activity to inform infrastructure requirements, priorities and future practice;
- ◆ Developing impact assessment methods to evaluate the effectiveness of PPI.

The Southern Trust is represented by service users, carers and staff and the forum also provides an opportunity for sharing good practices. Please contact the PPI Team for further information on the forum.

PPI Activity Forms
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, focus group, support group etc. *Share good practice - everyone benefits.*

<http://shsctintranet.hpss.n-i.nhs.uk/HTML/OP/Information.html>

It's your newsletter?

Do you have any stories or articles which you would like to see in the next newsletter? Perhaps you'd like to share your experiences of how you've managed a PPI Activity or about being involved in a PPI Activity?

Send your contributions to Sinead Hughes, PPI Officer - Email

The Southern Trust Website

As you know the Trusts Internet has got a new look. A new section has been created called '*Involving You*' and all PPI information including volunteering will be found there. This is also a good way of highlighting opportunities for involvement and gathering interest from service users.

The Trust is keen to gather feedback as it continues to develop the site and if you would like to become involved in reviewing the site, please contact Sinead Hughes, User Involvement Officer

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Sinead.hughes@southerntrust.hscni.net

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