

PPI

Have Your Say!

Welcome to the 4th edition of the Staff Newsletter highlighting the recent Southern Trust PPI Information Event

In this edition:

- User and Carer Panel host and facilitate first PPI Event in Southern Trust area
- Trust Services showcase good practice examples of PPI
- PPI Panel launch Advocacy Information Booklet for Trust Staff
- Over 140 participants attend PPI Event
- Participants able to register interest in future PPI opportunities

Why Sit in Silence?

Your Trust Needs You -

Have Your Say! Event 16th April 2014

The Southern Health and Social Care Trust in partnership with its service user and carers PPI Panel held a PPI Information Event to raise awareness and increase understanding of PPI among staff, service users, carers and the public.



PPI Panel members with members of the Trust Board, Trust staff and PPI Lead from the Public Health Agency

PPI Panel members host and facilitate Trust's PPI Roadshow Event

The Southern Health and Social Care Trust in partnership with its service user and carer's PPI Panel secured funding from the Public Health Agency (PHA) to develop a PPI Information Event. A number of planning meetings were held and it was agreed that the purpose of event would be to:

- * Raise awareness and increase understanding of PPI among staff,

service users, carers and the public;

- * Showcase the PPI work that is currently taking place across the Trust;
- * Highlight opportunities available for involvement within the various service areas in the Southern Trust;
- * Encourage more service users and carers to become involved in working with the Trust to plan, evaluate and develop services.

Key Speakers

The programme for the day included speakers from the Trust and the PPI Panel.



Sharon Doherty, service user, carer and co-chair of the PPI Panel chaired the event. Sharon has been co-chair of the PPI Panel since March 2013 and has been a member since its inception.

Fiona Rowan, PPI Panel member, outlined the official definition of PPI and then explained what that meant to her as a service user, carer and member of the PPI Panel.



Mrs Roberta Brownlee, Trust Chair, endorsed the Trust's commitment to PPI, explaining why it was important and why the Trust wanted people to become involved.

Peter Donnelly, provided a very powerful account of his experiences of health and social care services and the benefits of involvement in shaping and improving services as a service user, PPI Panel member, Regional PPI Forum member and as a member of the Willowbank Lobbying, Activism and Research Group (LARG).



Ray Hamilton, PPI Panel member, through his Support Worker Ruth Hamilton, shared his experience of health and social care services and highlighted how his quality of life had been improved and become more meaningful since his involvement in a variety of opportunities including direct payments, Friends of Millview, the PPI Panel, the Patient Client Experience Committee, Queen's University, the Drake Music Project and Boccia.

Carolyn Agnew, Head of User Involvement and Community Development, then outlined how people could register to become involved and the support available. Participants were then invited to view the range of information on display from the Trust Directorates-Acute, Children and Young People, Older People and Primary Care, Mental Health and Disability, Equality Unit, Continuous Improvement, Volunteering, Patient Client Experience, 10,000 Voices, PPI Team, Carers, Macmillan Cancer Information and Promoting Wellbeing and to speak to staff about opportunities for future involvement.



Martin Quinn, PPI Lead for the PHA, closed the event. He congratulated the Southern Trust on the success of the morning and commended it and the PPI Panel for their efforts to advance the concept and practice of Personal and Public Involvement.

The registration desk was expertly managed by two PPI Panel members, **Andrew Martin** and **Ann Mallon**, who welcomed and directed participants to their seats.

The **Patient Client Council** hosted an information stand highlighting the services it provides.

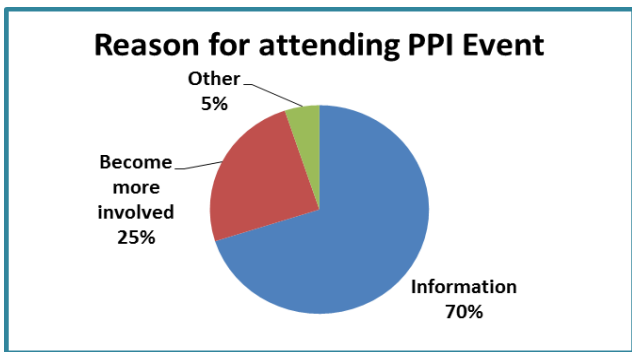
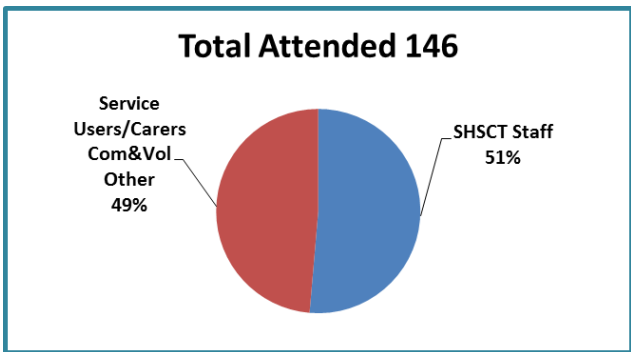
A number of voluntary and community organisations also provided display stands including: **Carers Matter, NIAMH, CAUSE, Willowbank, Acorns for Autism** and **Mencap**.

Evaluation forms, the design of which was agreed with the PPI Panel, were included in participant packs. There was also a **Feedback Wall** and participants were invited to post comments on this as well. A total of 20 evaluation forms were returned, there were 15 comments posted on the Feedback Wall and the PPI Team received 14 emails and numerous verbal comments throughout and following the event.

Following an hour and a half of networking and gathering information, Martin Quinn, PPI Lead for the PHA, closed the event. He commented:

“It was excellent and really gave an insight into the practical outworking and benefits from real PPI at the frontline of service development and delivery across the Trust.”

100% stated that the event was worthwhile!



When asked if they felt more knowledgeable in relation to Personal and Public Involvement (PPI) this is what participants said:

Trust Staff

- *Yes, it's really interesting to listen to people and get very good information about it*
- *Yes, this has been an excellent informative event and even though I work closely with the PPI Team I have found out so much more than I already knew*
- *Yes, great to hear from the Panel members*
- *Yes, hearing from service users and staff showed the various aspects of PPI*
- *Very informative, more understanding of why PPI is so necessary – will share with my team*
- *Definitely, as busy health professionals we some times overlook PPI and what it represents*
- *Will now be top of my agenda!*

Service users / Carers / Community / Voluntary / Other Statutory Organisations

The majority of respondents from the groups above stated 'Yes'

- *Yes I feel a lot more knowledgeable*
- *The wide range of services involved*
- *Yes, but would like to know more*

100% said the format for presenting information was excellent.!

Participants were then asked how they thought the event could be improved. Some comments made were as follows:

Trust Staff

I cannot think of anything which could have been done better

Well organised and well attended so improvement not needed

No improvements; venue, timing, speakers all excellent

Not applicable!

Service Users/Carers/C&V & other

It could be improved by having more involvement from older people and the voluntary sector

It was very good, no improvements or changes

Maybe a 'Question & Answer' section?

There was just the right balance to hold audience attention for the full duration

The majority of those who completed the evaluation forms stated that they have contact details for the PPI Team if they require any further information or advice in the future.

Other comments from participants:

"Fantastic, excellent event, well organised. User voices were good, well done Carolyn, Sinead and Esme, thanks for your support"

"Very enjoyable morning with great information & listening to personal stories. Well done to PPI team for organising such a successful event"

"Fantastic event, quick, snappy, to the point. Definitely has increased my knowledge and awareness of PPI – well done PPI Team"

"Well done to all concerned, great morning, thank you. The event was very well organised"

"Well done to the organisers, it was very informative and I liked the informal set-up and getting time to browse around the stands"

"Excellent event, well arranged event, good venue, easy access and good to hear from service users"

"Just to say thank you for the opportunity of attending. I have lots of information to take back to the 740 members of U3A & N&M SCC"

Photo gallery of PPI Roadshow Event



Above: PPI Panel members with members of the Trust Board, Trust staff and PPI Lead from the Public Health Agency



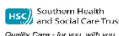
Above: Carolyn Agnew, Head of User Involvement setting the scene at the PPI Roadshow Event



Above: Members of the LARG Group from Willowbank




Above: A view of some of the participants and stands



Southern Trust Personal & Public Involvement Event

Hosted by the Southern Trust PPI Service User and Carer Panel



Why Sit in Silence?

Your Trust Needs You – Have Your Say!

If you would like to get involved in improving the planning, development and delivery of Health and Social Care Services in the Southern Trust area, please come along to our information day where the Trust will provide information on how you can become involved. We will demonstrate the work that is currently taking place in the Trust and we will highlight opportunities available for involvement within the various service areas.

The Event will take place on:

Wednesday 16 April 2014

10am – 1pm

The Seagoe Parish Centre

46 Seagoe Rd, Portadown, Co. Armagh BT63 5HW

(10am – 10.30am registration and a light lunch will be provided)

To book a place or for further information please contact:

 Sinead Hughes email: Sinead.hughes@southerntrust.hscni.net Tel: 028 3741 2523/2468

 Funded by the PHA Regional PPI Forum

Flyer produced which was shared widely among staff, service users, carers, community and voluntary groups



Above: Ray Hamilton delivering his presentation



Right: Peter Donnelly delivering his presentation

PPI Participant Feedback Wall

Congratulations, great event, loved the speakers

As a speaker for the 1st time I enjoyed it. The other speakers had some great stuff to say

Excellent event, can this be repeated? I have found out so much.

Great morning, very informative. A lot of very relevant information available.

A brilliant event, well done to all the speakers. I feel a sense of pride for the service user stories. Well done in having your say!

Excellent and well organised. Great to see users doing the talking!

How do we spread+++ this good news? How do we share all literature/information

Great to hear the voice of the service user

Question and answer section? Might be beneficial?

Fantastic day and credit to you Carolyn.

The venue is fantastic, should be used more often.

Peter was very good. He didn't suffer from 'Trust speak'

Fantastic Event! I feel so much more knowledgeable in PPI. Well done to all involved. Service user's stories are a master stroke!

Can this be replicated in Newry and Mourne?

The service users' stories had a massive impact – refreshed my ideas in PPI. Well done.

It should also be noted that at the end of the event service user, carer and community / voluntary participants gave feedback verbally to the PPI team.

"I really feel empowered now; I kind of was afraid to fully get involved but now I have spoken to teams and other patients who have been involved and feel I am able to as well. I have filled in a registration form to express my interest!"

"I really enjoyed the speakers but it would have been useful to also hear about PPI from a staff member's perspective"

Since the PPI Event the PPI Team has received numerous emails of thanks and support for being invited to the event. Trust staff, service users and carers have also expressed an interest in being involved in future PPI events.

"Just wanted to congratulate you on a terrific event. It was wonderful to see all the PPI work being done throughout the Trust, to have an opportunity to network and connect with like-minded folk and to get some new ideas! Congratulations again on a really successful morning!" **SHSCT Staff**

"I thought the speakers and the presentations were excellent" **Service User**

"Congratulations on an excellent event this morning" **SHSCT Staff**

"I am a student social worker and I attended the PPI event this morning in Segoe, and found it to be very informative" **Student Social Worker**

"Just to say that the event today was brilliant" **SHSCT Staff**

"Great to be part of something 'great'. There was a buzz that made everyone feel motivated!" **SHSCT Staff**

"It was fantastic; I didn't know so much was going on. It makes you want to get involved and help" **Service User**

"The PPI Panel Road Show was another excellent success story" **SHSCT Staff**

"Well done to you all for a wonderful workshop on PPI, I really enjoyed it and came away refreshed in conquest to support people to become involved and to be more supportive to those who are not quite ready for it" **SHSCT Staff**

"Feedback was excellent - well done" **SHSCT Staff**

"Thank-you for making the PPI Roadshow such a success today" **Service User**

"Delighted to have been invited and to contribute to your event. It was excellent and really gave an insight into the practical outworking and benefits from real PPI at the frontline of service development and delivery across the Trust. A lot of credit goes to you, your team and the SHSCT PPI Panel for all that you are doing to advance the concept and practice of Involvement" **PHA**

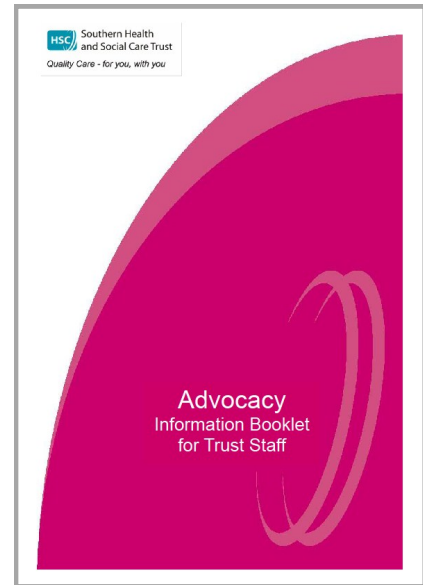
"It was so well organised and ran so smooth and I know and appreciate the hard work that goes in to make it look easy and just wanted to congratulate you all personally, it was truly first class from start to finish!!! There was a real buzz around the hall and the staff and service users, and carers alike I spoke to really valued the event and opportunity to showcase and network and see and hear the real achievements of people getting involved. The speakers were all so powerful and you should be very proud of your success" **SHSCT Staff**

Launch of Advocacy Information Booklet

The PPI Panel launched an **Advocacy Information Booklet for Trust Staff** at the event. The guide has been designed to help improve staff understanding of what advocacy is, its role in the health and social care context and to provide a list of advocacy services currently available within the Southern Trust area. It will also be of interest to existing advocacy service providers, service users and their carers as well as advocates themselves. The booklet has been developed by a sub-group of the Trusts PPI Panel and the Mental Health User and Carer Service Improvement Group (UCSIG) supported by the PPI Team to complement the regional *Policy Guide for Commissioners: Developing Advocacy Services*. Please click here to download a copy: [Advocacy Booklet](#)



PPI Panel members with members of the Trust Board, Trust staff and PPI Lead from the Public Health Agency launching the Advocacy Information Booklet



Conclusion

The evaluation and feedback would suggest that this was a very successful method of raising awareness and increasing understanding of PPI among staff, service users, carers and the public. In terms of encouraging more service users and carers to become involved in working with the Trust to plan, evaluate and develop services there have been 3 new members recruited to the PPI Panel, one of the PPI Panel speakers has been invited to speak to further groups of staff and those who attended the event are now more aware of the opportunities available for involvement and how to register their interest. Trust staff are also more aware of the support services available in the community and the support available within the Trust to assist them to fulfil their obligations under PPI.

What's Next?

- To host further PPI Information Events
- To consider a question and answer session
- To include the experience of PPI from staff perspective

Did you know?
The PPI Event was recorded—watch out for the link on our Trust website soon!