

**First meeting of the PPI Service User Panel held on
Wednesday 15 September 2010 at 2pm, Navan Room, Hill
Building**

Present:

Peter Donnelly	
Ann McGlone	Willowbank Resource Centre
Sharon Doherty	Parent Carer Council
Maureen McNulty	
Laura Fegan	Sixth Sense
Rosemary Murray	Sixth Sense
Andrew Martin	SHSCT Disability and Sensory Impairment Service User Forum
Tess Maginness	
Fiona Rowan	
Carolyn Agnew	Head of User Involvement and Community Development
Nikki Girvan	PPI Officer for Mental Health and Disability and Acute Services Directorate

Apologies:

Thomas McGrath	
Ray Hamilton	
Geoffrey McMullan	
Sinead Hughes	PPI Officer for Children and Young People and Older People and Primary Care Services Directorate

1.0 Welcome and Introductions

- 1.1. Carolyn welcomed everyone to the first meeting of the Panel and enquired about transport arrangements and access. All agreed that the transport had worked out well. The room was accessible although it was a bit of a roundabout journey.
- 1.2. Concern was expressed about the quality of the room. Carolyn advised that this room was used regularly by Trust staff at all levels and had been the Boardroom for the legacy Armagh and Dungannon Trust. She explained that there was no budget to book external venues and therefore availability on the day and time that suited everyone was limited. The Navan Room was chosen because it was the more accessible of the

options available and had access to bathroom facilities. It was agreed however that an alternate venue would be sought for the next meeting.

1.3. Carolyn explained that the Trust had no set ideas on what the Panel would look like and was keen that the direction and focus of the PPI Panel would be shaped by its members.

1.4. Everyone introduced themselves, outlined their expectations for the Panel and shared a little bit of their experience. The key themes coming out of this discussion that were felt to be important were as follows:

- Having a voice
- Listen and learn
- Work with us not against us
- Interested in change
- Don't be afraid of us
- Service users are an asset
- Dialogue assists understanding and helps to break down barriers
- Courtesy and time

2.0 Background and Purpose of Meeting

2.1 Carolyn explained that the PPI Panel is a mechanism for service users to feed into the Trust PPI structures and processes. The Trust developed a PPI Strategic Action Plan Framework which set out what the Trust is required to do in respect of Personal and Public Involvement (PPI) and the structures and mechanisms it proposed to develop so that it could deliver on its obligations. The Strategic Action Plan Framework was subject to a consultation process and a Consultation Report was produced. One of the recommendations from that consultation was that the Trust *“should consider how service user reference groups can assist in verifying that the objectives of the Framework are delivered on and Service Users are involved in the planning, monitoring and management of the PPI Action Plan Framework to ensure that the values and principles of PPI are implemented and embedded”* Some people stated that they would be happy to attend Trust meetings with Senior Trust staff while others said that they would prefer to feed into those meetings and a PPI Panel was agreed as the mechanism that would accommodate both views.

2.2 Carolyn advised that although the Trust is still at an early stage with PPI there has been a history and ethos

of service user involvement within the legacy Trusts. Since the Trust has prioritised PPI and established a Team to provide support for staff there has been significant increase and improvement across the Directorates in PPI activity. Carolyn further explained that the Trust wants to move to a position where PPI happens consistently and universally across its Directorates.

2.3 Carolyn explained that every Trust has different PPI structures, however the Health and Social Care Board (HSCB) and the Public Health Agency (PHA) has established a Regional PPI Forum and advised that Andrew Martin had been nominated to sit on this to represent the Southern Trust. Mary Hinds, who chairs the Forum, is from the Public Health Agency, Michelle Tennyson is the Public Health Agency's PPI Lead, and Bernard Mitchell is the Health and Social Care Board representative on the Regional PPI Forum. The Forum has met on two occasions and is due to meet again on 25th October 2010. Andrew and Carolyn will feedback on progress to the Panel.

2.4 Some members expressed concern that the Panel would become a 'talking shop'. Carolyn reassured those present that the Trust would not want this either. After some discussion, it was agreed that the Panel would develop a very clear work plan with a focus on a realistic number of priorities for each year.

2.5 Ann asked what the geographical spread of the group was and a show of hands demonstrated that the spread was as follows:

- 2 x Dungannon
- 2 x Trust wide
- 2 x Craigavon & Banbridge (Portadown & Lurgan)
- 1 x Bessbrook
- 1 x Armagh
- 1 x Moy

Those members absent are from:

- 1 x Armagh
- 1 x Kilkeel
- 1 x Dungannon

3.0 Terms of Reference

3.1 Carolyn asked if everyone had a chance to look over the draft Terms of Reference and explained that these were intended as a starting point and could be tailored by the members to suit the group.

- 3.2 All present agreed that they were broadly happy with the Terms of Reference and Carolyn advised that they could be reviewed on a regular basis as the group developed.
- 3.3 There was consensus about the role of the group.
- 3.4 Some felt that the number of people attending meetings should be less than 20.
- 3.5 It was acknowledged that there were a few gaps in representation e.g. older people, learning disability and while their were carers of older people and children with a learning disability it was agreed that it would be useful to see if anyone who used these services was interested in joining the Panel.
- 3.6 It was agreed that Carolyn would chair the panel until the group was established and ready to elect a chair from the membership.
- 3.7 Frequency of meetings: it was agreed that in the first instance meetings should be monthly until the group is well established and thereafter quarterly.

Action: Any other comments on the Terms of Reference are to be forwarded to Carolyn before the next meeting on 12th November 2010.

4.0 Induction Training

- 4.1 Carolyn advised that Nikki and Sinead had devised induction training based on the training needs analysis that everyone had completed. Most people had indicated they would like to hear more about Trust structures, accountability etc, and there was also interest in *'Open Minds and Creative Thinking'*. Following some discussion, it was agreed that the training should focus on Trust structures and accountability and members also felt at this stage they would like to hear about PPI Action Plans and what the PPI Priorities of each of the Directorates are for this year.

Action: Nikki and Sinead to revisit the induction training and redesign for the training day.

- 4.2 The structure of the day was agreed as 10.30 am until 3.00 pm with a break for lunch. The date was agreed as Friday 1 October and Ann McGlone kindly offered Willowbank Resource Centre as the venue.

Action: Carolyn to arrange hospitality

5.0 Way Forward

- 5.1 It was agreed that following the training there should be a workshop type meeting to develop a clear action plan for the PPI Panel. There was a suggestion to use a Person Centred Plan approach i.e. a map or a path.

6.0 Any Other Business

- 6.1 There was some discussion on travel arrangements for the next meeting.
- 6.2 Carolyn advised that Panel members were entitled to be reimbursed for travel costs and other out of pocket expenses as per the Trust's Reimbursement Guidelines and procedures which had been circulated prior to the meeting.
- 6.3 Claim forms were circulated to those present and members agreed to return to Carolyn or Nikki as soon as possible.

7.0 Dates of Next Meetings

- 7.1 These were agreed as follows:

Induction Training

Friday 1 October 2010 10.30 – 3.00, Willowbank

**Friday 12 November 12 – 2pm, Fire Station,
Loughgall Road, Armagh**

**Monday 6 December 2 – 4 pm, Fire Station,
Loughgall Road, Armagh**