



**Celebrating 10 years of the Southern Trust  
Personal & Public  
Involvement (PPI) Panel**



### A decade of service user and carer involvement

The PPI Panel was established in September 2010 to work with and help the Trust shape its service user and carer involvement, structures and processes. Over the years the panel has been involved both locally and regionally in shaping and planning HSC services. They have helped train new staff on the importance of involving the service user and carer, developing reference material for Trust staff explaining PPI, and taking part in research in conjunction with local colleges and Queens University. Panel members have also been involved in the recruitment process for positions in the Southern Trust at Director level, as well PPI staff. Work has been endorsed by the Public Health Agency (PHA), other Health Trusts throughout Northern Ireland and the Patient Client Council. More recently, panel members are helping re-build Southern Trust services as part of the reform of Urgent and Emergency Care.

Peter Donnelly, Chairperson, has been involved with the PPI Panel since the start.

*“Although the years have passed quickly, looking back, we have achieved an immense amount of work. The panel is made up of service users and carers who want to shape and improve service design, development and delivery. I look forward to continuing this work, despite COVID and all the challenges it has brought. This pandemic has highlighted the value of our health service. Putting service users, carers and the community at the heart of all we do must continue to be our approach as we meet the next 10 years.”*

Panel member Ray Hamilton said “PPI has given me my voice back” while Sheila Darling, one of the newest Panel members, said: *“It has been a very interesting start, coming on board right in the middle of a pandemic, but a privilege to see first-hand all the efforts being made, on so many fronts, to improve health and social care services for everyone.”*

Within this report we will try to give you a summary of the immense amount of work that the PPI Panel have been involved in and the impact it has had.



**Panel members and Trust staff pictured in the early days of the PPI Panel**

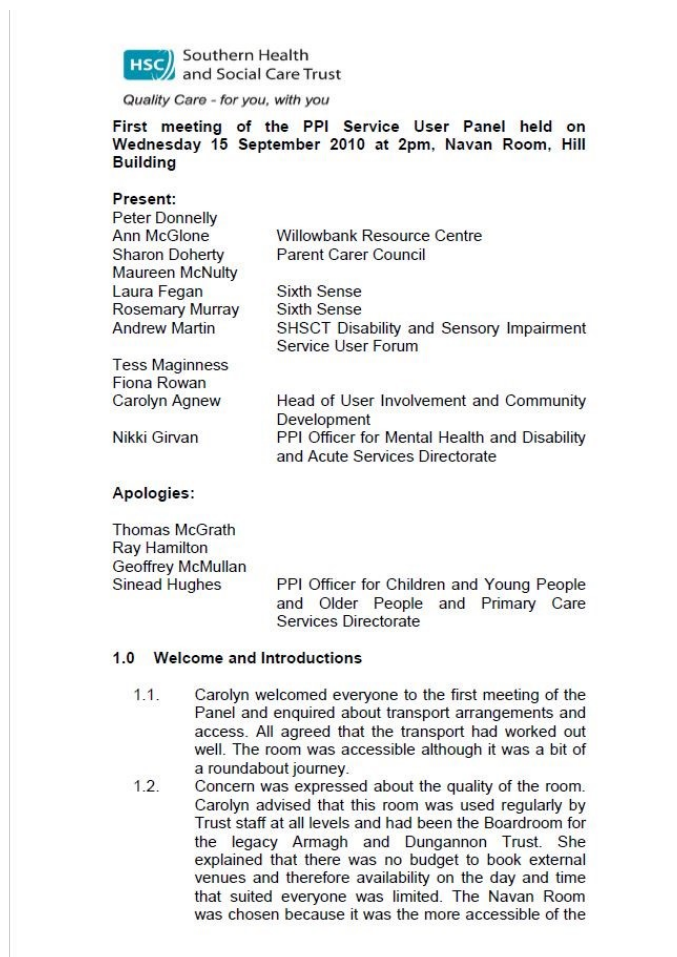
## First meeting of the PPI Service User Panel

The PPI Panel held their first meeting on the 15th September 2010 in the Navan Room on the site of St Luke's Hospital in Armagh. Eleven members were in attendance. This was an exciting time for the panel members and great discussions took place around purpose, action plans, training etc. The key themes coming out of this discussion that were felt to be important (and still are) were:

- ♦ *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*

Since then the PPI Panel have met over 50 times!

Why not click the image below and have a look at the minutes from the very first PPI Panel meeting!





# PPI Event - Why Sit in Silence? Your Trust Need you - *Have Your Say!*

The Southern Health and Social Care Trust (SHSCT) in partnership with the PPI Panel secured funding from the Public Health Agency (PHA) in 2014 to develop a PPI Information Event. The PPI Panel and Trust decided to call the event 'Why Sit in Silence? Your Trust Needs You - Have Your Say!'

The event was extremely successful with 146 participants in attendance.



## 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](mailto:Sinead.hughes@southerntrust.hscni.net) Tel: 028 3741 2523/2468

Funded by the PHA Regional PPI Forum

## Why Sit in Silence?

### Your Trust Needs You – *Have Your Say!*

Wednesday 16 April 2014

10am – 1pm

The Seagoe Parish Centre

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

#### Programme

- 10.00 **Registration-** Andrew Martin and Anne Mallon, PPI Panel members
- 10.30 **Welcome-** Sharon Doherty, Service User, Carer and Co-Chair PPI Panel
- 10.35 **What is PPI?** - Fiona Rowan, Service User, Carer and PPI Panel member
- 10.40 **Why PPI is important in the Southern Health and Social Care Trust** – Angela McVeigh, Director OPPC and Lead Director PPI
- 10.55 **The PPI Panel-** Peter Donnelly, Service User and PPI Panel member
- 11.05 **What is it like to be involved-** Ray Hamilton, Service User and PPI Panel member
- 11.15 **How you can become involved-** Carolyn Agnew, Head of User Involvement and community Development, SHSCT
- 11.30 **Opportunities for Involvement** –Roberta Brownlee, Trust Chair Showcase of current PPI activity and a chance to talk to Trust staff about opportunities for involvement
- 12.45 **Close-** Martin Quinn, Regional PPI Lead, Public Health Agency
- 1.0 **Lunch**

Hosted by the Southern Trust PPI Service User and Carer Panel  
Funded by the PHA regional PPI Forum

**May 2014**

## PPI

### Have Your Say!

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

#### Why Sit in Silence?

#### Your Trust Needs You -

#### Have Your Say! Event 16th April 2014

**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

**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 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.

*"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."*

**The information was excellent!**

**100% stated that the event was worthwhile!**

Personal and Public  
Involvement (PPI)



Involving you,  
improving care

## PPI Toolkit

In 2011 the first PPI Toolkit was published to provide staff and managers with information and guidance to enhance personal and public involvement within their area of service which complemented the *Personal and Public Involvement (PPI) Strategic Plan 2010 - 2013, SHSCT (2010.)* The PPI Panel were instrumental in producing the toolkit for staff.

Photo of the launch with members of the PPI Panel and Trust staff.



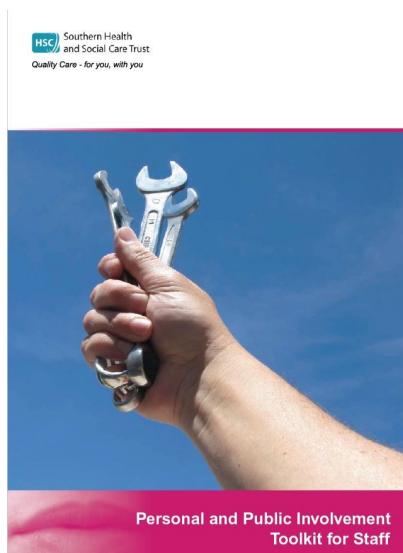
***“PPI completed well will lead to co-production as the pinnacle of the involvement and engagement process.”***

## Launching the revised PPI Toolkit in 2019

The Southern Trust's PPI Team in partnership with the Trust's PPI Panel, Trust staff and members of the Regional PPI Forum reviewed and up-dated the PPI Toolkit (2010). This new 2019 version includes information to support Trust staff understand and fulfil their responsibilities in regard to PPI, Patient Client Experience and Co-production.

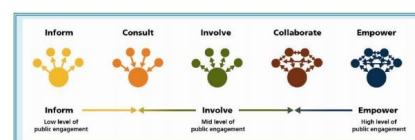


## PPI Toolkit 2011



## PPI Toolkit 2019

### Personal and Public Involvement A Toolkit for Staff





## Good Practice Guidelines for Engagement

During 2011/12, the PPI Panel developed a **Good Practice Guidelines for Engagement** poster. These Guidelines provided a checklist of best practice on key aspects of involvement to complement the PPI Staff Toolkit. It was designed 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.

With Covid-19 changing how we work the PPI Panel felt that the Good Practice Guidelines needed revised. In November 2020, in partnership with Trust staff, the PPI Panel developed **User Involvement Staff Guidance – Ten Tips to Effective Engagement**

### Good Practice Guidelines for Engagement

#### INCLUSIVE

- I INVOLVE** us from the start of the process – don't parachute us in when it suits
- N** We **NEED** to be able to influence decisions - don't ask us if the decision has already been made
- C** Be **CLEAR** about the purpose of the engagement or consultation - we need to know exactly why we are being asked to become involved and what it will achieve
- L** **LET** us know what you can change and what you can't - be clear about the resources available
- U** **UNDERSTAND** that you need to allow sufficient time - don't rush; give people time to reflect and respond.
- S** Keep it **SIMPLE**, do not use jargon - language should be clear and easy to understand
- I** Use the process to **IMPROVE** the skills, knowledge and confidence of everyone involved
- V** **VALIDATE** - monitor and evaluate whether the engagement achieved its purpose
- E** **ENSURE** that you provide feedback - what changed as a result of our involvement; what difference has it made? Keep feedback short and sweet - if we need more detail we can ask. Also feedback to people within a reasonable timeframe so that momentum is not lost.

Developed by the Southern Health & Social Care Trust PPI Panel July 2011

#### Southern Trust User Involvement Staff Guidance

##### Ten Tips to Effective Engagement

*Service users and carers are volunteers who want to work in equal partnership with Trust staff, sharing their experiences to improve local health and social care services for all.*

These tips have been compiled to support effective communication between all parties.

1. Share meeting details & documentation a few days in advance (preferably 1 week).  
(Put the name and date of the meeting in the subject line of email, consider posting lengthy documents to service user/carer reps)
2. If holding a virtual meeting ensure, in advance, all participants have the necessary access to be able to join the meeting
3. Introduce staff and participants at the start of the meeting and clarify the objective.
4. Avoid the use of jargon and abbreviations, to ensure open, clear and concise information.
5. Ensure the voice of the service user and or carer is heard during any discussion, and that their views are reflected in the decisions taken.
6. Be aware some topics may be distressing. Be sensitive to the fact that patients and carers have lived experience and not all experience may have been good.
7. Be considerate of any health needs and have a named contact to discuss concerns.  
(A named person should be allocated to the service user should they need to discuss any issues relating to their involvement in the group).
8. Schedule in enough time to allow SU's/Carers to respond along with breaks.
9. Treat the service user as an equal. Ensure you feedback at the end of the meeting or as soon as possible after.
10. Update on 'matters arising', and progress made at the beginning of each meeting.



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

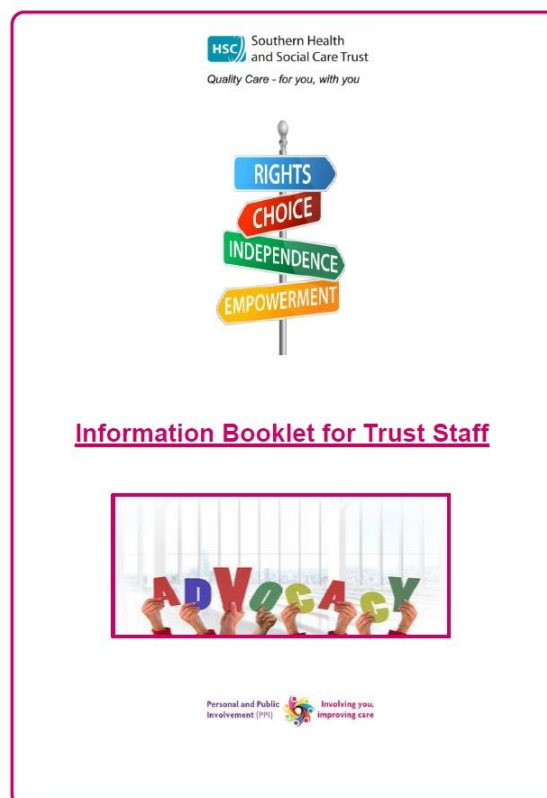
## Advocacy Information Booklet for Trust Staff

The PPI Panel launched an **Advocacy Information Booklet for Trust Staff**. 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 is also of interest to existing advocacy service providers, service users and their carers as well as advocates themselves.

The booklet was developed by a subgroup of the Trust's 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.



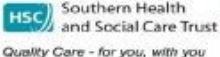
**Sharon Doherty, PPI Panel Member  
pictured with Advocacy Booklet**






The PPI Newsletters for staff were developed in partnership with staff and members of the Trust's PPI Panel into help promote, celebrate and highlight good practice examples of user involvement and partnership working within the Southern Trust.

The first edition was produced in January 2012 and focussed on the background to PPI. A second edition focussing on Transforming Your Care and PPI Action plans was produced in April 2012 with a further edition on involving service users and carers in staff training produced in December 2012.



**Have Your Say!**  
Issue 1—January 2012



### The Staff Newsletter Highlighting User Involvement and Experience in the Southern Trust

*In this first edition we are showcasing and providing feedback on some examples of different ways service users/carers and the public have been involved in the planning, development and delivery of Health and Social Care Services in the Southern Trust.*


This is the first edition of the PPI Newsletter which we hope to publish annually to celebrate user involvement and partnership working within the Southern Trust.

### The Personal & Public Involvement Panel

The Southern Trust has established a Personal and Public Involvement (PPI) Panel as a mechanism for service users and carers to feed into the Trust's PPI structures and processes.

The role of the Southern Trust's Personal and Public Involvement (PPI) Panel is to:

- Provide feedback on how the Southern Trust is progressing its service user, carer and stakeholder involvement agenda and comment on the Trust's PPI consultation scheme and action plan
- Work with the Trust to enhance personal and public involvement across all of its services
- Review the outcomes of the patient client experience
- Nominate members to sit on relevant fora and feedback to the PPI Panel
- Work with the Trust to identify local need, shape and design service development and delivery and participate in evaluation of services.



1  
Members of the PPI Panel



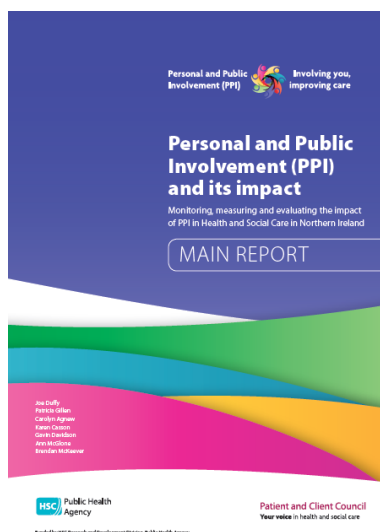
In 2015 the PPI Panel were asked to be involved in helping with a piece of research. The research was commissioned by the Public Health Agency and the Patient Client Council who stipulated the following key aims and objectives for the study:

1. to identify best practice in PPI
2. to identify any barriers to effective involvement; to identify possible ways
3. to overcome these barriers within the context of an integrated health and social care system
4. to identify valid and reliable ways of measuring and evaluating the impact of PPI activity
5. to ensure that service users and carers are at the heart of this project in a significant and meaningful way

A group made up of academic staff from Queens University and Ulster University, Health Trust staff who have a particular interest in PPI and a number of service users and carers came together to carry out this research.

Andrew Martin, Peter Donnelly and Ray Hamilton volunteered to become involved. They were members of the Research Advisory Group which advised the researchers on carrying out the work. Ten recommendations were put forward detailing the organisation responsible for taking forward each recommendation and the role/action required for each one.

### Personal and Public Involvement (PPI) and its impact



[NI PPI in Research Easy Read Report](#)

[NI PPI in Research Summary Report](#)



**Ray Hamilton pictured with Joe Duffy on the publication of the Report**



You are invited to celebrate the contribution of User Involvement in shaping, supporting and improving services across the Trust at our Showcase Event



Wednesday 20th November 2019

Craigavon Civic Centre, Portadown

Time: 11am – 3pm

A light lunch will be provided

To confirm attendance RSVP by Friday 1st November 2019 to [ppi.team@southerntrust.hscni.net](mailto:ppi.team@southerntrust.hscni.net)



The Southern Trust PPI team and PPI Panel took part in the Regional Involve Fest week 18-22 November 2019, which celebrated the service user and carers contribution in shaping and improving Health and Social Care across the Trust. A week of activities culminating in a showcase event was held in Craigavon Civic Centre, in November 2019. This highlight event was attended by over 150 delegates and provided the opportunity to share information, network and gain a deeper understanding of involvement in practice.

Delegates mingled at the informal event over refreshments and a light lunch. Service users, carers, community/voluntary sector representatives and Trust staff shared their experiences. Invaluable peer learning took place and inspirational stories provided the first step and motivation for a commitment to future involvement work.

This event provided an opportunity to share an update regarding the implementation and impact of a range of local initiatives supported through the Transformational Small Grants Scheme. Funding was awarded in 2018/19 to progress a partnership working infrastructure. Many of these projects used this funding as a platform launch and have successfully continued to develop throughout 2019/20.



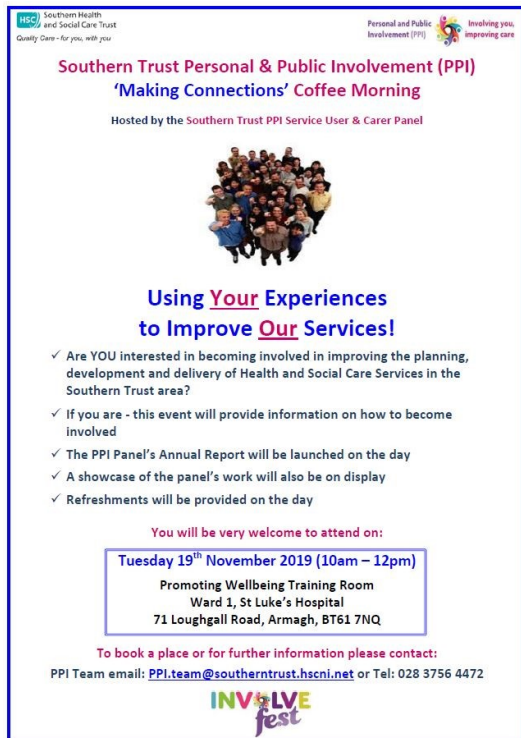






## PPI Panel Coffee Morning

As part of Involve Fest the PPI Panel hosted a coffee morning to launch the 2019 PPI Panel newsletter and formally announce the panel recruitment process open to new applicants. Over twenty participants attended the coffee morning in St Luke's Hospital, Armagh.



## Scope Training

During 2019/20, the PPI team in partnership with the PPI Panel updated and structured the PPI Training available to staff into a 3-stepped learning platform including SCOPE. SCOPE Training is an innovative, co-produced training programme which supports Service Users and Carers to become involved in the development and delivery of Health and Social Care services.

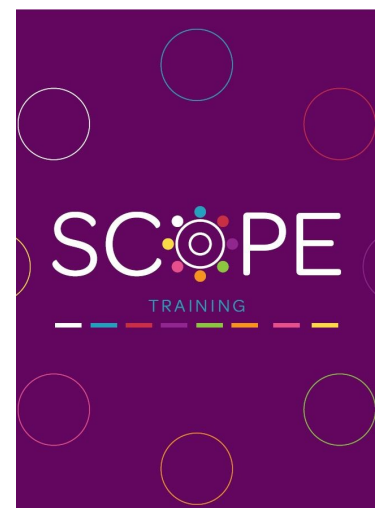
The suite of training was further developed to include training for service users that are involved in improvement work. SCOPE was developed through partnership working with the PPI Panel, service users and staff from Southern Trust, and representatives from across the region.

### Aim of the course:

This is an introduction to PPI/User Involvement to provide Service Users and Carers with the information, skills and confidence to share their experience of using Health and Social Care (HSC) services.

On completion Service User and Carers will have the opportunity to work in partnership with HSC staff to improve services.

The training has been co-designed and will be co-delivered with Service Users and Carers that are currently impacting change within the HSC system.



# 10 Year Recognition Event for the PPI Panel



What an achievement to reach 10 years!

To recognise the contribution the PPI Panel have made to PPI and Coproduction both at a local Trust level and regional HSC level the Southern Trust held a Recognition Event on 27th November via the online platform Zoom. Over 40 participants attended the event and it was great to see so many past and present Panel members.

It was also great to see staff who have worked with the PPI Panel endorsing their work and achievements.

The Trust's Chief Executive thanked the Panel for their contributions to the strategic direction of PPI within the Trust. Roberta Brownlee, Trust Chair was extremely grateful to the Panel in her speech and thanked them for the lovely flowers presented to her.

Your Feedback – PPI Panel Recognition Event 27th Nov 2020

#InvolvingYou10yrs #PPI #TeamSHSCT

Fantastic to see you Carolyn you must be proud of the hard work wasn't in vain the ethos you started is still going strong thankfully!!!!

Excellence Awards is a great way for the SHSCT to try to show case the hard work that goes on every day & night Sometimes the back room staff needs to be recognised for their hard work well said Ian

Ruth is so nice- a really positive message for PPI Peter - you should be proud of yourself too

Excellent work Carol was a big project & badly needed great stuff!!!!

Sharon you have given great support & encouragement to us all

So proud to be a part of this amazing Sharon to hear how this impacted lives

Gives you a boost when you see the work spoken about here. Well done Ian and Sharon.

Ray world class presentation !!!!!

All of these videos are so inspirational and really speak to the passion and dedication of all our panel members, past and present. Well done everyone and thank you

A show stealing presentation Ray

and on top of this work you done a degree in social work fantastic!!!

An Inspiring collation of the lived experiences Magnificent

Fab, Ray brill!  
Inspirational video  
Ray

this should be shown NI wide Ray esp at the DEPT

Fantastic impact this has had for you and wider community

## PPI Panel Newsletters

In 2018 the PPI Panel working in partnership with the Trust developed its first Annual Report in newsletter style to raise the profile of the Panel and awareness of the range of work undertaken by its members. In the editions readers can read about how the Panel members completed training in recruitment and selection and quality improvement, took part in interviews for the new PPI posts, participated in the assessment panel for the PPI small grants programme, were involved in the judging panels for the Trust's Excellence Awards and their continued involvement in consultations on Trust's plans and participation in a range of Trust and regional groups including the Regional PPI Forum.





## Retirement of Carolyn Agnew

In 2019, the PPI Panel paid tribute and wished Carolyn Agnew well on her retirement as Head of Service for User Involvement and Community Development. Vice-chair Ian Stafford wrote,



*"I can clearly recall when in 2016 I had decided to make application to become a member of the Southern Trust's PPI Panel mentioning my intention to the current Chairperson Peter Donnelly and in reply he said "Contact Carolyn Agnew she'll keep you right". Three years later and Peter's statement has proven to be profound because on all occasions when I have had to contact Carolyn in her role as Head of User Involvement and Community Development for the PPI Panel she always demonstrated, in an professional manner empathy, kindness, administrative promptness and never once was she dismissive of personal opinions I expressed in relation to the work of PPI. I am totally confident that I am echoing the sentiments of all PPI Panel members past and present in wishing Carolyn a long, healthy and enjoyable retirement."*

## Plans for the future

We all know how Covid-19 has changed the way we operate but we are thankful the PPI Panel recommenced Panel meetings September 2020. We actually recruited three new members during the crisis. We have worked on the following projects since we recommenced as a Panel:

- No more Silo's local work streams
- Stormont health committee inquiry into care home
- Care partners (with PCC)
- Regional Health & Social Care PPI Involvement Forum
- Hyponatraemia Report Recommendations (IHRD) Implementation Plan
- Clinical Social Care Governance
- RQIA Remit Sub Group (Duty of Quality)
- School of Nursing and Midwifery (QUB) Service Users and Carers Forum
- We have also signed up to Leadership Training with the Leadership centre have completed two sessions since September 2020. the main aim of this training is to help us as a group to

## Interested in Joining the PPI Panel?

Using Your Experience to

Improve Our Services!

Are **YOU** interested in becoming involved in improving the planning, development and delivery of Health and Social Care Services

in the Southern Trust area?

If so, please contact the PPI Team [ppi.team@southerntrust.hscni.net](mailto:ppi.team@southerntrust.hscni.net)

Or by telephone on 028 3756 4472