



**Action Plan to Enhance Personal and Public Involvement  
Within the MENTAL HEALTH AND DISABILITY Directorate**

**April 2013 – March 2014**

## PPI Action Plan – Mental Health and Disability 2013/2014

### Introduction

This PPI Action Plan for the **Mental Health and Disability Directorate** outlines the key actions that will be taken to enhance Personal and Public Involvement during 2013/2014 and will feed into the overall Trust PPI Action Plan.

The key contacts in relation to this action plan are:

|                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                      |
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| <b>Francis Rice</b><br>Director of Mental Health and Disability<br>Bannvale House 028 38 833222<br><b>Personal Assistant</b> Tracy Griffin 028 38 833222<br>Email: <a href="mailto:francis.rice@southerntrust.hscni.net">francis.rice@southerntrust.hscni.net</a> | <b>Bryce McMurray</b><br>Assistant Director of Mental Health<br>Bannvale House, 10 Moyallen Road<br>GILFORD<br>BT63 5LX<br>Email: <a href="mailto:bryce.mcmurray@southerntrust.hscni.net">bryce.mcmurray@southerntrust.hscni.net</a> |
| <b>Miceal Crilly</b><br>Assistant Director of Disability Services<br>Bannvale House, 10 Moyallen Road<br>GILFORD<br>BT63 5LX<br>Email: <a href="mailto:miceal.crilly@southerntrust.hscni.net">miceal.crilly@southerntrust.hscni.net</a>                           | <b>Lynn Fee</b><br>Assistant Director Nursing, Workforce Development & Training<br>028 38 833348                                                                                                                                     |
| <b>Fiona Wright</b><br>Assistant Director Nursing Services Governance<br>028 38 833348                                                                                                                                                                            | <b>Carmel Harney</b><br>Assistant Director Allied Health Professions, Governance & Workforce Development<br>028 37 522381                                                                                                            |
| <b>Anne Coyle</b><br>Bereavement Co-ordinator<br>The Rowans<br>Tel: 028 38 613861                                                                                                                                                                                 |                                                                                                                                                                                                                                      |

## PPI Action Plan – Mental Health and Disability 2013/2014

| PPI INDICATORS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <p><b>1 Information</b></p> <p>a. Do you have information explaining who you are, what you do and how you can be contacted?</p> <p>b. Do you provide information on the standards service users and carers can expect from your service</p> <p>c. Do you provide information to help service users or carers to understand more about their health and/or social care needs?</p> <p>d. Do you signpost and/or provide information to service users / carers of other sources of support available locally?</p> <p>e. Do people who use your service and their carers know how to make a complaint?</p> <p>f. Do people who use your service and their carers know that they have a right to be involved in the planning, development and evaluation of the service you provide?</p> <p>g. Do you provide a list of opportunities for involvement?</p> <p><b>2 Levels of involvement</b></p> <p>1 Do you involve service users in the development of their care and/or treatment plan?</p> <p>2 Do you involve service users and their carers/ family in the evaluation of the service you deliver?</p> <p>3 Do you involve service users, carers and the public in the development of new services or in planning service improvements for the service you deliver?</p> <p>4 Do you involve service users, carers and the public in the planning and development of services/projects that influence the way your Directorate carries out its business?</p> <p>5 Do you involve service users, carers and the public in the planning and development of services/projects that influence the future direction of the Trust?</p> | <p><b>3 Evidencing the Patient Client Experience Standards</b></p> <p>Do you have mechanisms in place to monitor and evaluate how staff in your area of responsibility uphold the 5 Patient Client Experience standards :</p> <ul style="list-style-type: none"> <li>• Respect</li> <li>• Attitude</li> <li>• Behaviour</li> <li>• Communication</li> <li>• Privacy and Dignity?</li> </ul> <p><b>4 Training</b></p> <ul style="list-style-type: none"> <li>• What mechanisms do you have in place to assess the training and development needs of your staff to enhance their skills in personal and public involvement?</li> <li>• What mechanisms do you have in place to assess the training and development needs of your service users, their carers and the public need to enable them to participate in involvement activities?</li> <li>• What opportunities can you identify for service users and carers to become involved in the training of your staff?</li> </ul> <p><b>5 Monitoring and Evaluation</b></p> <ul style="list-style-type: none"> <li>• How do you measure/assess the impact and outcome of your involvement activities?</li> <li>• What has been the impact of your PPI activities on services?</li> <li>• Has PPI improved the patient client experience?</li> <li>• What did those involved think about the process of involvement?</li> </ul> |

# PPI Action Plan – Mental Health and Disability 2013/2014

## 1 Information

**Key Objective:** *Information that supports the engagement and involvement of service users, carers and the public is available in a variety of formats to meet identified need.*

| Key Deliverables                                                                                                                          | Key Actions 13/14                                                                                                                                                                                                                                                                                                                            | Timescale s & Leads     | Progress Update /Impact @ 31/3/14                                                                                                                                                                                                                          |
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| <b>Accessible Information that explains the service for service users &amp; carers</b>                                                    | <ul style="list-style-type: none"> <li>All areas of service have information on the service provided available and on trust website</li> </ul>                                                                                                                                                                                               | All staff<br>March 2014 | Complete                                                                                                                                                                                                                                                   |
| <b>Addiction Services</b>                                                                                                                 | <ul style="list-style-type: none"> <li>Multi-lingual appointment letters are under development</li> <li>Multi-lingual information leaflets available for service users who use opiate substitution service</li> <li>Explore possibility of translating information leaflet into Lithuanian and Portuguese</li> </ul>                         | All staff               | Complete                                                                                                                                                                                                                                                   |
| <b>Service Users, Carers and the Public are aware of how to access Trust's complaints process and how to make a comment or compliment</b> | <ul style="list-style-type: none"> <li>Staff attend Complaints Awareness training</li> <li>Ensure that "We Value Your Views" leaflets /posters are displayed in all relevant facilities</li> <li>Mental Health Service User Fora Facilitators to include awareness of informal and formal complaints procedures at For a meetings</li> </ul> |                         | <ul style="list-style-type: none"> <li>Staff are sent on the Trusts Complaints Awareness training and details of this are kept by the Ward Manager.</li> <li>"We Value Your Views" posters and Leaflets are available in wards and Outpatients.</li> </ul> |
| <b>Display PPI Posters and Leaflets in all relevant areas and facilities</b>                                                              | <ul style="list-style-type: none"> <li>Identify areas and Facilities to display leaflets and posters</li> </ul>                                                                                                                                                                                                                              |                         |                                                                                                                                                                                                                                                            |
| <b>Register of interested service users, carers and the public</b>                                                                        | <ul style="list-style-type: none"> <li>Once the named contact person is identified develop and maintain register of interested service users, carers and the public using PPI registration form.</li> </ul>                                                                                                                                  | Addiction staff         | <ul style="list-style-type: none"> <li>Contact person identified and poster displayed within the Addiction Unit, further posters to be distributed to clinical sites across the Trust area.</li> </ul>                                                     |
| <b>Develop annual "Opportunities for Involvement" Document</b>                                                                            | Staff to quality assure information to ensure that it is still relevant for 2013/2014 and identify any new service improvements/ developments for inclusion taking into consideration Transforming Your Care.                                                                                                                                | All staff               |                                                                                                                                                                                                                                                            |

## 2 Service User and Carer Involvement

| <b>Key Objective: Level 2 -Individuals, families, carers and the community are supported to influence and shape the provision of care and the quality of services provided.</b> |                                                                                                                                                                                                                                                              |                                |                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------------------------------------------|
| <b>Key Deliverables</b>                                                                                                                                                         | <b>Key Actions 13/14</b>                                                                                                                                                                                                                                     | <b>Timescales &amp; Leads</b>  | <b>Progress Update / Impact @ 31/3/14</b>                                               |
| Recovery services                                                                                                                                                               | User involvement in the Personality Disorder Charge                                                                                                                                                                                                          | Hugo Kelly                     | • On-going                                                                              |
| Services for people with Neurological Conditions and their families and carers                                                                                                  | Continue to support the recommendations from the Review of Services for people with Neurological Conditions and their families and carers                                                                                                                    | Miceal Crilly.<br>March 2014   |                                                                                         |
| Addictions                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• SDACT have employed a dedicated worker to establish a service user group for Addictions</li> <li>• Hold a focus group meeting to evaluate the quality of service provided with a sample of service users</li> </ul> | Kevin Morton<br>March 2014     | •                                                                                       |
| Engaging with Travellers                                                                                                                                                        | <ul style="list-style-type: none"> <li>• Hold focus group with Travellers in the Dungannon /Coalisland area to gather views on .....</li> <li>• Link with PPI team for support</li> </ul>                                                                    | Rebecca Cullen<br>Elaine Casey | •                                                                                       |
| Mental Health Service user Forums                                                                                                                                               | <ul style="list-style-type: none"> <li>• Continue to support each locality Service User &amp; Carer Forum</li> </ul>                                                                                                                                         | Thelma Corey<br>All staff      | •                                                                                       |
| Development of appropriate mechanisms to support the involvement of those with sensory impairments                                                                              | <ul style="list-style-type: none"> <li>• Continue to build on work of the Vision Forum and Hearing Forum</li> </ul>                                                                                                                                          | Pat McAteer<br>March 2014      |                                                                                         |
| Bereavement Service                                                                                                                                                             | <ul style="list-style-type: none"> <li>• Carry out a Speed Networking event to enhance engagement between Trust Staff and community/voluntary services</li> </ul>                                                                                            | Anne Coyle<br>Feb 2014         | Plans drawn up. Bringing to bereavement forum okn 2 <sup>nd</sup> October for approval. |

## 2 Service User and Carer Involvement

### Key Objective: 2c

**Key Objective: Level 3** -Individuals, families, carers and the community are supported to influence and shape the planning, development and delivery of services on specific issues or areas.

| Key Deliverables                                                   | Key Actions 13/14                                                                                                                                                                          | Timescales & Leads                                | Progress Update / Impact @ 31/3/14                                                                                                                                                                                                           |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementing Recovery Through Organisation Change ( <b>ImROC</b> ) | <ul style="list-style-type: none"> <li>o Implement the framework for organisation change through the '10 Key Challenges' and ensure service user carer involvement throughout</li> </ul>   | Bryce McMurray<br>Thelma Corey<br>Carmel Johnston | Trust ImROC steering group established. Currently developing action plan against 10 organisational challenges. Each of the Mental Health HOS's nominated to chair 4 sub-groups. SU and carer reps have been recruited to sit on sub- groups. |
| Learning Disability Carer's Forum                                  | <ul style="list-style-type: none"> <li>o Develop recruitment process for LD Carers Forum</li> <li>o Establish a Carer's Forum for carers of adults with a learning disability</li> </ul>   | Pat McAteer<br>June 2014                          | Recruitment completed. First meeting held. TOR being developed                                                                                                                                                                               |
| CAWT Projects                                                      | Support carers and users with CAWT projects: <ul style="list-style-type: none"> <li>• Addictions</li> <li>• Eating Disorder Project</li> <li>• General Mental Health</li> <li>•</li> </ul> | All staff                                         |                                                                                                                                                                                                                                              |
| Addictions                                                         | <ul style="list-style-type: none"> <li>• Explore User Involvement for Review of Addictions (Local Initiative)</li> </ul>                                                                   | Kevin Morton<br>March 2011                        | •                                                                                                                                                                                                                                            |
| DREEM                                                              | <ul style="list-style-type: none"> <li>• Evaluate the recovery tool DREEM</li> <li>•</li> </ul>                                                                                            |                                                   | •                                                                                                                                                                                                                                            |
| Community Forensics services                                       | Carry out a service user and carer audit within forensics                                                                                                                                  | Hugo Kelly<br>Managers                            | •                                                                                                                                                                                                                                            |

## 2 Service User and Carer Involvement

## Key Objective: 2d

**Key Objective: Level 4 - Service Users, carers and communities are actively involved in strategy development, including needs analysis, planning, commissioning and changes to significant areas of service development and provision.**

| Key Deliverables                                                                                               | Key Actions 13/14                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Timescales & Leads                                                  | Progress Update / Impact @ 31/3/14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| Recovery and Support                                                                                           | <ul style="list-style-type: none"> <li>Establish Strategic Recovery Project Board</li> <li>Establish Operational Recovery Subgroup</li> <li>Develop links with other recovery networks</li> <li>Explore recovery tools</li> </ul>                                                                                                                                                                                                                                  |                                                                     | <ul style="list-style-type: none"> <li>Strategic Recovery Project Board established</li> <li>Operational Recovery Subgroup established</li> <li>Linkages with other recovery network organisations developed and enhanced</li> <li>Facilitated ½ day planning workshop to explore recovery tools (wrap, StAR, Tidal, Steeple, DREEM) and wider evidence base (ME Copeland, Ron Coleman, Mindwise, NIAMH, SCIE NIMHE, CSIP, Sainsburys, Royal College of Psychology, Gloucheshire Trust)</li> <li>Presented Pros/Cons of Recovery Tools to Project Board</li> </ul> |
| Involve service users and carers in the review and restructure of Mental Health Services within Southern Trust | <ul style="list-style-type: none"> <li>o Continue Mental Health Service users and Carers Engagement Group</li> <li>o Continue with service improvement strategy and action plan</li> <li>o Implement recommendations from Sensemaker survey (report due summer 2013)</li> <li>o Support service users / carers to sit on Senior Mental Health Management Group</li> <li>o Support service users and carers to sit on Regional Self Harm Reference Group</li> </ul> | <p>Brenda Byrne<br/>MH User / Carer Advocates</p> <p>March 2014</p> | <p>Mental Health Service users and Carers Engagement Group continues</p> <p>Service improvement strategy and action plan Continues to be implemented</p> <p>Service user now sits on Senior Mental Health Management Group</p>                                                                                                                                                                                                                                                                                                                                     |

## 2 Service User and Carer Involvement

### Key Objective: 2e

**Key Objective: Level 5** - *Communities, stakeholders and partner organisations are actively involved in shaping the corporate and organisational priorities and the overall direction of the Trust.*

| Key Deliverables                                            | Key Actions 13/14                                                                                                                                                                                                                                                                                                                                                  | Timescales & Leads       | Progress Update / Impact @ 31/3/14                                                                                                                                                     |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Addictions                                                  | Regional Addictions Strategy to be developed – on-going consultation                                                                                                                                                                                                                                                                                               | Kevin Morton             |                                                                                                                                                                                        |
| Continue to develop and monitor suicide prevention services | <ul style="list-style-type: none"> <li>o Continue to develop Protect Life Implementation Group to ensure the involvement of those affected by suicide in the planning, development and monitoring of Trust services</li> <li>o Continue to facilitate quarterly multi-agency, multi-disciplinary meetings</li> <li>o Review and update PLIG Action Plan</li> </ul> | F Rice<br><br>March 2014 | Continued development of PLIG<br>Quarterly multi-agency, multi-disciplinary meetings continue<br>PLIG action Plan up-dated<br>PLC now provides support to families bereaved by suicide |
| Regional Self Harm Community Reference Group                | <ul style="list-style-type: none"> <li>o Support service user and carer involvement on the Regional Self Harm Community Reference Group which will meet on a quarterly basis</li> </ul>                                                                                                                                                                            | Bryce McMurray<br>2014   | Terms of Reference shared with Mental Health Forums and Advocates for their interest – June 2013                                                                                       |

### 3 Evidencing Patient and Client Experience Standards

### Key Objective: 3a

**Key Objective:** *The 5 Patient & Client Experience Standards developed by RCN are promoted and evidenced by staff in the planning, delivery and development of Trust services. Respect, attitude, behaviour, communication, privacy & dignity.*

| Key Deliverables                                                       | Key Actions 13/14                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Timescales & Leads                                                                | Progress Update / Impact @ 31/3/14                                                                                                                                                                                                                                                                                                       |
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| Evidencing compliance with the 5 Patient & Client Experience Standards | <ul style="list-style-type: none"> <li>Support the implementation of the regional 10,000 Voices Project in 3 agreed settings per quarter as per new regional programme</li> <li>Develop quarterly monitoring reports on impact of PHA PCES Audit programme Dec 2009 – March 2013</li> <li>Support service users and carers to sit on the Patient Client Experience Working Group and Committee</li> <li>Monitor progress through the Patient and Client Experience Committee</li> </ul> | <p>Governance ADs &amp; PWB HOS<br/>March 2014</p> <p>NED Chair<br/>Quarterly</p> | <p>10,000 Voices Project promoted across Trust<br/>3 information Road shows held Sept 2013<br/>2 service users and 2 carers sit on PCEC<br/>Quarterly PCES reports submitted to PCEC, SMT and PHA<br/>First phase 10,000 Voices focussing on ED, OOH GP and MIU</p> <p>Support for people with a disability to sit on PCEC continues</p> |
|                                                                        | <ul style="list-style-type: none"> <li>Continued attendance at Regional PCES Steering Group and Working Group to drive and shape this initiative and develop mechanisms to address issues raised through audits</li> </ul>                                                                                                                                                                                                                                                              | <p>Francis Rice<br/>Angela McVeigh<br/>Fiona Wright<br/>Carolyn Agnew</p>         | <p>Continued attendance as required</p>                                                                                                                                                                                                                                                                                                  |
| PPI Panel                                                              | <ul style="list-style-type: none"> <li>Support People with disabilities to sit on the Trusts PPI Panel Service User and Carer Group</li> </ul>                                                                                                                                                                                                                                                                                                                                          | <p>Disability services, PPI Team</p>                                              | <p>Support for people with disabilities to sit on PPI Panel continues</p>                                                                                                                                                                                                                                                                |

# PPI Action Plan – Mental Health and Disability 2013/2014

## 4 Training

## Key Objective: 4a

| <b>Key Objective: Staff receive training to develop skills and knowledge to enhance service user involvement within their area of work.</b> |                                                                                                                                                                                                     |                               |                                          |
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| <b>Key Deliverables</b>                                                                                                                     | <b>Key Actions 13/14</b>                                                                                                                                                                            | <b>Timescales &amp; Leads</b> | <b>Progress Update /Impact @ 31/3/14</b> |
| Staff receive training to develop skills and knowledge to enhance PPI within their work                                                     | <ul style="list-style-type: none"> <li>Identify teams to receive PPI Basic Awareness Training</li> <li>Link with PPI Team to agree date.</li> <li>Attend other PPI training as available</li> </ul> | All managers<br>March 2013    |                                          |
| Good Practice Guidelines for                                                                                                                | Development of good practice guidance for consultation and engagement                                                                                                                               |                               | Completed                                |

## 4 Training

## Key Objective: 4b

| <b>Key Objective: Service Users, Carers and the public have access to training to develop skills and knowledge to participate effectively in the planning, delivery, monitoring and evaluation of services.</b> |                                                                                                                                                                             |                               |                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------------------------------------|
| <b>Key Deliverables</b>                                                                                                                                                                                         | <b>Key Actions 13/14</b>                                                                                                                                                    | <b>Timescales &amp; Leads</b> | <b>Progress Update/ Impact @ 31/3/14</b> |
| Identify training needs for service users, carers and those who wish to be involved with Mental Health & disability services                                                                                    | <ul style="list-style-type: none"> <li>WRAP training</li> <li>Disability Awareness Training</li> <li>Student Social Work Induction Training</li> <li></li> </ul>            | All staff                     |                                          |
| Conditions Management Programme                                                                                                                                                                                 | Provide talks / presentations to a range of organisations/ service providers on our services to raise awareness of accessing services for people with mental health issues. | Mary Connolly<br>2014         | On going                                 |

#### 4 Training

**Key Objective: 4c**

**Key Objective:** *Service Users, Carers and the public are involved in staff training.*

| Key Deliverables                                                     | Key Actions 13/14                                                                                                                                                                                                                                                                                  | Timescales & Leads   | Progress Update / Impact @ 31/3/14                                                                 |
|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------|
| Service Users, Carers and the public are involved in staff training. | <ul style="list-style-type: none"> <li>Identify opportunities for involving Service Users or Carers in training for Mental Health staff.</li> </ul>                                                                                                                                                | All staff 2014       | Service users were involved in staff training on the Promoting Quality Care risk management agenda |
| WRAP training                                                        | <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                 |                      |                                                                                                    |
| Knowledge and Understanding Framework                                | <ul style="list-style-type: none"> <li>Service users involved in staff Personal Development training delivery in the Southern Trust.</li> <li>Identify service user/s and offer KUF programme to them.</li> <li>Support service user/s to attend by reimbursing out of pocket expenses.</li> </ul> | Siobhan Mackle-Lynch |                                                                                                    |

#### 5 Monitoring and Evaluation

**Key Objective:** *Establish systems and process to monitor and evaluate PPI activity across the Trust*

| Key Deliverables                                                  | Key Actions 13/14                                                                                                                                                                                            | Timescales & Leads   | Progress Update/Impact / @ 31/3/14 |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------------|
| Monitor progress against key deliverables in MHD PPI Action Plans | <ul style="list-style-type: none"> <li>Continue to ensure staff up-date PPI Action Plans for their area of responsibility</li> <li>Link with PPI Team to help produce regular reports as required</li> </ul> | All Teams March 2014 |                                    |

## PPI Action Plan – Mental Health and Disability 2013/2014

|                                     |                                                                                                                                                                                         |                         |  |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--|
| Continue to record new PPI activity | <ul style="list-style-type: none"> <li>Continue to encourage the completion of PPI Impact Template to capture new PPI activity and impact to contribute to Annual PPI Report</li> </ul> | All Teams<br>March 2014 |  |
| Continue to use PPI Evaluation Tool | <ul style="list-style-type: none"> <li>Continue to use evaluation tools to capture feedback from service user and carer involvement of their involvement activity.</li> </ul>           | All teams<br>March 2014 |  |